

Contact Directory for End of Life and Palliative Care services

Royal Borough of Kensington and Chelsea and Westminster

Directory for anyone caring for or supporting people at last phase of life/ end of life in the community (adults 18years and over).

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Introduction

As an ICS with experience of, and responsibility for, palliative and end of life care, we have made a collective decision to act together to do all we can to achieve for everyone what we would want for our own families. We have worked with system partners to develop a guide to outline health and social care services that are accessible to patients in their last phase of life, as well as the support available for their friends and family. The guide contains a series of online links, useful telephone contacts and training links support for those caring for people in their end of life.

This directory information showcasing current services available within the system was an outcome of the main recommendations made by the local residents and staff during the online engagement events conducted in 2021; to understand what works well and what needs improving in our existing palliative and end of life services.

Anticipating the dynamic nature of healthcare services, the document is expected to evolve over time, with updates informed by changes in services, new initiatives, and feedback from professionals and service users, ensuring its continued relevance and effectiveness in supporting palliative and end of life care within the Bi-borough.

The resource pack is to provide support and is not exhaustive. The individual responsibility of those providing the care remains for them to consider decisions appropriate to the circumstances in the consultation with the patient and those who matter to them.

Section two: Health Care Services provided by the NHS

Primary Care Services			
Type of service	Service details	Who can refer	Contact details
General Practitioner (GP)	<p>Your local GP practice team is the main point of contact for general healthcare.</p> <p>Your GP will support you to get the right kind of care when you need it. GPs liaise with District Nurses and specialist services at the end of life and can tell you about local options if you chose to die at home, hospice or hospital.</p> <p>GPs can help with provisions of end of life medication, home visits and advanced care planning.</p>	<p>You can register with any GP within your catchment area.</p> <p>For urgent medical issues, repeat prescription requests, blood tests, advance care planning etc. Contact your GP practice directly or use NHS111.</p>	<p>If you wish to register with a GP, click on this link: Find a GP: www.nhs.uk</p> <p>If you are not sure which borough you are in please check at the following link: www.gov.uk/find-local-council</p> <p>NHS 111- for an urgent GP (outside of your own GP's working hours)</p> <p>999- Call in an emergency.</p>

Community Matron roles			
	Service details	Who can refer	How to access the service (Westminster and RKBC)
District Nursing Service	<p>The district nursing team is comprised of district nurses, community nurses and health care assistants who provide a range of nursing care, including;</p> <ul style="list-style-type: none"> ▪ palliative and end of life care as well as care in the last days and hours of life to support those who wish to stay at home ▪ nursing assessments and care for housebound patients with a physical healthcare need. They see patients at home and in residential care settings ▪ support and encourage people with disabilities and long-term conditions to recover their health, cope with health problems, and achieve the best possible quality of independent life. <p>Kensington and Chelsea district nursing teams also provide case management services to non-house bound patients with long term conditions.</p>	<p>Self-referral Clinician (doctor, nurse or social worker)</p> <p>Referral criteria 18 years and over, housebound (permanently or temporarily) or have a physical nursing need.</p>	<p>Contact details Email: clcht.spa@nhs.net Out of hours' telephone: 020 8969 7777 Queries only telephone: 0300 033 0333 Further information: Single Point of Access (SPA) Website: District nursing :: Central London Community Healthcare NHS Trust (clch.nhs.uk)</p> <p>The core hours of our district nursing teams: Kensington and Chelsea</p> <ul style="list-style-type: none"> ▪ Day service: 8am to 4:30pm ▪ Late shift: 5pm to 8:30pm ▪ Night service (out of hours): 8pm to 8am <p>Westminster</p> <ul style="list-style-type: none"> ▪ Day service: 8:30am to 4:45pm ▪ Late shift: 1pm to 9pm ▪ Night service (out of hours): 8pm to 8am

Community Specialist Palliative Care Services			
They provide specialist care and support to patients in the hospice and in their own home (referral by a health care professional)			
Name	Service	Who can refer	Contact details
Pembridge Hospice and Palliative Care	<p>Pembridge provides holistic palliative care for people who have been diagnosed with a life-limiting illness. This means they consider the physical, emotional, social and spiritual needs of their patients and the people close to them.</p> <p>Their strong multi-disciplinary team work together to coordinate care at the hospice and at home, depending on individual needs.</p>	Self-referral Clinician (doctor, nurse or social worker)	<p>Pembridge Hospice and Palliative Care St Charles Hospital Exmoor Street W10 6DZ Telephone: 020 8962 4406 Email: clcht.pembridgeunit@nhs.net</p> <p>Website: https://clch.nhs.uk/services/palliative-care</p>
Royal Trinity Hospice	<p>Royal Trinity Hospice provides skilled, compassionate care and support to people with progressive, life-limiting illnesses and those close to them. They support people at home and in the Clapham-based hospice through their outpatient centre and inpatient facilities.</p> <p>All services are provided free of charge to patients and their families. Services from Royal Trinity are available to residents of Hammersmith and Fulham, Kensington and Chelsea and Westminster.</p>	Self-referral Clinician (doctor, nurse or social worker)	<p>30 Clapham Common North Side SW4 0RN</p> <p>Telephone: 020 7787 1000 Email: enquires@royaltrinityhospice.london</p> <p>Website: https://www.royaltrinityhospice.london/</p>
St John's Hospice	<p>St John's Hospice, is an independent charity located within the Hospital of St John's and St Elizabeth in St John's Wood. They provide specialised palliative care to patients</p>	Self-referral Clinician (doctor, nurse or social worker)	<p>60 Grove End Road London NW8 9NH Telephone: 02033701010</p>

