Excellence in rural healthcare

SWAN; an enabler for quality care at the End of Life

Excellence in rural healthcare

To promote dignity, respect & compassion at the end of life

Why SWAN? Means ‘happy death’ from Roman times

- **Sign** – is the patient believed to be entering the dying phase of life; start the individual plan of care & support for the dying person
- **Words** – sensitively communicate with the patient & those important to the patient
- **Actions** – step “outside the box” & facilitate what is important to the patient
- **Needs** – the needs of the patient being met, documented & reviewed regularly

**Patient centred** . **Excellence** . **Respect** . **Compassion** . **Safety**
Importance of…….

- Supporting increased confidence around EOLC @ULHT
- Create a culture of openness within EOL, educating & reassuring the public on the concept of SWAN
- Facilitating choice
- Joining up EOL / Bereavement care
- How can I make a difference to this patient & family in the moment? #onechance
Excellence in rural healthcare

SWAN resources

• The SWAN symbol by the bedside to alert all staff around that the patient & family are in an end of life care situation.
• Small memory bags; to facilitate the offer of a hair lock being taken or jewellery being placed in them.
• Bereavement SWAN bags; to facilitate the property of the patient being returned to the family in a dignified, respectful way rather than the plastic bags currently used.
• Swan Care Bags; toiletries and “self care” bags for family/friends who are with patients at EOL.
• Handprint resources; to facilitate families being offered the choice of having a handprint taken of the patient.
• Linus quilts – handcrafted with love – nationally.
• Tie bags – Handcrafted bags from old ties – to hold rings.
• Forget me not seeds.

Excellence in rural healthcare

Excellence in rural healthcare

Good for the patient

- Heightened dignity & respect
- Situation acknowledged & care individualised
- Well informed & prepared
- What matters to the patient prioritised; choices supported
- Open access to those important to them
- Quality, compassionate care

Patient centred  •  Excellence  •  Respect  •  Compassion  •  Safety
Excellence in rural healthcare

Good for those important to the patient

- Open visiting – carer’s policy
- Well informed & prepared
- Practical support
- Free car parking
- Making memories
- Pastoral support
Excellence in rural healthcare

Good for us

- Raises awareness and confidence in care
- One chance to get it right
- Gives our families & patients control
- Compassion & satisfaction
- Their experience matters to us
- Consistent information
- Quality care
- Permission to act
- Care of the family carries on and after death
Excellence in rural healthcare

SWAN – key messages

• EOLC is everyone's business
• We have once chance to get it right
• Moments make memories
• You leaving our care supported matters to us
• Permission to act & break the rules that don’t exist
• Adapting and changing all the time to improve EOLC at ULHT
• Swan champion

Patient centred  •  Excellence  •  Respect  •  Compassion  •  Safety
Next steps

- Any questions, please contact:
  Marie Beck - Matron for Haematology & Oncology
  marie.beck@ulh.nhs.uk
  Sarah Ward – Macmillan Lead Cancer Nurse sarah.ward@ulh.nhs.uk

Specialist Palliative Care Team
Chaplaincy & Bereavement Team