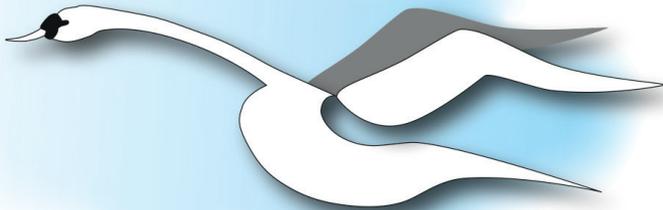


Our pledge to you for ensuring dignity,
respect and compassion at end of life

The SWAN Model



The SWAN Model is used to support and guide the care of patients and their loved ones during end of life care, and afterwards.

It is part of our commitment to you and those important to you at this time, and will commence when your individual Plan of Care for Last Days of Life is agreed and in place.

Signs **W**ords **A**ction **N**eeds

What the SWAN Model means for you:

Signs

- At our hospital we use SWAN signage on doors and curtains to promote awareness of the last days of life.
- You will have access to our 'Butterfly' Volunteers - a group of specially trained people who support dying patients, their families and friends at the end of their life. They offer one to one support, compassionate listening, comfort and companionship, particularly for those patients with few or no visitors. Each visit is unique and personal to your needs and situation.
- You will have an open invitation to access the Louise Hamilton Centre - on site at the James Paget Hospital - which provides support and signposting to sources of support in the community.

Words

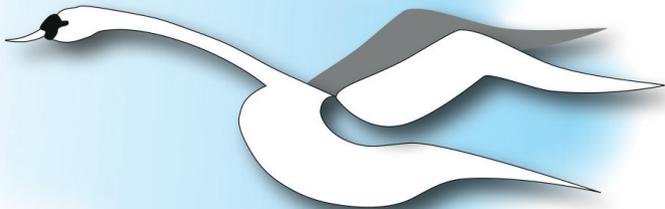
- We will be open, honest and sensitive in our communication with you and those important to you.
- We will offer support to you and those important to you.

Actions

- We will work sensitively with you to identify your individual care needs and will strive to deliver them.
- We will provide access to our Chaplaincy Team - our Chaplains are a multi-faith/ multi-denominational team offering religious, spiritual and pastoral care to all patients, staff and visitors.
- We will 'go the extra mile' to achieve something that is important to you - please share with us your hopes and wishes.

Needs

- We will offer open visiting should this be your wish.
- We will offer free parking if relevant to your immediate relatives or loved ones.
- We will offer food and drink for visitors where applicable including the use of complimentary drinks vouchers.
- We will guide you around the hospital ensuring you know where to find the Trust facilities.
- We will offer comfort packs for carers where required.



Care and support after death

- We will provide sensitive and compassionate care to those important to you.
- We will signpost those that matter to you to supportive services such as:
 - Chaplaincy
 - Louise Hamilton Centre
 - Primary and Community care services
- We will provide a bereavement booklet which contains information to guide individuals on what to do following death.
- We will provide identifiable SWAN resources to enable staff to respond compassionately and promptly to the individual needs of the bereaved.

Your experience matters to us. We will use your feedback to improve our services and the care we deliver.

Feedback

We want your visit to be as comfortable as possible. Please talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve your concern, please ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care.

Trust Values

Courtesy and respect

- A welcoming and positive attitude
- Polite, friendly and interested in people
- Value and respect people as individuals
So people feel **welcome**

Attentively kind and helpful

- Look out for dignity, privacy & humanity
- Attentive, responsive & take time to help
- Visible presence of staff to provide care
So people feel **cared for**

Responsive communication

- Listen to people & answer their questions
- Keep people clearly informed
- Involve people
So people feel **in control**

Effective and professional

- Safe, knowledgeable and reassuring
- Effective care / services from joined up teams
- Organised and timely, looking to improve
So people feel **safe**



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

For a large print version of this leaflet, contact PALS 01493 453240

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