	<p>and their families in central and north west London.</p> <p>People supported include those with cancer, respiratory disease, heart failure and HIV.</p>		<p>Out of hours' telephone– 02078064040 Email: hospice.info@hje.org.uk</p> <p>Website: https://www.stjohnshospice.org.uk/</p>
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Local hospitals providing palliative and end of life care			
Name of Hospital	What they offer	Who can refer	How to access the service
<p>Chelsea and Westminster</p> <p>Specialist palliative care</p>	<p>They are specialist team providing advice and support to patients, and those who are important to them, living with illnesses which may not be curable. These illnesses include cancer and non-cancer conditions.</p> <p>The hospital team is made up of nurses, doctors, therapists, counsellors, chaplains, volunteers and administrators.</p> <p>They work closely with community services, including GPs and community palliative care, to support the transition of care across different settings. The team offers and support advance care planning for patients with the aim of co-designing care plans that reflect individual preferences and priorities.</p>	<p>Self-referral Clinician (doctor, nurse or social worker)</p>	<p>Chelsea and Westminster Hospital: Telephone: 020 3315 8499/8268</p> <p>Website: https://www.chelwest.nhs.uk/services/medicine/cancer-services/palliative-care</p> <p>The team is available Mon–Fri, 9am–5pm, and Sat/Sun 8am–4pm.</p> <p>Outside these hours there is specialist palliative care advice available to the hospital teams from our local hospice, Royal Trinity Hospice.</p>

			<p>West Middlesex University Hospital T: 020 8321 6822</p> <p>The team is available Mon–Fri, 9am–5pm, and Sat/Sun 8am–4pm.</p> <p>Outside these hours there is specialist palliative care advice available to the hospital teams from our local hospice, Meadow House Hospice.</p>
<p>Imperial College Healthcare NHS Trust</p> <p>Three hospital sites:</p> <p>Charing Cross Hospital</p> <p>Hammersmith Hospital</p> <p>St Mary's Hospital</p>	<p>They have specialist palliative care consultants and clinical nurse specialists at each of the hospitals who provide help.</p> <p>The palliative care is holistic and work closely with our psychology team, therapy teams, the chaplaincy, welfare benefits, social services and community partners.</p>	<p>Self-referral Clinician (doctor, nurse or social worker)</p>	<p>Imperial College Health Trust- Palliative care team</p> <p>Mon-Fri 9am-5pm: Telephone: 020 3313 0171 Website: https://www.imperial.nhs.uk/our-services/palliative-care Email: Imperial.palliative-care@nhs.net</p> <p>The team is available from 09.00 to 17.00, Monday through Friday.</p> <p>There is also a 24-hour telephone service for staff within the Trust to access specialist palliative care advice from the on-call palliative medicine consultant via switchboard.</p> <p>Charing Cross Hospital Phone: 020 3311 1402</p>

			<p>Website: Charing Cross Hospital (imperial.nhs.uk)</p> <p>Hammersmith Hospital Phone: 020 3313 1531 Website: Hammersmith Hospital (imperial.nhs.uk)</p> <p>St Mary's Hospital Phone: 020 3312 6011 Website: St Mary's Hospital (imperial.nhs.uk)</p>
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Homelessness services			
Type of service	Service details	Who can refer	Contact details
Help for rough sleepers – StreetLink	StreetLink will request the location where the person is rough sleeping, the time they were/are at that location, plus any additional information that will help the team identify the individual, such as a physical description so that an outreach worker can try to find them at their sleepsite	Self-referral, members of the public	Website: https://thestreetlink.org.uk
Westminster Council homelessness assessment and advice	For adults who homeless or threatened with homelessness in Westminster The person should register with Westminster Council Housing Solutions at	Self-referral	Online Housing Solutions application form Anyone having difficulty completing the form can call 020 7641 1000, 9:00am – 5pm Mon to Fri (12pm – 5pm on the first and last Wednesday of the month).

	<p>the earliest opportunity by completing the online form.</p> <p>If the person is homeless today, they are advised to attend the appropriate assessment centre.</p>		<p>The out of hours' emergency service can be contacted at 0207 286 7412 during evenings, weekends and Bank Holidays.</p>
RBKC homelessness assessment and advice	For adults who are homeless or threatened with homelessness	Self-referral	<p>Telephone: 0207 361 3008</p> <p>Email: housingsolutions@rbkc.gov.uk</p> <p>Address: RBKC Housing Solutions Team Visit in person: RBKC Customer Service Centre, Kensington Town Hall, Hornton Street</p> <p>London W8 7NX.</p>
Groundswell Homeless Health Peer Advocacy	Groundswell's volunteer Peer Advocates support clients in the bi-borough to attend and understand health appointments, to make choices about their health, and to find out information about health and health services. They give practical support in attending follow ups and hospital stays, and can assist with travel costs if needed.	Any healthcare/support service working with the person	<p>Website: https://groundswell.org.uk/what-we-do/homeless-health-peer-advocacy/london/</p> <p>Enquiries: HHPA@groundswell.org.uk</p>
CLCH Homeless Health Team	An open access, outreach service which takes primary care into non-NHS settings in Westminster.	Self-referral Clinician (doctor, nurse or social worker)	<p>Enquiries: clcht.handfhomeless@nhs.net</p> <p>Telephone: 020 7534 65954</p>

CNWL Peripatetic Nursing Service	<p>Open access, outreach service taking primary care into non-NHS settings in Kensington and Chelsea & North Westminster.</p>	<p>Self-referral Clinician (doctor, nurse or social worker)</p>	<p>Enquires: cnwl.perinursingteam@nhs.net</p>
Homeless Health Teams – Hospital Based	<p>The Hospital Homeless Health teams support Imperial and London North West University Hospital in patients who are homeless or threatened with homelessness during their hospital stay. They connect inpatients with appropriate services and work towards securing a safe discharge destination.</p>	<p>Clinician (doctor, nurse or social worker), homelessness keyworker</p>	<p>Inner NW London/Imperial: imperial.homelesshealthteam@nhs.net Telephone: 020 3312 5996</p> <p>Outer NW London/LNWUH: Lnwh-tr.homelesspathway@nhs.net Telephone: 07814 923 815</p>
Homeless Health Team – Community Based	<p>The Community Homeless Health team provides ongoing community support for appropriate patients discharged following an acute stay.</p>	<p>Clinician (doctor, nurse or social worker), homelessness keyworker</p>	<p>Email: Clcht.OOHC@nhs.net</p>

