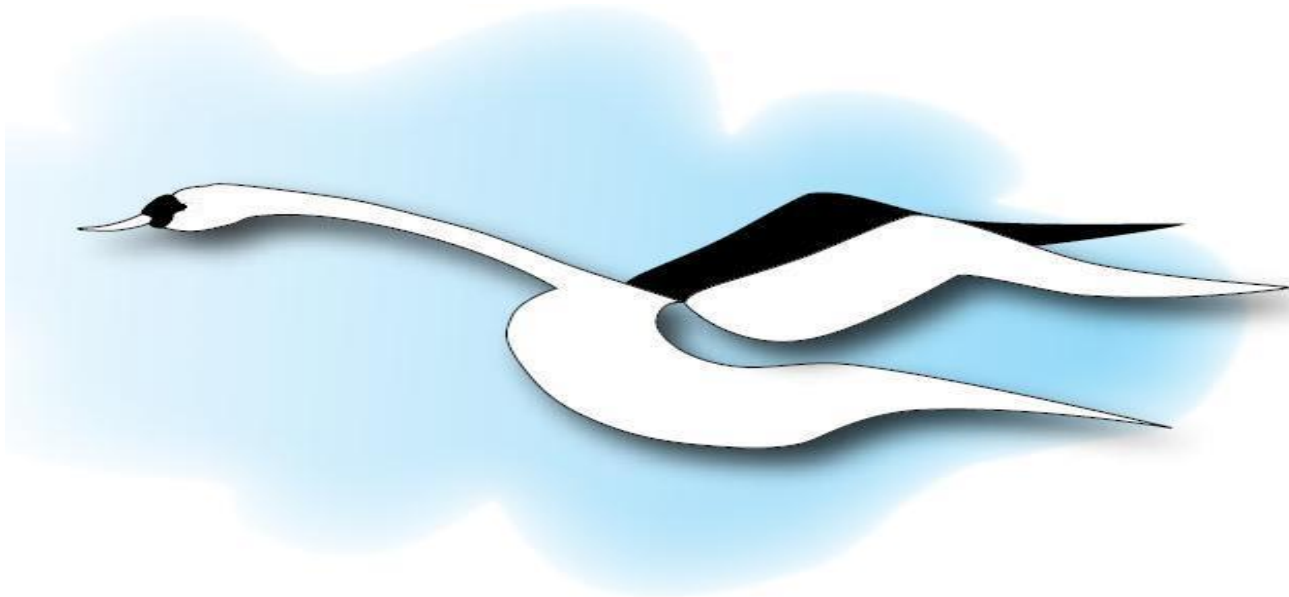




#hello my name is...

