

### **Compassionate care for all - Improving adult community specialist palliative care services for all residents in north west London**

#### **Harrow: summary of service improvement**

Harrow community specialist palliative care providers

- St Luke's Hospice
- Central London Community Healthcare NHS Trust providing Harrow Community Palliative Care Nursing Team services

The proposed north west London community specialist palliative care model of care for adults (18+) will deliver the following services for Harrow residents. Some of these services already exist but will have been expanded, whilst some of them will be available for the first time:

#### **Adult community specialist palliative care team**

- This service already exists but the opening hours of this team will increase to 8am - 8pm from current 9am to 5pm. The service will also be expanded to operate 7-days a week as opposed to the current 5 days a week (Monday to Friday). Harrow residents will therefore have access to a 7-day service that operates 12 hours a day to support their care needs.

#### **Community in-patient bed care**

- Harrow residents will have access to an increased number of beds in the community, which includes, based on the size of the borough population, the introduction of a proposed seven dedicated enhanced end-of-life care beds for patients who do not require a hospice in-patient bed but cannot stay at home due to their needs, do not wish to stay at home, and do not want to or need to be in a hospital. These beds will be available to all boroughs of NW London. They are currently only available in Hillingdon.
- Harrow residents will continue to have access to specialist hospice in-patient unit bed care.

#### **24/7 specialist palliative care telephone advice**

- Harrow residents who are known to community specialist palliative care services already have access to this 24/7 advice via their local hospice.
- This existing service will be expanded to support Harrow residents who are unknown to the community specialist palliative care services. They will be able to call a local 24/7 specialist palliative care telephone advice line for the first time and receive advice and support.

## **Hospice out-patient multidisciplinary clinics and well-being services**

- Harrow residents will continue to have access to out-patient clinics, including lymphoedema services that will be improved with a common core offer of support, as well as expanded to support non-cancer lymphoedema diagnoses which is currently a gap in provision for Harrow. Lymphoedema is a long-term condition where a build-up of lymph fluid in your body's soft tissues causes swelling.
- Harrow residents will have improved access to bereavement and psychological support services with a common core offer, including 1:1 and group support, and a clearer pathway to access these services.

The proposed service improvement aims to offer more personalised and culturally sensitive care to address the diverse needs of the entire north west London population, including the specific needs of Harrow residents and underserved communities.

It seeks to achieve this by tailoring services to individual preferences, cultural competence training for staff, and actively collaborating with local organisations and partners.



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### **Compassionate care for all - Improving adult community specialist palliative care services for all residents in north west London**

#### **Hillingdon: summary of service improvement**

Hillingdon  
community  
specialist  
palliative care  
providers

- Harlington Hospice (including provision of Michael Sobell House inpatient unit at Mount Vernon Hospital)
- Central and North West London NHS Foundation Trust

The proposed north west London community specialist palliative care model of care for adults (18+) will deliver the following services for Hillingdon residents. Some of these services already exist but will have been expanded, whilst some of them will be available for the first time:

#### **Adult community specialist palliative care team**

- This service already exists but the opening hours of this team will increase to 8am - 8pm from current 9am to 5pm. Hillingdon residents will therefore have access to a 7-day service that operates 12 hours a day to support their care needs.

#### **Community in-patient bed care**

- Hillingdon residents currently have access to eight dedicated enhanced end-of-life care beds for patients who do not require a hospice in-patient bed but cannot stay at home due to their needs, do not wish to stay at home, and do not want to or need to be in a hospital. This service will be improved through a common core offer that will be available to all boroughs of north west London.
- Hillingdon residents will continue to have access to specialist hospice in-patient unit bed care.

#### **24/7 specialist palliative care telephone advice**

- Hillingdon residents who are known to community-based specialist palliative care services already have access to this 24/7 advice via their local hospice and specialist palliative care providers.
- This existing service will be expanded to support Hillingdon residents who are unknown to the community-based specialist palliative care services. They will be able to call a local 24/7 specialist palliative care telephone advice line for the first time and receive advice and support.