Section three: Charities & Voluntary Sector Organisations providing support to terminally ill patients, their careers and families

Local Bereavement services in Westminster and Kensington and Chelsea			
Services	Detail of services provided	Who can refer	How to contact the service
Maggie's West London	Get free one-to-one help and information from professional team or join groups and activities that are right for you.	Self-referral	Telephone: 020 7386 1750 Monday to Friday, 9am to 5pm Email: london@maggies.org Website: Maggie's West London Maggie's (maggies.org)
Royal Trinity Hospice Bereavement Support Team	Royal Trinity Bereavement team is on hand to offer formal and informal group and individual support to family members, friends, children, and carers through the emotional impact of grief. There is no time limit for this support.	Self-referral Clinician (doctor, nurse or social worker)	Telephone: 020 7787 1062 / 020 7787 1000 (main hospice number) Monday -Sunday Website: https://www.royaltrinityhospice.london/
St John's Hospice Bereavement support	We welcome referrals for bereaved friends or relatives (living in Westminster or not) who have lost someone under the care of St Johns Hospice. The service is for people aged 18 and over. The bereavement support can be delivered face-to-face, by phone or online by a fully registered and qualified counsellor.	Self-referral Clinician (doctor, nurse or social worker)	Tel: 02033701010 Out of these hours – 02078064040 Mon – Sun 09:00 – 17:00 Website: https://www.stjohnshospice.org.uk/our-care/bereavement-support

<p>The Loss Foundation</p>	<p>The organisation offers bereavement support to people grieving the loss of someone to cancer. They run bereavement support groups around London and monthly support events.</p>	<p>Self-referral</p>	<p>Website: www.thelossfoundation.org</p> <p>Email: info@thelossfoundation.org</p> <p>Tel: 0300 200 4112</p>
<p>Local borough bereavement services link</p>	<p>The local borough website has a host of information</p>	<p>Self-referral Clinician (doctor, nurse or social worker)</p>	<p>Westminster Search Results People First (peoplefirstinfo.org.uk)</p> <p>RBKC Bereavement support Royal Borough of Kensington and Chelsea (rbkc.gov.uk)</p>
<p>Psychological therapy services</p>	<p>CNWL Talking Therapies Service- we provide a range of talking therapies for people who feel anxious and worried or down and depressed.</p>	<p>Self-referral Clinician (doctor, nurse or social worker)</p>	<p>RBKC Telephone: 020 3317 4200 Email: cnw-tr.clw@nhs.net</p> <p>Online self-referral form: https://talkingtherapies.cnwl.nhs.uk/KandC/self-refer-kc</p> <p>Website: https://talkingtherapies.cnwl.nhs.uk/KandC</p> <p>Westminster: Telephone: 030 3333 0000 Email: westminster.iapt@nhs.net</p> <p>Online self-referral form: https://gateway.mayden.co.uk/referral-v2/788e0d84-7e00-47a7-a339-1ebe25c5a6a0</p> <p>Website: https://talkingtherapies.cnwl.nhs.uk/westminster</p>

			<p>Emergency crisis line: 0800 0234 650 NHS Direct: by calling 111 on your phone</p> <p>Other services you can call:</p> <ul style="list-style-type: none"> • Samaritans: 116 123 (24hours services) • Saline: 0845 767 8000 (6pm -11pm)
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Faith and Cultural Bereavement support			
Services	Detail of services provided	Who can refer	How to contact the service
Muslim Bereavement Support Service	They are a non-profit organisation serving the Muslim community by supporting bereaved women who have lost a loved one.	Self-referral	Telephone: 020 3468 7333 Email infor@mbss.org.uk Website: https://mbss.org.uk/
Jewish Bereavement Counselling Service	They provide counselling services to people facing bereavement in Jewish community.	Self-referral	Telephone: 020 8951 3881 Email enquiries@jbc.org.uk
Synagogues	Synagogue is a warm and welcoming independent community	Self-referral	Westminster: https://www.westminstersynagogue.org/ West London Synagogue: 020 7723 4404
CCIWBS Bereavement and Loss Counselling	CCIWBS offer confidential counselling for everyone. In particular, they are keen to support people who would not normally seek help through counselling.	Self-referral	Telephone: 020 7284 0090 Monday to Friday from 9.30 am to 5 pm

in North London	They welcome clients from every section of society: minority ethnic, different cultures, LGBTQ+, religious groups and older people.		Website: https://www.bereavement-counselling.org/ email: admin@cciwbs.org.uk email: referrals@cciwbs.org.uk
Sikh Community	Sikh spirituality and community	Self-referral	Website: https://www.khalsajatha.com/ Tel: 0207 603 2789 Email: gen.sec@khalsajatha.com
Aashna Counselling and Psychotherapy	They offer counselling and therapy specialising in supporting people for whom culture, faith, colour, sexuality, gender and disability impacts on their lived experience of bereavement	Self-referral	Telephone: 07976 164833 Website: https://www.aashna.uk/ Address: 1 Castle Mews, North Finchley London N12 9EH
End of Life Doula	They provide non-medical support to a person, and those important to them, with a terminal diagnosis.	Self-referral	Telephone: 01137339100 Website: https://eol-doula.uk/
Bahai Community	The Bahai Community of Kensington & Chelsea	Self-referral	Telephone: 020 7584 2566
Roman Catholic Churches Diocese of London, Church of England Other churches	People are encouraged to contact their own local parish priest for advice and support.	Self-referral	You can use the find a church link below to get the contact details of a local church Find a church: https://www.findachurch.co.uk/
Jain Centre	The Jain Community	Self-referral	020 8200 0828

