

VOLUNTEER SWAN TEAM

Improved End-of-Life Support Service

Aim For Improvement:

- To reimagine the Volunteer End-of-Life Sitting Service
- To support patients, their families and their friends
- To create a consistent, accessible and visible service
- To offer both compassionate and practical support
- To increase the number of End-of-Life contacts made

Contributing Factors to the Problem:

- Volunteer Sitting Service referrals were negligible
- Patients and their loved one's needs not being met
- Staff unable to meet these needs due to capacity
- Chaplaincy prioritising supporting patients of faith
- Due to volume, many patients left unsupported

Actions Taken:

- Met with disciplines to ascertain what would be beneficial from a Swan Service from the staff's point of view (Palliative Care Team + Chaplaincy Team + Bereavement Team)
- Gathered testimonials from families of patients who had passed away to find out what worked and what didn't
- From feedback created a Swan Volunteer Role to support the needs of the staff, the patients and their families
- Recruited a small team of Swan Volunteers in preparation for launching the new service

Measures:

- **Pre-Launch: October 2023**
- Swan Team trained in Stress, Trauma + Bereavement (2-day course)
- Suggested procedures agreed, paperwork prepared, Swan Leaflet designed and signed off
- Swan Team spent the month visiting wards, introducing themselves and their new Swan Service to the staff
- **Soft-Launch: November 2023**
- Working in pairs for the soft launch Swan Team began actioning "Swan Referrals"
- Swan Team kept notes of what they felt was working well and what needed attention, tweaking or changing
- Team gathered feedback from service users and staff to gain perspective on how Service was being received
- Swan Team, Chaplaincy + Palliative Care met 1-month on to make final adjustments to the service
- **Hard-Launch: December 2023**
- Worked with Comms to get the service launched on Connect, social media and Hospital Facebook page
- Swans took up their solo shifts and covered the service Monday to Friday 10:00 – 14:00
- Regrouped in February to look at results to far and troubleshoot any issues or improvement opportunities

Results:

- Previous Sitting Service 3 referrals in 3-years
- New Swan Service 116 referrals in 5 months
- Lots of positive verbal and written feedback from staff and service users
- Swan Team all incredibly passionate about their role

Learning and Next Steps:

- Service to be launched at Peterborough Hospital
- Shifts launching in May to cover afternoons and evenings at Hinchingsbrooke as there is a need
- Group support and supervision to be conducted on a quarterly basis



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