#### **Hospice out-patient multidisciplinary clinics and Well-being services**

- Hillingdon residents will continue to have access to out-patient clinics, including lymphoedema services that will be improved with a common core

offer of support. Lymphoedema is a long-term condition where a build-up of lymph fluid in your body's soft tissues causes swelling.

- Hillingdon residents will have improved access to bereavement and psychological support services with a common core offer, including 1:1 and group support, and a clearer pathway to access these services.

The proposed service improvement aims to offer more personalised and culturally sensitive care to address the diverse needs of the entire north west London population, including the specific needs of Hillingdon residents and underserved communities.

It seeks to achieve this by tailoring services to individual preferences, cultural competence training for staff, and actively collaborating with local organisations and partners.



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### **Compassionate care for all - Improving adult community specialist palliative care services for all residents in north west London**

#### **Hounslow: summary of service improvement**

Hounslow community specialist palliative care providers

- London North West University Healthcare NHS Trust providing Meadow House Hospice

The proposed north west London community specialist palliative care model of care for adults (18+) will deliver the following services for Hounslow residents. Some of these services already exist but will have been expanded, whilst some of them will be available for the first time:

#### **Adult community specialist palliative care team**

- This service already exists but the opening hours of this team will increase to 8am to 8pm from current 9am to 5pm. Hounslow residents will therefore have access to a 7-day service that operates 12 hours a day to support their care needs.

#### **Hospice at home**

- Hounslow residents will have access for the first time a Hospice at Home service. This service currently does not exist.
- This service supports up to 24-hour care at home (including overnight sitting) if needed in close collaboration with usual community care teams.

#### **Community in-patient bed care**

- Hounslow residents will have access to an increased number of beds in the community, which includes, based on the size of their borough population, the introduction of a proposed seven dedicated enhanced end-of-life care beds for patients who do not require a hospice in-patient bed but cannot stay at home due to their needs, do not wish to stay at home, and do not want to or need to be in a hospital. These beds will be available to all boroughs of north west London. They are currently only available in Hillingdon.
- Hounslow residents will continue to have access to specialist hospice in-patient unit bed care.

#### **24/7 specialist palliative care telephone advice**

- Hounslow residents who are known to community specialist palliative care services already have access to this 24/7 advice via their local hospice.
- This existing service will be expanded to support Hounslow residents who are unknown to the community specialist palliative care services. They will be able to call a local 24/7 specialist palliative care telephone advice line for the first time and receive advice and support.

## **Hospice out-patient multidisciplinary clinics and well-being services**

- Hounslow residents will have access to consultant and nurse led out-patient clinics for the first time. They will include lymphoedema services that will be improved with a common core offer of lymphoedema support and expanded out-patient clinics to include medical and nurse led clinics. Lymphoedema is a long-term condition where a build-up of lymph fluid in your body's soft tissues causes swelling.
- Hounslow residents will have improved access to bereavement and psychological support services with a common core offer, including 1:1 and group support, and a clearer pathway to access these services.

The proposed service improvement aims to offer more personalised and culturally sensitive care to address the diverse needs of the entire north west London population, including the specific needs of Hounslow residents and underserved communities.

It seeks to achieve this by tailoring services to individual preferences, cultural competence training for staff, and actively collaborating with local organisations and partners.



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## North West London

### Compassionate care for all - Improving adult community specialist palliative care services for all residents in north west London

#### Kensington and Chelsea: summary of service improvement

Kensington & Chelsea  
community specialist  
palliative care  
providers

- Royal Trinity Hospice
- Central London Community Healthcare NHS Trust providing Pembridge Palliative Care Services
- St John's Hospice

The proposed north west London community specialist palliative care model of care for adults (18+) will deliver the following services for Kensington and Chelsea residents. Some of these services already exist but will have been expanded, whilst some of them will be available for the first time:

#### Adult community specialist palliative care team

- This service already exists but the opening hours of this team will increase to 8am - 8pm from current 9am to 5pm. Kensington and Chelsea residents will therefore have access to a 7-day service that operates 12 hours a day to support their care needs.

#### Hospice at home

- This service already exists, but will be improved with a common core offer which includes support up to 24-hour care at home (including overnight sitting) if needed in close collaboration with usual community care teams.