End of life / Death Doula Support Service			
Type of service	Details of services provided	How to refer	How to contact
End of Life Doula UK Doing Death Differently	<p>End of Life Doulas are the bookends of life - Just as a Birth Doula is there at the beginning, an End of Life Doula is there for the end. Meaning that the last months or weeks or days are compassionate, calm, natural and as normal as can be. They are not replacing the highly skilled professionals but support the family and patient to enable the dying person to die where they have chosen to be.</p> <p>An End of Life Doula is there to support a person, and those important to them, with a terminal diagnosis. They work in the person's home as well as Hospices, Hospitals and Care Homes. They are there for the elderly and those living with dementia too.</p> <p>Doulas provide a wide range of non-medical supports including accessing social care resources, facilitating important conversations, emotional, practical and spiritual resources depending on your needs and wishes, and may provide caregiver respite and other practical assistance.</p> <p>Doulas can also assist with funeral arrangements, ceremonies and after-death paperwork.</p>	Self-referral	<p>In the UK, End of Life Doula UK is the main membership organisation for death doulas and can help you find self-employed doulas who operate under their banner.</p> <p>Home End of Life Doula UK - Death Doula in the community Home - End of Life Doula UK (eol-doula.uk)</p> <p>The service team can be contacted directly or your Hospital, Hospice or Care Home team can help with the referral / introduction.</p> <p>Contact us to find out more about End of Life Doula UK Contact us - End of Life Doula UK (eol-doula.uk) Telephone – 01137339100</p> <p>The most common way people access support from death doulas is by paying for the service themselves, although it may be possible to get support for free if you can't afford it, or to pay for it using a Personal Health Budget.</p> <p>For more information on costs, contact End of Life Doula UK .</p>

<p>Death Café</p>	<p>A Death Cafe is a group directed discussion of death with no agenda, objectives or themes. It is a discussion group rather than a grief support or counselling session.</p> <p>At a Death Cafe people, often strangers, gather to eat cake, drink tea and discuss death. The objective is 'to increase awareness of death with a view to helping people make the most of their (finite) lives'.</p> <p>Death Cafes are always offered:</p> <ul style="list-style-type: none"> ▪ On a not for profit basis ▪ In an accessible, respectful and confidential space ▪ With no intention of leading people to any conclusion, product or course of action ▪ Alongside refreshing drinks and nourishing food – and cake! 	<p>Self-referral</p>	<p>Death Café website hosting other webpages (meetings are usually virtual or face to face) https://deathcafe.com/</p> <p>Register Online: https://deathcafe.com/accounts/register/</p> <p>To find a Death Café near you, click on this link https://deathcafe.com/map/</p> <p>There are over 18204 death cafes in the world and there are 3508 Death Cafes listed for United Kingdom.</p>
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National Bereavement services			
Services	Detail of services provided	Who can refer	Contact details
<p>Age UK</p>	<p>They provide online advice and support on how to cope with bereavement.</p> <p>They also have specialist advisers at over 120 local Age UKs. Use this link and enter your post code to find an Age UK befriender service close to you: Age UK services in your area</p>	<p>Self-referral</p>	<p>Free advice line on 0800 678 1602. Lines are open 8am-7pm, 365 days a year.</p> <p>Website: How to Deal with Grief After a Bereavement Age UK</p>

Government services	Has a wealth of information, including how to access bereavement support payment if your partner dies, how to claim Statutory Parental Bereavement Pay and Leave, the steps you must take when someone dies etc.	Self-referral	Website: bereavement - Search - GOV.UK (www.gov.uk)
At a Loss	They help bereaved people find help and support by signposting them easily to support (national, specialist and local services) reliable information, resources and emergency support.	Self-referral	Website: AtaLoss.org is the UK's signposting and information website for bereaved people
The Bereavement Journey	The Bereavement Journey is being run across the UK in person and online.	Self-referral	Website: https://www.thebereavementjourney.org/benefit
Independent Age	They have bereavement experts, you can talk to by clicking on the GriefChat box, where you can chat directly to a specially trained bereavement counsellor	Self-referral	Telephone: 0800 319 6789 Website: End of life Independent Age
Care for the family	They focus primarily on family life: marriage, parenting and bereavement.	Self-referral	Website: https://www.careforthefamily.org.uk/support-for-you/family-life/bereavement-support/
Marie Curie	They have information on a range of services; including practical or clinical information and emotional support if you're living with or caring for someone who has a terminal illness, or have experienced a bereavement	Self-referral	Telephone: 0800 090 2309 Email: support@mariecurie.org.uk Website: https://www.mariecurie.org.uk/help/support Bereavement support: Bereavement support Grief support (mariecurie.org.uk)
The Silver Line	The Silver Line is a National charity help line for loneliness in elderly. The Silver Line Helpline is	Self-referral	Website: https://www.thesilverline.org.uk/

	a free, confidential telephone service just for older people.		Tel: 0800 4 70 80 90 Open 24 hours a day, 7 days a week.
Bereavement Advice Centre	They have list of services to the bereaved, that are provided by the statutory, commercial and voluntary sectors.	Self-referral	Free helpline: 0800 634 9494 Monday - Friday: 9am - 5pm, Website: www.bereavementadvice.org Bereavement Advice Centre Bereavement Services
The Good Grief Trust	The Good Grief Trust exists to help all those affected by grief in the UK. They aim to find the bereaved, acknowledge their grief and provide reassurance, a virtual hand of friendship and ongoing support. They hold a bereavement services map to facilitate local access to services.	Self-referral	Website: Home – The Good Grief Trust Email: hello@thegoodgrieftrust.org

Section four: Charities and Voluntary Sector Organisations providing Social Care Services and other Key Services

