



# The Swan Model

"Death & dying are inevitable, we have once chance to get it right"

## Regional & Local impact

- The Swan Model represents gold-standard care for end of life and bereavement.
- Enables a nationally required principle of individualised care to be deliverable at local level.
- The model's efficacy was challenged and demonstrated when its successful implementation following a mass fatality resulted in the provision of excellent individualised end of life and bereavement care.
- UHMBT introduced the model in 2013 symbolised with the Dragonfly. The model is embraced and widely implemented complementing the Priorities for Care.

# The Swan Model

- Is about providing excellent, individualised end of life care and bereavement care for every patient and every family, every time.
- Is patient and family focused and centres on meeting the unique needs of each individual and their loved ones.
- Is instigated at the point of recognition of dying and is used to support care throughout end of life, into bereavement and beyond.

**Signs**  
**Words**  
**Action**  
**Needs**



The  
**SWAN**  
Model

# Signs, Words, Actions, Needs

## Signs

- The symbol is used to promote extra compassion by acting as a visual reminder for all staff to employ the principles of the Swan model in their care for that person and their loved ones and reminds everyone, including other visitors, to be mindful of maintaining as peaceful environment as possible.

## Words

- Sensitively communicate with the patient and family

## Actions

- Work sensitively to identify individual care needs
- Step outside the box and go the extra mile to facilitate what is important to the patient and family

## Needs

- Are the needs of the patient and family being met, documented and reviewed regularly

# How people die remains in the memory of those who live on (Dame Cicely Saunders)

- Bereavement support in the hospital has been defined as;
  - 'remaining with the family, as they absorb the information their loved one has passed, answering any questions they may pose, listening to them express their feelings, providing emotional support and remaining with them as they visit the deceased' (Kurian et al 2014).
- It is vital that we help create positive memories, last days and hours are precious and will be remembered vividly.
- Good care not only benefits the patients and relatives but also staff and the organisation.
- We only die once – one chance to get it right.

# Universal Keepsake

- Transitional objects of grief have been suggested as potentially having a therapeutic role in the bereaved person's process of coping.

- Hairlocks

- Handprints



- Knitted hearts



- Condolence cards, forget me not seeds



- Referral to casting & keepsakes
- Photographs taken by our medical illustrations department
- Knitted Teddies/blankets
- Cards/letter/journal writing
- Tigerlily Memory boxes
- Aching Arms
- Comfort packs
- Coffee & cake scheme

Individualised,  
patient &  
family focused  
care



"A good death should be as comfortable and comforting as possible. This mean different choices for different people. The problem is that people's wishes on how they want to die either never get discussed or are lost."

~Dying Matters Forum

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- We have a key opportunity to start a healthy grief journey for all our patients and their families
- Despite their upset, the majority of grieving individuals do not require bereavement intervention and will be in a position to make their own adjustments and sense of the pain with their own identified positive social support .
- The recognition of well-informed health professionals assist in this transition and facilitation of a productive resolution.
- The impact of failure to provide adequate support increases the likelihood of complicated grief.

# Bereavement Support

- Bereavement specialist nurses, based at RLI and FGH, cross bay cover Monday – Friday office hours
- Bereavement specialist midwives based at FGH and RLI, cross bay cover, Monday-Friday office hours
- The mortuary team
- Hospital chaplaincy team
- The bereavement officers
- A wealth of local and national bereavement support - please see information on the bereavement stall

- Relevant and timely bereavement support is a preventative intervention which strengthens the resilience and emotional well-being of bereaved children and adults. It is therefore an investment for a healthier, happier society.
  - Child Bereavement UK 2015

*I have learned  
that people will  
forget what you  
said, people will  
forget what you  
did, but people  
will never forget  
how you made  
them feel.*

**Maya Angelou**  
1928-2014



*Photo by Michael Collopy*

# Look after yourself

- Be familiar with your own feelings about loss and grief
- Have somewhere to share your own emotions
- Access to support and supervision
- We cannot pour from an empty cup



THANK  
YOU!

- Discussion / Questions