

# We know about end of life care

## Marie Curie DCP Local

### Evidence based service design delivers results

Since 2004, Marie Curie's Delivering Choice Programme has been bringing together providers and commissioners from the public, independent and voluntary sectors to pioneer new ways of working. Delivering Choice has delivered transformational change in sites across the UK through its whole systems methodology. Independent evaluations by the King's Fund and other bodies show a number of demonstrable outcomes.<sup>1</sup>

Marie Curie's new **DCP Local** service builds on invaluable insights from the programme. By combining tried and tested tools and methodologies with a local approach to needs analysis and prioritisation, **DCP Local** delivers an integrated and comprehensive system for end of life care.

#### **Phase 1: Investigating existing services and analysing local need**

This includes data collection, project planning and scoping of existing primary and secondary services. We will produce a report of findings and identify areas for improvement in line with your priorities.

#### **Phase 2: Designing services**

We will help you to develop and refine operational proposals, ensuring local staff have ownership over the models.

#### **Phase 3: Implementing and evaluating**

We will support you while you implement your services including putting in place management and performance measures to ensure services are sustainable for the future.

We understand the pressures that commissioners face – and we will help you improve end of life care in your area as quickly as possible.

Depending on your local existing groundwork, we can negotiate realistic timescales with you for a pragmatic and tailored approach. We also have tools to source end of life data in your area. Using our online portal we can quickly collate local data, benchmark your services and understand your local needs.

# Service integration

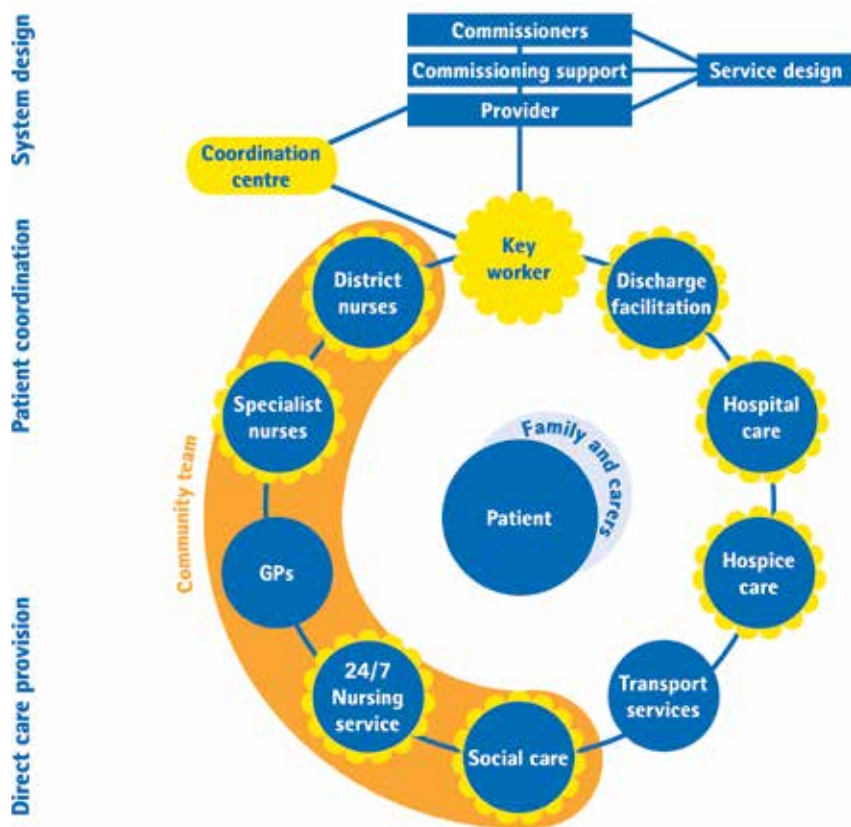
Our experience has identified common barriers to good end of life care including:

- Poor access to 24/7 care
- Lack of coordinated care
- Delayed discharges from hospital

To address these barriers and align services we have developed an **integrated service model**. This shows how relationships across health and social care in acute and community settings can centre around the patient and family. An integrated system reduces duplication of patient assessment, improves information sharing between service providers, and fosters continuity in the delivery of care to patients and support for carers.

We can adapt the model to meet the requirements of different health economies. In Somerset it includes existing acute care, hospices, social services and out-of-hours care, supplemented by new services including a palliative care register and key worker role. Areas in London and the north east have also adapted integrated service models to suit their needs.

## The Marie Curie integrated services model



“Working in partnership with the Marie Curie Delivering Choice Programme has helped us to gain a better understanding of the local issues and challenges around the provision of services for patients at the end of life. Importantly, it has helped us identify any priority areas for our continued focus.”

Sheila Alexander, Strategic Lead for Planned Care, NHS South of Tyne and Wear

## Find out more

For more information about service design or DCP Local or to arrange an informal meeting to explore how we can work together please contact us.

## Contact

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<sup>1</sup>. See evaluations for DCP at [www.mariecurie.org.uk/evaluations](http://www.mariecurie.org.uk/evaluations)