Community Health, Social Needs and Housing Support			
Services	Detail of services provided	Who can refer	Contact details
Carers Network	<p>They provide a tailored service for unpaid carers</p> <p>Undertaking Care Assessments.</p> <ul style="list-style-type: none"> ▪ Providing Information, Advice & Guidance. ▪ Support with End of Life related matters. 	Self-referral	<p>Telephone number: 020 8960 3033</p> <p>Register for support: Register for support - Carers Network (carers-network.org.uk)</p>
British Red Cross	They offer reablement service support on discharge from hospital after accident or illness.	Self-referral	<p>Telephone: 07908103227 / 0203 3115429</p> <p>Website: Get help at home British Red Cross</p>
Advocacy support	They offer support to people to enable them express their wishes when decisions are being made about their care or wellbeing	Self-referral	<p>Telephone: 020 3960 7920 – choose option one</p> <p>Website: https://www.advocacyproject.org.uk/</p>
Re – Engage	They provide telephone befriending service for over 75's	Self-referral	<p>Telephone: 020 7240 0630 or 0800 716543</p> <p>Website: https://www.reengage.org.uk/about-us/</p>
Age UK	They provide companionship, advice and support through a wide range of services	Self-referral	<p>Westminster Telephone: 0203 004 5610</p> <p>RBKC Telephone: 020 8969 9105</p>

			Website: https://www.ageuk.org.uk/kensingtonandchelsea/our-services/
Mencap	They support those with Learning Disabilities	Self-referral	Website: https://www.mencap.org.uk/advice-and-support Telephone: 020 7454 0454 (9am to 5pm, Monday to Friday)
Marie Curie	They have easy read booklets which uses simple words and pictures to help you understand the information	Self-referral	Website: Easy read (mariecurie.org.uk)
Multiple Sclerosis Society	Provides a range of services and support for MS patients and their families.	Self-referral	Tel: 0808 800 8000 Email: helpline@mssociety.org.uk
British Lung Foundation	They provide support for people affected by lung disease.	Self-referral	Tel:0845 850 5020 Email: enquiries@blf-uk.org
Hospice UK	If you are unhappy with the end of life care you or a loved one have received, you are entitled to make a complaint. This could be related to care in a hospice, care home, hospital or any other setting where you or your loved one has received end of life care	Self-referral	Telephone: 020 7520 8200 Address: Hospice UK, Hospice House 34-44 Britannia Street London WC1X 9JG Website: Making a complaint about end of life care Hospice UK
Sign Health	Helps deaf people improve their health and well-being.	Self-referral	Tel: 0203 947 2600 Text: 0796 697 6749 Email: info@signhealth.org.uk

Alzheimer's Society Local Service	Specialist support services for Dementia patients including Alzheimer's, Vascular Dementia, Fronto-temporal, Lewy bodies etc.	Self-referral	Alzheimer's Society (alzheimers.org.uk) Email enquiries@alzheimers.org.uk Telephone: 0333 1505456 For languages other than English: 0333 150 3456 Text Relay: 18001 0300 222 1122 Website: https://www.alzheimers.org.uk/
McMillan Nurses Cancer patients	Care and support for cancer patients and their families and carers	Self-referral	Macmillan Cancer Support Email: contact@macmillan.org.uk
British Lung Foundation	working for everyone affected by lung disease. We focus our resources on providing support for people affected by lung disease	Self-referral	Website: https://www.asthmaandlung.org.uk/ Email: enquiries@blf-uk.org Telephone: 0845 850 5020
Hospice UK	Improving the quality of all palliative and end of life care by sharing good practice, innovative solutions and learning.	Self-referral	Tel: 020 7520 8200 Website: www.hospiceuk.org
Glass Door	Glass Door coordinates the UK's largest network of open-access services for people affected by homelessness.	Self-referral	Website: Glass Door Homeless Charity Tel: 020 7351 4948
Gambling addiction- Gamcare	People affected by a loved one's substance use or gambling can struggle to get help, advice and relevant information	Self-referral	Website: https://www.gamcare.org.uk/ Telephone: 0808 8020 133 for free 24 hours a day, 7 days a week.
Primary Care Gambling Service	They offer free confidential NHS service for adults over 18, who experience harms from gambling. The service also provides support	Self-referral	Website: https://www.primarycaregamblingservice.co.uk/ Telephone: 0300 0300 111

	<p>with physical, social and mental health problems.</p> <p>They offer a range of support and therapy, which can be provided face-to-face, online or over the phone.</p>		
Green Doctors	Warmer homes, advice on energy efficiency for those aged 65 and over have long term health conditions and on low income.	Self-referral	<p>Email: GreenDoctorsLDN@groundwork.org.uk Telephone: 0300 365 5003</p>
Crisis	Crisis focus on supporting people who face the most barriers and cannot access support elsewhere. Examples are people unable to use public services because of their immigration status, or people who need extra support accessing services.	Self-referral	<p>Contact StreetLink in the first instance. If they cannot assist, telephone 020 7036 4511 website: london@crisis.org.uk</p>
London Youth Gateway	The London Youth Gateway runs a Pan-London outreach team, who provide support for young people aged 18 – 25 who are sleeping rough in any London borough. For details of their other services, see their entry under ‘General Homelessness and Housing’.	Self-referral	<p>Website: https://londonyouthgateway.org.uk/gethelp</p> <p>Telephone: 0800 1601 106</p>
The Housing Service Centres	They provide housing advice and assistance, including registration for social housing, tenancy problems, homelessness and more general housing advice	Self-referral	<p>Westminster Telephone: 0800 358 3783 Email housing.enquiries@westminster.gov.uk</p> <p>RKBC Telephone: 020 7361 3008 Homelessness team: 020 7361 3982/3 Housing line: 020 7361 3008 Email: housing@rbkc.gov.uk OR housing@rbkc.gov.uk</p>

<p>Shelter Westminster Homeless Prevention Service</p>	<p>This service is for residents and people with a local connection to the City of Westminster who are at risk of homelessness. It aims to help residents with early interventions to prevent homelessness, working in partnership with Westminster Housing Solutions and The Passage. People who are already homeless should contact the Housing Solutions Service, above.</p>	<p>Self-referral</p>	<p>Complete the online form at https://www.shelter.org.uk/westminster Enquiries: Westminster@shelter.org.uk Telephone: 0344 515 1540</p>
<p>Stonewall Housing</p>	<p>A national charity supporting LGBTQ+ people of all ages who live in the UK and are experiencing homelessness or living in an unsafe environment. They provide housing advice, mental health advocacy and support for people fleeing domestic abuse. Please note they are not an emergency accommodation provider, and have no access to emergency accommodation.</p>	<p>Self-referral</p>	<p>Website: https://stonewallhousing.org/referralfom Telephone: 0800 6 404 404</p>