#### Community in-patient bed care

- Kensington and Chelsea residents will have access to an increased number of beds in the community, which includes, based on the size of the borough population, the introduction of a proposed four dedicated enhanced end-of-life care beds for patients who do not require a hospice in-patient bed but cannot stay at home due to their needs, do not wish to stay at home, and do not want to or need to be in a hospital. These beds will be available to all boroughs of NW London. They are currently only available in Hillingdon.
- Kensington and Chelsea residents will continue to have access to specialist hospice in-patient unit bed care.

#### 24/7 specialist palliative care telephone advice

- Kensington and Chelsea residents who are known to community specialist palliative care services already have access to this 24/7 advice via their local hospice and specialist palliative care providers.

- This existing service will be expanded to support Westminster residents who are unknown to the community specialist palliative care services. They will be able to call a local 24/7 specialist palliative care telephone advice line for the first time and receive advice and support.

### **Hospice out-patient multidisciplinary clinics and well-being services**

- Kensington and Chelsea residents will continue to have access to out-patient clinics, including lymphoedema services that will be improved with a common core offer of support. Lymphoedema is a long-term condition where a build-up of lymph fluid in your body's soft tissues causes swelling.
- Kensington & Chelsea residents will have improved access to bereavement and psychological support services with a common core offer, including 1:1 and group support, and a clearer pathway to access these services.

The proposed service improvement aims to offer more personalised and culturally sensitive care to address the diverse needs of the entire north west London population, including the specific needs of Kensington and Chelsea residents and underserved communities.

It seeks to achieve this by tailoring services to individual preferences, cultural competence training for staff, and actively collaborating with local organisations and partners.

We can confirm that all other Pembridge Community Palliative Care Services (ie. 24/7 specialist telephone advice line, community specialist palliative care nursing, day hospice services and outpatient services and other services) are unaffected and continue to operate.



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## North West London

### Compassionate care for all - Improving adult community specialist palliative care services for all residents in north west London

#### Westminster: summary of service improvement

Westminster community specialist palliative care providers	<ul style="list-style-type: none"><li>• Royal Trinity Hospice</li><li>• Central London Community Healthcare NHS Trust providing Pembridge Palliative Care Services</li><li>• St John's Hospice</li></ul>
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The proposed north west London community specialist palliative care model of care for adults (18+) will deliver the following services for Westminster residents. Some of these services already exist but will have been expanded, whilst some of them will be available for the first time:

#### Adult community specialist palliative care team

- This service already exists but the opening hours of this team will increase to 8am - 8pm from current 9am to 5pm. Westminster residents will therefore have access to a 7-day service that operates 12 hours a day to support their care needs.

#### Hospice at home

- This service already exists, but will be improved with a common core offer which includes support up to 24-hour care at home (including overnight sitting) if needed in close collaboration with usual community care teams.

#### Community specialist in-patient bed care

- Westminster residents will have access to an increased number of beds in the community, which includes, based on the size of the borough population, the introduction of a proposed five dedicated enhanced end-of-life care beds for patients who do not require a hospice in-patient bed but cannot stay at home due to their needs, do not wish to stay at home, and do not want to or need to be in a hospital. These beds will be available across all boroughs of north west London. They are currently only available in Hillingdon.
- Westminster residents will continue to have access to specialist hospice in-patient unit bed care.

#### 24/7 specialist palliative care telephone advice

- Westminster residents who are known to community specialist palliative care services already have access to this 24/7 advice via their local hospice and specialist palliative care providers.

- This existing service will be expanded to support Westminster residents who are unknown to the community specialist palliative care services. They will be able to call a local 24/7 specialist palliative care telephone advice line for the first time and receive advice and support.

### **Hospice out-patient multidisciplinary clinics and well-being services**

- Westminster residents will continue to have access to out-patient clinics, including lymphoedema services that will be improved with a common core offer of support.
- Westminster residents will have improved access to bereavement and psychological support services with a common core offer, including 1:1 and group support, and a clearer pathway to access these services.

The proposed service improvement aims to offer more personalised and culturally sensitive care to address the diverse needs of the entire north west London population, including the specific needs of Westminster residents and underserved communities.

It seeks to achieve this by tailoring services to individual preferences, cultural competence training for staff, and actively collaborating with local organisations and partners.

