

# SWAN Model: End of Life and Bereavement Care

Support for you at this difficult time





At the Trust, we understand that the last hours or days of someone's life can be very difficult and painful to think about, especially when they are a loved one or someone who is close to you.

We are here to help and support you, as well as caring for your loved one, and want to provide both practical and emotional support at this time.

The care we provide is called the SWAN Model - 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 dignity is maintained whilst caring for you and your loved one at this time.

**Words** – The staff will clearly and sensitively explain what is happening, including the care that is being provided for your loved one, and answer any questions that you may have.

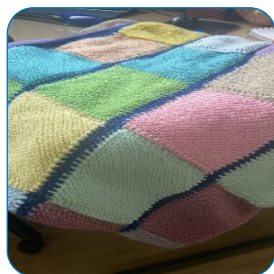
**Actions** – Our staff will speak to you about what is important to you and your loved one at this time and will do all they can to support your wishes.

**Needs** – The staff will regularly review your loved one to ensure that they are comfortable and check with you that your specific needs are being met.

You will see the SWAN symbol on the ward and more widely, 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 to support you and provide some comfort. These resources can be accessed by speaking to a member of the ward team.

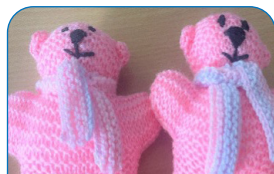
### Resources include:



**Handmade blankets** for extra warmth and comfort - crocheted with love and care by our Trust volunteers and supporters.



**Comfort packs** - complimentary toiletries and sundry items to support you while you stay at the hospital.



**Crocheted hearts and teddy bears** - matching little 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.





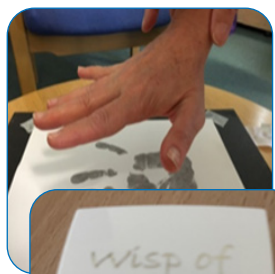
**Small jewellery bags** - designed for the safe keeping of precious and delicate jewellery.



**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 caring for your loved one can arrange to take handprints, hair locks, photographs or lip kisses for you to keep.



## Volunteers

At the Trust, we have specially trained volunteers who can stay with your loved one if you need to take a break away or are not able to be at the Hospital all the time.

Speak to a member of the ward team who can check their availability for you.

## 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 this for you.

## 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 انتظام المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعة الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والإلكترونية.

所有經信託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.

زانیاری پیوندیدار یو نه‌خوشانه‌ی له‌لایم تراسته‌وه پسه‌ند کراون، نه‌گر داوا بکرنیت له فورمات‌ه‌کانی تردا بریتی له زمانه‌کانی تر، نیزی رید (هاسان خوینندنه‌وه)، چاپی گوره، شریتی دهنگ، هیلای موون و نملیکترۆنیکی هه‌یه.

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体、音频、盲文、穆恩体 (Moon) 盲文和电子格式，敬请索取。

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.