Safeguarding			
Service Provider	Service details	How to refer	Contact details
Safeguarding	<p>If you are concerned that an adult may be at risk of abuse, harm or neglect from either themselves, an individual or an organisation.</p>	<p>Self-referral Clinician (doctor, nurse or social worker)</p>	<p>Westminster</p> <ul style="list-style-type: none"> • Telephone: 020 7641 2176 • Email: adultsocialcare@westminster.gov.uk <p>If you're worried about a child, aged under 18, please visit our safeguarding children website.</p> <p>RKBC</p> <ul style="list-style-type: none"> • Telephone: 020 7361 3013 (office hours) / 020 7361 3013 (out-of-hours) • Email: socialservices@rbkc.gov.uk <p>If you're worried about a child, aged under 18, please visit our safeguarding children website.</p>
Advocacy Project	<p>They can help a person get the information they need, understand their rights, and explore their choices – so they can make the decisions they want about their life.</p> <p>If you need support from an advocate (for yourself, a friend/family member, or for someone you work with in your role as a professional- use the link on the left to make a referral.</p>	<p>Self-referral Clinician (doctor, nurse or social worker)</p>	<p>Website: https://www.advocacyproject.org.uk/</p> <p>Referrals For all boroughs Make a referral: click here Email: referrals@advocacyproject.org.uk Telephone: 020 3960 7920</p> <p>Non-referral enquiries Email: info@advocacyproject.org.uk</p> <p>Postal address The Advocacy Project c/o SEIDs Hub, Empire Way, Wembley HA9 0RJ</p>

Substance Misuse			
Service Providers	Service details	How to refer	Contact details
Substance misuse	Support for the family and friends of people who use drugs	Self-referral	NHS website: Advice for the families of people who use drugs – NHS - NHS (www.nhs.uk)
Turning Point Drug and Alcohol Wellbeing Service (DAWS)	The Drug and Alcohol Wellbeing Service offers real and practical help to manage your problematic use of drugs and alcohol in Westminster and Kensington & Chelsea	Self-referral Professional referrals	Website: https://www.turning-point.co.uk/services/daws Turning Point Get Support (turning-point.co.uk) Telephone: 0330 303 8080 Email: daws@turning-point.co.uk https://www.turning-point.co.uk/getsupport/substance-use-professionalreferral
Change Grow Live Alcohol Service	Help for people who have difficulty with alcohol use or are affected by alcohol use.		Referrals - The Alcohol Service in Westminster and Kensington and Chelsea Change Grow Live 0800 014 7440 thealcoholservice.info@cgl.org.uk
BME Health Forum offering support for drug and substance misuse	They focus on opening up the treatment system to new client groups and respond to new drug and alcohol trends. This includes extended opening times and close partnership working with other social care, health and support services in the local community	Self-referral	Website: BME Health Forum :: Substance misuse services - NEW three borough service (bmehf.org.uk) Telephone: 020 7481 7601 Email: three.boroughs@turning-point.co.uk

Practical support and Financial care			
Service Provider	Service details		Contact details
Age UK	<p>Our services for older people are wide ranging and cover the whole borough of Westminster and RBKC.</p> <p>They offer a free and confidential information and advice service for older people, their families and carers</p>	Self- referral	<p>Westminster Website: Age UK Westminster Our Services Tel: 07969 302517 Email: stephen.spavin@ageukwestminster.org.uk</p> <p>RBKC Website: Age UK Kensington & Chelsea Our Services</p>
Food Bank	<p>If you need help, a food bank can provide an emergency food parcel containing three days' nutritionally balanced food. Parcels may also include other essentials like toiletries.</p> <p>In order to get help from a food bank you will need to be referred with a food voucher. The voucher is then exchanged at the food bank for a food parcel.</p>	<p>Housing, GPs and advice charities can refer you for a food voucher</p> <p>The RBKC foodbank is self-referral</p>	<p>Westminster Telephone: 0203 603 0544 Website: Westminster Foodbank - The Trussell Trust Email: foodbank@westminsterchapel.org.uk</p> <p>RBKC Telephone: 020 7243 9800 Email: info@kcsc.org.uk</p>
The Age UK Business Directory	This directory provides details of trusted services, traders and businesses throughout the Boroughs of London. It also lists reputable retailers as well as contractors and mobility aid providers that can be trusted.	Self-referral	<p>Telephone: 0800 334 5056 Website: https://www.aubdlondon.co.uk/</p>
The Creighton Centre	The Creighton Centre runs services across west London caring for older, vulnerable and disabled people.	Self-referral	<p>Telephone: Tel 020 7385 9689 Website: https://www.creightonhouse.org/</p>

Citizens Advice	They provide free confidential advice on anything from debt and benefits to family, immigration and housing	Self- referral	<p>Westminster Website: https://www.westminstercab.org.uk/ Telephone: 0808 278 7834- select option 4</p> <p>RBKC Website: https://www.citizensadvicekc.org.uk/ Telephone: 0808 278 7982</p>
Help with funeral expenses	<p>The Government can support you with a Funeral Expenses Payment (also called a Funeral Payment) if you get certain benefits and need help to pay for a funeral you're arranging.</p> <p>Please check your eligibility here: Get help with funeral costs (Funeral Expenses Payment): Eligibility - GOV.UK (www.gov.uk)</p>	Self-referral	Website: https://www.gov.uk/funeral-payments
Housing adaptations, grants and assistance	Disabled facilities grant is a mandatory grant by legislation for works to make homes and facilities accessible to you if you are disabled. You can read more information about the disabled facilities grant and the eligibility requirements on GOV.UK	Self-referral	<p>Westminster Website: Disabled facilities grant Westminster City Council Telephone: 020 7641 2500</p> <p>RBKC Disabled Relief Scheme Royal Borough of Kensington and Chelsea (rbkc.gov.uk)</p>
Turn2Us	Turn2us is a national charity providing practical help to people who are struggling financially	Self-referral	Website: Tackling Financial Insecurity Together Turn2us

