SWAN Model:
Bereavement Care

Support for you at this difficult time

The staff at Liverpool University Hospitals understand that the death of a loved one can be a very difficult time.

We are here to help by providing both practical and emotional support to you and your family. We will continue to provide care and dignity to your loved one throughout this time.

The care we provide is called the Swan Model of Care- this is an end of life and bereavement care model.

SWAN stands for Sign, Words, Actions and Needs:

Sign - The staff will do all they can to identify and provide the appropriate environment ensuring privacy and dignified care for you and your loved one at this time.

Words – The staff will sensitively explain what is happening, including the care that is being provided for your loved one, and answer any questions that you may have.
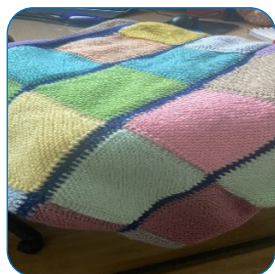
Actions – Our staff will speak to you about what is important to you for your loved one at this time and will do all they can to support your wishes.

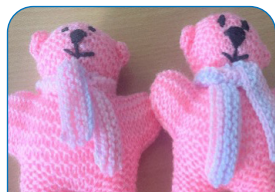**Needs** – The staff will wherever possible ensure your needs are met.

You will see the SWAN symbol across the hospital as a sign of our commitment and support to you at this time. The SWAN team have developed a number of different resources that may bring you some comfort.

These resources can be accessed by speaking to a member of the team.

Resources include:

Handmade blankets crocheted with love and care by our Trust volunteers and supporters.

Crocheted hearts and teddy bears - matching hearts and bears, individually crafted by our Trust volunteers and supporters for you and your loved one to keep as a lasting connection between you.
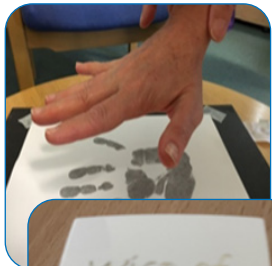

Small jewellery bags - designed for the safe-keeping of precious and delicate jewellery.

Handmade SWAN bags - designed for you to keep your loved one's belongings safely together.

Memory boxes - to hold and keep treasured memories.

Precious keepsakes - if you wish, the staff can arrange to take handprints, hairlocks, photographs or lip kisses for you to keep. Please speak to the nurses or Bereavement Team if this is something you would like to arrange.

Trust chaplaincy team

Our Trust chaplaincy team offer pastoral, spiritual and religious support for patients and their loved ones.

The chaplaincy team can assist in contacting any of the faith leads. This is available 24 hours a day and seven days a week.

If you would like to access support, please speak to a member of the ward team who will facilitate contact.

Further information

Please know that you are not alone at this time and our SWAN team will direct and signpost to ongoing bereavement support for you and your family if required.

"Memories are the loveliest thing,
They last from day to day,
They can't get lost,
They don't wear out,
They can't be given away"

(Anonymous)

Author: SWAN Team
Review date: May 2025

All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل ائتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والكترونياً.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字體、音頻、盲文、穆恩體（Moon）盲文和電子格式，敬請索取。

در صورت تمایل میتوانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاریی پێوەندیدار بەو نەخۆشانەی لەلایەن **تراستەوە** پەسەند کراون، ئەگەر داوا بکرێت لە فۆرماتەکانی تردا بریتی لە زمانەکانی تر، نیزی رید (هاسان خوێندنەوه)، چاپی گەورە، شریتی دەنگ، هێڵی موون و ئەلیکترۆنیکی هەیە.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.