

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



Patient centred ■ **Excellence** ■ **Respect** ■ **Compassion** ■ **Safety**

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

Why SWAN? Means ‘happy death’ from Roman times

- **S**ign – is the patient believed to be entering the dying phase of life; start the individual plan of care & support for the dying person
- **W**ords – sensitively communicate with the patient & those important to the patient
- **A**ctions – step “outside the box” & facilitate what is important to the patient
- **N**eeds – the needs of the patient being met, documented & reviewed regularly

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

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**
 - Patient centred
 - Excellence
 - Respect
 - Compassion
 - Safety

Excellence in rural healthcare



Patient centred ■ **Excellence** ■ **Respect** ■ **Compassion** ■ **Safety**

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

Good for those important to the patient

- Open visiting – carer's policy
- Well informed & prepared
- Practical support
- Free car parking
- Making memories
- Pastoral support

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

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

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