Mobility			
Service Provider	Service details	Who can refer	Contact details
Direct Mobility Hire	They specialise in the short-term hire of mobility and disability equipment. Delivery to London and the home counties is usually within 24 hours.	Self-referral (request a quote)	Website: Direct Mobility Hire Short & Long Term Mobility Equipment Hire
Wheelchair service	AJM Healthcare is the appointed NHS Wheelchair Service Provider for residents currently registered with a GP in Westminster, Kensington and Chelsea, Hammersmith and Fulham, Ealing and Brent.	Self-referral Clinician (doctor, nurse or social worker)	Website: North West London Wheelchair Service Telephone: 0808 164 2040 Email: ajm.healthcare@nhs.net OR parkroyal@ajmhealthcare.org
Hiring or buying a wheelchair privately	They provide a number of guides that can help you to choose the right wheelchair and other equipment, and give details of companies in the London area who hire out wheelchairs	Self-referral	Website: Living Made Easy - Mobility parts, spares and services
Equipment to help at home	For those having difficulty with everyday tasks such as washing, dressing and cooking, and or with moving round your home, there may be specialist equipment available which will allow you to do these things safely and independently.	Self-referral Clinician (doctor, nurse or social worker)	Website: Equipment to help at home People First (peoplefirstinfo.org.uk)
Care after a hospital stay	Includes hospital discharge and care and support afterwards	Self-referral Clinician (doctor, nurse or social worker)	Website: Care after a hospital stay - Social care and support guide - NHS (www.nhs.uk)
Free home adaptations and equipment	You may be entitled to free home adaptations and equipment provided they cost less than £1,000. The website provides a host of information tailored to various needs.	Self-referral Clinician (doctor, nurse or social worker)	Website: Care and support you can get for free - Social care and support guide - NHS (www.nhs.uk)

Transportation			
Service Provider	Service details	How to refer	Contact details
Dial a ride	They offer door to door transport service for people with disabilities and they currently operates 7 days a week – 7:00am – 11:00pm.	Self-referral	Telephone: 0343 222 7777 Email dar@tfl.gov.uk
Parking and blue badge scheme	Disabled and older person parking. Check the eligibility and apply for a Blue Badge. Can also be used to reapply for a Blue Badge.	Self-referral	Website: Apply for or renew a Blue Badge - GOV.UK (www.gov.uk)
Freedom Pass	They provide Londoners over the age of 66 and those with eligible disabilities free public transport across the capital and on local buses across England	Self-referral	Website: https://www.londoncouncils.gov.uk/ Telephone: 020 7934 9999

Mental Health			
Service Provider	Service details		Contact details
Mental Health Hubs	The Single Point of Access provides one number and one email address for referrals to secondary mental health services and support in a mental health crisis in the Boroughs of Brent, Harrow, Hillingdon, Kensington & Chelsea and Westminster	Clinician referral only	Telephone: 0800 0234 650 Email cnw-tr.spa@nhs.net .
Community Mental Health Team (CMHT) for older adults	They provide a wide range of mental health and wellbeing services across Milton Keynes and the London boroughs of Brent, Harrow, Hillingdon, Kensington and Chelsea, and Westminster.	Clinician referral only	Website: https://www.cnwl.nhs.uk/services/mental-health-services RBKC

	They also offer services to people with psychological or social difficulties related to the ageing process, or end of life issues, or who feel their needs may be best met by an older people service. This would normally include people over the age of 70 years.		<p>Telephone: 020 8206 7148 Email: kcophaduty.cnwl@nhs.net</p> <p>Leaflet: SERV_MH_1420_A5-4pp-KC-CMHT-for-older-adults-leaflet_2019_WEB.pdf (cnwl.nhs.uk)</p> <p>Westminster Telephone: 020 7854 4105 Out-Of-Hours Urgent Advice Line 0800 0234 650 Home Treatment Team 07779 345 550</p>
Anxiety UK	This is a national charity, helping to support people living with anxiety, stress and anxiety-based depression.	Self-referral	<p>Helpline: 03444 775 774 Text support: 07537 416 905 Website: https://www.anxietyuk.org.uk/</p>
Good Thinking	This is a digital wellbeing service that gives 24/7 access to a range of digital mental health apps and other resources for Londoners.	Self-referral	Website: https://www.nhs.uk/every-mind-matters/
The Samaritans	They offer support to people with suicidal feelings	Self-referral	<p>Telephone: 0330 094 5717 or Freephone 116 123 Website: https://www.samaritans.org/</p>
The Listening Place	They offer free, confidential and ongoing face to face support for people with suicidal feelings	Self-referral	<p>Telephone: 020 3906 7676 Website: https://listeningplace.org.uk/</p>
Every Mind Matters	You will find expert advice, practical tips, and plenty of help and support if you're stressed, anxious, low or struggling to sleep – or get Your Mind Plan and discover what works for you.	Self-referral	Website: Mental health issues - Every Mind Matters - NHS (www.nhs.uk)