We can confirm that all other Pembridge Community Palliative Care Services (ie. 24/7 specialist telephone advice line, community specialist palliative care nursing, day hospice services and outpatient services and other services) are unaffected and continue to operate.



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## North West London

### Compassionate care for all - Improving adult community specialist palliative care services for all residents in north west London

#### Brent: summary of service improvement

##### **Brent community specialist palliative care providers**

- St Luke's Hospice
- Central London Community Healthcare NHS Trust providing Pembridge Palliative Care Services including hospice inpatient care (which is currently suspended).
- St John's Hospice

The proposed north west London community specialist palliative care model of care for adults (18+) will deliver the following services for Brent residents. Some of these services already exist but will have been expanded, whilst some of them will be available for the first time:

##### **Adult community specialist palliative care team**

- This service already exists but the opening hours of this team will increase to 8am - 8pm from current 9am to 5pm. Brent residents will therefore have access to a 7-day service that operates 12 hours a day to support their care needs.

##### **Hospice at home**

- This service already exists, but will be improved with a common core offer which includes support up to 24-hour care at home (including overnight sitting) if needed in close collaboration with usual community care teams.

##### **Community specialist in-patient beds**

- Brent residents will have access to an increased number of beds in the community, which includes, based on the size of the borough population, the introduction of a proposed nine dedicated enhanced end-of-life care beds for patients who do not require a hospice in-patient bed but cannot stay at home due to their needs, do not wish to stay at home, and do not want to or need to be in a hospital. These beds will be available for residents in all boroughs of north west London. They are currently only available in Hillingdon.
- Brent residents will continue to have access to specialist hospice in-patient bed care.

##### **24/7 specialist palliative care telephone advice**

- Brent residents who are known to community specialist palliative care services already have access to this 24/7 advice via their local hospice.
- This existing service will be expanded to support Brent residents who are unknown to the community specialist palliative care services. They will be able

to call a local 24/7 specialist palliative care telephone advice line for the first time and receive advice and support.

### **Hospice out-patient multidisciplinary clinics and well-being services**

- Brent residents will continue to have access to out-patient clinics, including lymphoedema services that will be improved with a common core offer of support. Lymphoedema is a long-term condition where a build-up of lymph fluid in your body's soft tissues causes swelling.
- Brent residents will have improved access to bereavement and psychological support services with a common core offer, including 1:1 and group support, and a clearer pathway to access these services.

The proposed service improvement aims to offer more personalised and culturally sensitive care to address the diverse needs of the entire north west London population, including the specific needs of Brent residents and underserved communities.

It seeks to achieve this by tailoring services to individual preferences, cultural competence training for staff, and actively collaborating with local organisations and partners.

We can confirm that all other Pembridge Community Palliative Care Services (ie. 24/7 specialist telephone advice line, community specialist palliative care nursing, day hospice services and outpatient services and other services) are unaffected and continue to operate.



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## North West London

### Compassionate care for all - Improving adult community specialist palliative care services for all residents in north west London

#### Ealing: summary of service improvement

Ealing community specialist palliative care providers

- London North West University Healthcare NHS Trust providing Meadow House Hospice

The proposed north west London community specialist palliative care model of care for adults (18+) will deliver the following services for Ealing residents. Some of these services already exist but will have been expanded, whilst some of them will be available for the first time:

#### Adult community specialist palliative care team

- This service already exists but the opening hours of this team will increase to 8am - 8pm from current 9am to 5pm. Ealing residents will therefore have access to a 7-day service that operates 12 hours a day to support their care needs.

#### Hospice at home

- Ealing residents will have access for the first time a Hospice at Home service. This service currently does not exist.
- This service supports up to 24-hour care at home (including overnight sitting) if needed in close collaboration with usual community care teams.

#### Community in-patient bed care

- Ealing residents will have access to an increased number of beds in the community, which includes, based on the size of their borough population, the introduction of a proposed nine dedicated enhanced end-of-life care beds for patients who do not require a hospice in-patient bed but cannot stay at home due to their needs, do not wish to stay at home, and do not want to or need to be in a hospital. These beds will be available to all boroughs of north west London. They are currently only available in Hillingdon.
- Ealing residents will continue to have access to specialist hospice in-patient bed care.

