

Proposed model of care for community-based specialist palliative care for North West London



North West London



We are the model of care working group. We comprise of people who have experienced bereavement, health and care professionals and providers of community specialist palliative care in NW London. Together we have developed this proposed care model. Community-based specialist palliative care services work together to care for individuals with life-limiting illnesses, and those close to them, outside of a hospital setting.



What changes will you see in how care is provided?



Care in your own home	
Service	Key change
Adult community specialist palliative care team	7 day service available 12 hours per day in all boroughs
Hospice at home	Care available in all boroughs, 7 day service, available up to 24 hrs
24/7 specialist phone advice	Consultant-led advice, available to anyone

Care in a community inpatient setting	
Service	Key change
Enhanced end-of-life care beds	Increase beds from 8 beds in Hillingdon to 54 beds across all our boroughs
Specialist hospice inpatient unit beds	56 beds are needed to meet future need. Improve access to them by increasing hours in which people can be admitted

Outpatient & Wellbeing Care	
Service	Key change
Hospice MDT outpatient clinics	Increasing specialist clinics in Ealing & Hounslow to improve consistency
Dedicated bereavement & Psychological support	A consistent care pathway in all boroughs offering one-to-one counselling & group sessions
Lymphoedema	Expansion of service to care for cancer and non-cancer patients.

What people wanted to see & how we have incorporated it in the model of care:

- **Improve partnership working & coordination of care** by better sharing of information across people caring for you at the end-of-life, working together to deliver case management & care planning across teams.
- **Improving personalisation** through holistic needs assessments & making sure patients & families are more involved in the planning of their bespoke care package.
- Delivering care in a **culturally sensitive** way through workforce training & development to better understand diverse needs among our communities.
- Improving **communications** with patients and among health & care professionals
- Better use of **technology** over time to minimise unnecessary travel & improve outcomes.



We have ensured the changes:

- 1 Respond to feedback & engagement
- 2 Align with policy & best practice guidance
- 3 Respond to future need (5-years)
- 4 Respond to inequalities
- 5 Address variation in care across NW London
- 6 Embed greater care co-ordination
- 7 Make NW London a more attractive place to work
- 8 Will be tested for affordability

What happens next?