Talking Therapies	They provide a range of talking therapies for people 18 years and over who are feeling anxious and worried, or down and depressed.	Referral by GP / Healthcare Professional.	<p>Westminster Website: Westminster NHS Talking Therapies (cnwl.nhs.uk) Telephone: 030 3333 0000 Email: westminster.iapt@nhs.net</p> <p>RBKC Website: Kensington and Chelsea :: CNWL Talking Therapies Telephone: 020 3317 4200 Email: cnw-tr.clw@nhs.net</p>
Alzheimer's Society (Nationwide service)	<p>Specialist support services for dementia patients including Alzheimer's, Vascular Dementia, Fronto-temporal, Lewy bodies etc.</p> <p>Made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians.</p>	Self-referral	Website: https://www.alzheimers.org.uk/ Email enquiries@alzheimers.org.uk Telephone: 0333 150 5456
Hoarding UK	HoardingUK is the only UK-wide charity dedicated to supporting people affected by hoarding behaviours. Their aim is to empower individuals experiencing hoarding behaviours to achieve spatial and personal change to improve their health and wellbeing.	Self-referral	Website: Our Services HoardingUK Online contact form: Contact HoardingUK
Joint Homelessness Team - Outreach	A mental health team which supports anyone over 18 who is sleeping rough in Westminster, who has a mental illness and is unwilling or unable to access mainstream mental health services. The team combines a variety of professions including nurses, psychiatrists and social workers. They visit day centres and carry out street outreach work across the whole borough.	Rough sleeping outreach teams	020 7854 4206, Mon to Fri, 9am-5pm 190 Vauxhall Bridge Road London, SW1V 1DX

Homeless Intervention Team	Multidisciplinary care management team providing intensive support for homeless people in RBKC with complex care needs, including mental or physical health problems, drug or alcohol problems, or other addiction issues.	Rough sleeping and homelessness support services	hitteam@rbkc.gov.uk 0207 938 8211
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Learning Disabilities			
Service Provider	Service details		Contact details
The Drug and Alcohol Wellbeing Service (Daws)	The Drug and Alcohol Wellbeing Service is run by Turning Point. Advice and support for substance misuse issues for anyone aged over 18	Self-referral Clinician	Website: Westminster, Kensington and Chelsea Drug Turning Point (turning-point.co.uk) Telephone: 0330 303 8080 Direct line: 020 8740 6815 Online form: Turning Point Get Support (turning-point.co.uk)
The Alcohol Service	They offer free and confidential alcohol service and will work with the client to create a support plan to help them achieve your goals. They can meet the client at a convenient venue, like their GP practice.	Self-referral	Website: Info - The Alcohol Service @ Kensington & Chelsea Westminster (changegrowlive.org) Referral form: Referrals - The Alcohol Service in Westminster and Kensington and Chelsea Change Grow Live
Club Drug Clinic	They offer free, confidential NHS service supporting people who want to change the way they are using recreational drugs.		Telephone: 020 3317 3000 Email: clubdrugclinic.cnwl@nhs.net . Website: Club Drug Clinic (cnwl.nhs.uk)

Section five: Information and training manuals for health and social care staff, carers and individuals wishing to know more about various services

Information and training manuals for health and social care staff, carers and individuals wishing to know more about various services		
Cohorts	Types of services	How to access the services
Health and Social Care Staff	<p>An e-Learning programme and information resource for health and care workforce</p> <p>Harlington Hospice (HPAL) highlights the best resources relating to palliative and end of life care in an easily accessible way</p> <ul style="list-style-type: none"> • Supporting people to live and die well • Palliative care social work, supporting • Care planning at end of life and many others which will equip carers or social worker in looking after people in the community 	<p>Participants will need to register on this link https://www.e-lfh.org.uk/ in order to access various modules</p> <p>Skills for Health training pilots and e-learning www.endoflifecareforadults.nhs.uk</p> <p>Harlington Hospice (HPAL) information resource for clinical staff in West London West London (medindex.co.uk)</p> <p>Harlington Hospice (HPAL) information resource for clinical staff in Central London Central London (medindex.co.uk)</p>
Carers	<p>Those who are supporting someone at home can access useful resources with video instructions</p> <p>Carer's Network also support unpaid carers</p> <p>Palliative Care Knowledge Zone includes a host of educational resources for carers</p>	<p>Resources - St Luke's Hospice (stlukes-hospice.org)</p> <p>Rolling to the left - https://youtu.be/ZJWK4J2aOw</p> <p>Laying to the sitting - https://youtu.be/ABPMbBbMI-s</p> <p>Sitting to standing - https://youtu.be/6MEpW7Wmo7o</p>

		<p>Saying Goodbye - https://youtu.be/SnlYObmeAZE</p> <p>Carer's Network end of life project : End of Life Carers - Carers Network (carers-network.org.uk)</p> <p>Recognising emergencies in palliative care Recognising emergencies in palliative care (mariecurie.org.uk)</p>
Looking after someone	<p>When looking after anyone with an illness, or disability or frailty who can't take care of themselves.</p> <p>The page provides information on Triangle of Care, Carers assessment, Carers allowance, Resources for carers</p>	<p>Website: https://www.westlondon.nhs.uk/patients-and-carers/caring-someone</p>
Patients, families and carers	<p>Harlington Hospice(HPAL) developed a freely available resource relating to palliative and end of life care. The aim is to make information readily accessible for healthcare professionals and the public at the point of care.</p> <p>Welfare benefits and practical support for families and carers</p>	<p>Patient and carer in Central London (HPAL) https://hpal.medindex.co.uk/p/b/central-london</p> <p>Patient and carer in West London (HPAL) https://hpal.medindex.co.uk/p/b/west-london</p> <p>Welfare and Benefits support on St Luke's website Families and Carers - St Luke's Hospice (stlukes-hospice.org)</p>

Feedback

Please email nhsnw1.centallondon@nhs.net or contact us on our website, if you have any feedback regarding this document.

Document Reference Information

The resource pack is to provide support and is not exhaustive. The individual responsibility of those providing the care remains for them to consider decisions appropriate to the circumstances in the consultation with the patient and those who matter to them.

Version	1
Statuses	Approved
Author/Lead	Augustina Uzoka Senior Delivery Manager – Integration & Delivery Central London
Co-produced and ratified by	Bi-borough Palliative and End of Life Delivery Group The group has representation from all the partners (NHS, LA, Hospices, Voluntary Sector Organisations and Patients representatives).
Date effective	05/09/2024
Date of next formal review	05/09/2025 The directory will be reviewed annually unless best practice dictates the need for an earlier review.