

Theme | Getting to Good: Fundamentals in Care  
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## REASON WHY?

Doctors, Nurses/MDT Staff need time & space to have important conversations with relatives. The current space on Ward 15/16 is outdated which means that conversations are held in inappropriate spaces which is uncondusive to sensitive conversations. The Swan Suite for Relatives will give the Ward a calm & comfortable space.

## PLAN

Working together, the Ward Manager Sharon and Swan End of Life Care (EoLC) Lead Nurse Jules met to discuss improvement plans. We reviewed the current Relatives Room on Ward 15/16. Pre photos were taken. The room would become a Swan Suite for relatives to provide a calm space on the unit at PRH, to have important, open and honest conversations with relatives about loved ones end of life care. The current space, while functional felt like it could be improved.

BEFORE PHOTOS



## DO

After discussions with Sharon & the team, it was agreed to request the room to be painted in calm colours, purchase new furniture, pictures and review the way the current space was utilised. The improvements were funded by the Swan Fund, however, some staff/volunteers donated some items.

The team:

- Ordered new door sign and placed on door
- Purchased artificial plants, boxes of tissues & framed the pictures donated, to make the room feel more calm and comfortable.

Thank you to Sharon the Ward Manager who went above and beyond to get some small calm lights and shelf to enhance the room. Thank you to Emma Gibbons HCA on Ward 28 who donated some pictures for the room, Jules Lock (Volunteer) for donating the artificial plants. Jules Lewis's Mum for donating boxes of tissues. Deb & Miriam Swan EOLC Specialist Nurses, Penny EOLC Admin Assistant for support with ordering/coordinating. Thank you everyone this improvement will make a real difference at the hardest of times.



To improve the current relatives room & create a Swan suite on Ward 15/16 for relatives to allow staff to have open and honest conversations about end of life care. This will be achieved by September 2024. Official opening the room is planned for October 2024.

## STUDY

Congratulations to Sharon and her Team & Claire, Matron, for making this happen. Great team work. It was important to the team this improvement was done incorporating the Stroke Association Colour – Purple. The improvement has given us the results we were expecting, as we have completed a few of these rooms now. However, feedback from Sharon and the Team has been above our expectations, the difference this room has made already has been incredible. An example of this was Sharon witnessed a lovely conversation with a Doctor and a relative and due to the change in the seating & position of seating, allowed for a more compassionate conversation.

AFTER PHOTOS



## ACT

The room will be officially opened by Sharon and Claire on the 2<sup>nd</sup> October 2024 to celebrate achievements with key people invited to the opening. More photos to be taken on the day as some items are not currently in the room, these will be in place on the open day.

The Ward Team will monitor relative feedback & appropriate use of the room. Sharon and Jules will remain in communication and highlight any further improvements needed, following relative / staff feedback.

**ACKNOWLEDGEMENTS & REFERENCES** | Thank you to everyone named above, team work and one chance at it's best. The biggest thank you goes to Sharon & her team for making this improvement happen, the room will make the biggest difference at the hardest of times.