

New model for adult community specialist palliative care approved

The NHS North West London Board [has approved a new, standardised model for adult community specialist palliative care \(CSPC\)](#) across all eight boroughs. The new model, developed through extensive engagement and consultation, will improve equity, access and consistency.

Key features include:

- 46 new enhanced end-of-life care beds (with all 57 existing hospice beds retained)
- 24/7 access to care at home for those with specialist palliative care needs
- a new 24/7 telephone advice line for patients, carers and professionals
- a more culturally responsive model of care
- increased NHS investment to support long-term sustainability of charitable hospices

The Board also confirmed the formal closure of the Pembridge inpatient unit, which has not been operational since 2018. Other Pembridge services – including community specialist palliative care, day hospice and outpatient support – will continue.

As new services come online, we will keep general practice updated with information on:

- referral routes and eligibility criteria
- advice and support lines
- local service contacts and updates,

[Further details and ongoing updates will be available on our website.](#)