#### 24/7 specialist palliative care telephone advice

- Ealing residents who are known to community specialist palliative care services already have access to this 24/7 advice via their local hospice.
- This existing service will be expanded to support Ealing residents who are unknown to the community specialist palliative care services. They will be able to call a local 24/7 specialist palliative care telephone advice line for the first time and receive advice and support.

## **Hospice out-patient multidisciplinary clinics and well-being services**

- Ealing residents will have access for the first time to consultant and nurse led out-patient clinics, including lymphoedema services that will be improved with a common core offer of a common core offer lymphoedema support and expanded out-patient clinics to include medical and nurse led clinics. Lymphoedema is a long-term condition where a build-up of lymph fluid in your body's soft tissues causes swelling.
- Ealing residents will have improved access to bereavement and psychological support services with a common core offer, including 1:1 and group support, and a clearer pathway to access these services.

The proposed service improvement aims to offer more personalised and culturally sensitive care to address the diverse needs of the entire north west London population, including the specific needs of Ealing residents and underserved communities.

It seeks to achieve this by tailoring services to individual preferences, cultural competence training for staff, and actively collaborating with local organisations and partners.



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## North West London

### Compassionate care for all - Improving adult community specialist palliative care services for all residents in north west London

#### Hammersmith and Fulham: summary of service improvement

Hammersmith & Fulham community specialist palliative care providers

- Royal Trinity Hospice
- Central London Community Healthcare NHS Trust providing Pembridge Palliative Care Services
- St John's Hospice

The proposed north west London community specialist palliative care model of care for adults (18+) will deliver the following services for Hammersmith and Fulham residents. Some of these services already exist but will have been expanded, whilst some of them will be available for the first time:

#### Adult community specialist palliative care team

- This service already exists but the opening hours for the team will increase to 8am - 8pm from current 9am to 5pm. Hammersmith & Fulham residents will therefore have access to a 7-day service that operates 12 hours a day to support their care needs.

#### Hospice at home

- Hammersmith & Fulham residents will have access for the first time a Hospice at Home service. This service currently does not exist.
- This service supports up to 24-hour care at home (including overnight sitting) if needed in close collaboration with usual community care teams.

#### Community specialist in-patient bed care

- Hammersmith & Fulham residents will have access to an increased number of beds in the community, which includes, based on the size of their borough population, a proposed five dedicated enhanced end-of-life care beds for patients who do not require a hospice in-patient bed but cannot stay at home due to their needs, do not wish to stay at home, and do not want to or need to be in a hospital. These beds will be available to all boroughs of north west London. They are currently only available in Hillingdon.
- Hammersmith & Fulham residents will continue to have access to specialist hospice in-patient bed care.

#### 24/7 specialist palliative care telephone advice

- Hammersmith & Fulham residents who are known to community specialist palliative care services already have access to this 24/7 advice via their local hospices/specialist palliative care providers.
- This existing service will be expanded to support Hammersmith & Fulham residents who are unknown to the community specialist palliative care services.



They will be able to call a local 24/7 specialist palliative care telephone advice line for the first time and receive advice and support.

### **Hospice out-patient multidisciplinary clinics and well-being services**

- Hammersmith & Fulham residents will continue to have access to out-patient clinics, including lymphoedema services that will be improved with a common core offer of support. Lymphoedema is a long-term condition where a build-up of lymph fluid in your body's soft tissues causes swelling.
- Hammersmith & Fulham residents will have improved access to bereavement and psychological support services with a common core offer, including 1:1 and group support, and a clearer pathway to access these services.

The proposed service improvement aims to offer more personalised and culturally sensitive care to address the diverse needs of the entire north west London population, including the specific needs of Hammersmith & Fulham residents and underserved communities.

It seeks to achieve this by tailoring services to individual preferences, cultural competence training for staff, and actively collaborating with local organisations and partners.

We can confirm that all other Pembridge Community Palliative Care Services (ie. 24/7 specialist telephone advice line, community specialist palliative care nursing, day hospice services and outpatient services and other services) are unaffected and continue to operate.



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