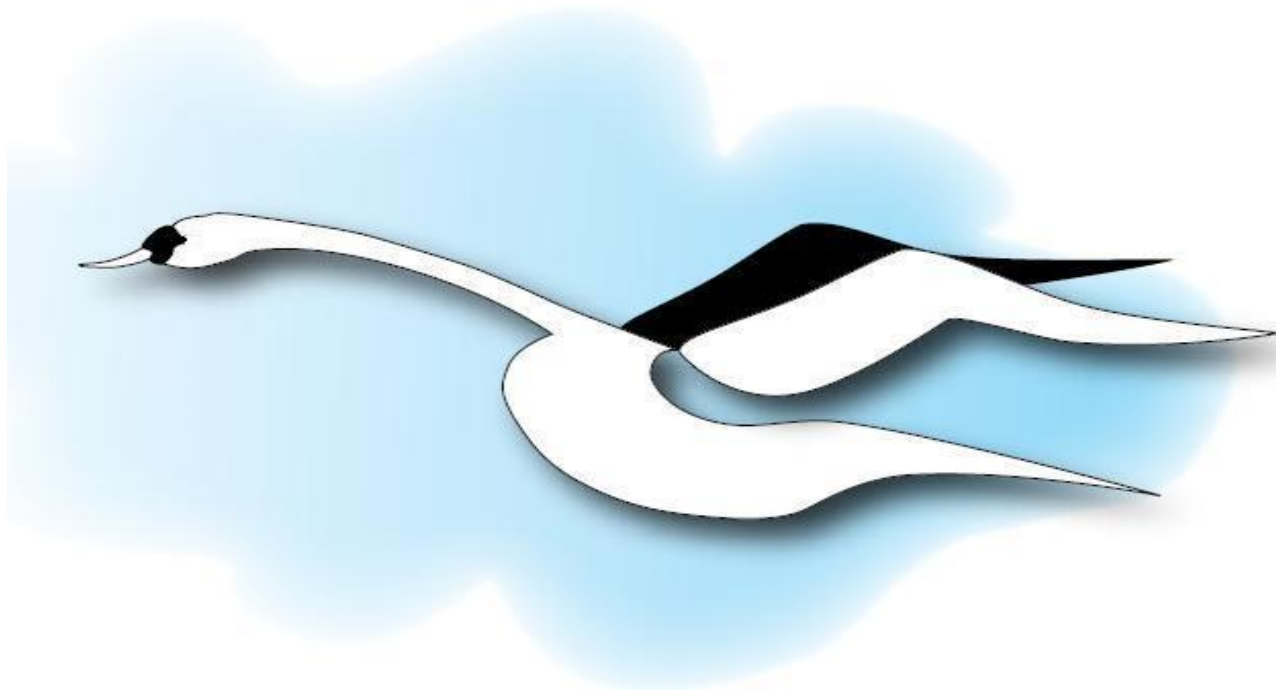

Fiona Murphy MBE



@F.d.Murphy



Why a Swan – happy death





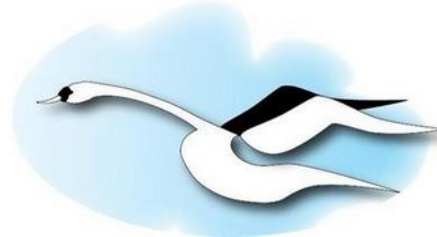
SWAN

Sign – is the patient believed to be entering the dying phase of life
– start the individual care plan

Words – sensitivity communicate with the patient those important
to the patient and those coming alongside them

Actions – step outside the box and facilitate what is important to
the patient and those coming alongside them

Needs – are the needs of the patient being met, documented and
reviewed regularly



What Works Well?







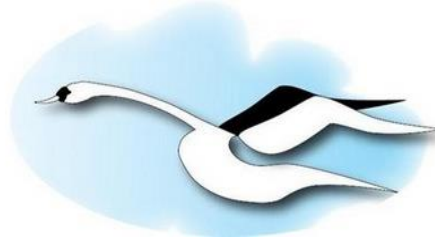


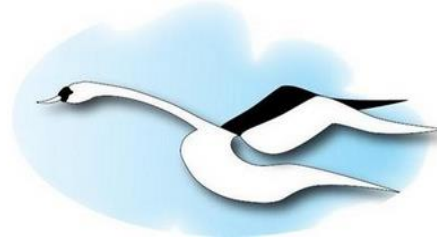
Swan Suite
Bereavement Centre

**Please ring the bell
for attention**

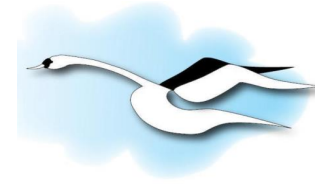












Overview

- SWAN Model implemented for all 22 families
- 20 families attended Trafford Mortuary
- 2 families contacted & supported in a different way
- Collaborative cross boundary working
- 24/7 helpline & triage system implemented
- First 72hrs families supported by the bereavement team 24/7
- All 22 families have a named bereavement nurse for follow up care



What Went Well?

- Collaboration / relationship building
- Team work
- Resilience
- Credibility
- Working and caring in a different way



brief
the voice of Greater Manchester Police
Special Edition August 2017



*Memory of the victims of the
Manchester Arena attack*

Family feedback

The bereavement (SWAN) nurses have been essential on our journey through the event that has changed our lives forever

I'm not really one to write down words. I can say the bereavement nurses that looked after my beautiful wife were truly fantastic. The whole experience of being with my wife was the worst day that day but you were fantastic. I will hold my photos close to my heart.

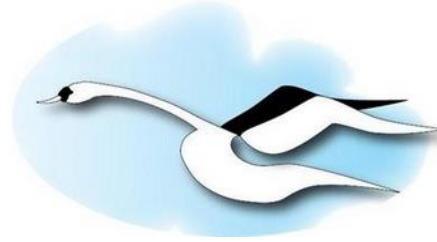
The continuous support on a face to face basis, being supported via text or a phone call even 24/7 is so valuable and a great safety net

Acknowledged as his partner the importance that I came into see him last. Being able to kiss and touch him – but not being alone . As the nurse said – my forever moment

Looking after us in the hotel – nothing was too much trouble The comfort bags you gave us were amazing- they helped us when we had nothing.

This sort of thing will happen again and again and specially trained nurses are absolutely essential as we have been, and still are, in emotional free-fall.





Be brave enough to start a conversation
that matters....

