



**NHS**

North West London

Affected by the Grenfell Tower Fire?

# The NHS is here for you

Update on all the health services  
you can access in North Kensington



**Summer 2024** – Information for adults

# Hello everyone,

**The NHS is here to help you now and in the future.**

We can provide you with help and support through our NHS services and our community partners, so please do take up our services.

This simple guide provides you with information on what is available and how to access it.

We also appreciate feedback on the services and support we provide. If you have any feedback, good and bad, please email us on [nhsnw1.nkrt@nhs.net](mailto:nhsnw1.nkrt@nhs.net)

## Dedicated service for survivors and bereaved

This service is for bereaved and survivors of the fire and Grenfell Walk residents. It supports and coordinates access to a range of health and wellbeing services.

Find out more via [www.grenfell.nhs.uk/dedicatedservice](http://www.grenfell.nhs.uk/dedicatedservice), or call the helpline on **020 8637 6279**. You can also visit the St. Charles' Centre for Health & Wellbeing, Exmoor Street, London, W10 6DZ (open Monday to Friday 9.00am – 5.00pm).

## North Kensington GP care

You can arrange a time with your local doctor to discuss any health concern you may have. Ask your local GP surgery for help, say you have been affected by the Grenfell Tower fire.

## Would you like a health check?

If you live or work in the North Kensington area and are affected by the Grenfell Tower fire, then you are eligible for a free Enhanced Health Check.

These checks are great if you have any concerns about your health and can support you and your family to lead a healthier life.

Our website provides more details on the full range of services available: [www.grenfell.nhs.uk/healthchecks](http://www.grenfell.nhs.uk/healthchecks)

Enhanced Health Checks are quick and easy to book via your local GP surgery or you can access one in a community setting by calling **07768 271733** (between 9am-5pm) or emailing [nhsnwl.grenfellenhancedhealth@nhs.net](mailto:nhsnwl.grenfellenhancedhealth@nhs.net).

“Really enjoy how well the activities work for different age ranges. There is something for everyone and it's made the whole family very happy.”

North Kensington resident



## Are you or your loved one's emotional wellbeing affected by Grenfell?

You may be experiencing difficulties such as depression, anxiety, posttraumatic stress disorder (PTSD) and grief. For some, these will have begun soon after the fire, for others, difficulties may only develop months or even years later. Some people may have already experienced highly traumatic events in the past and the fire may have triggered or worsened distress.

We work in a respectful, sensitive way with people from all cultural and faith backgrounds. We have team members who speak a range of languages and we can use interpreters. We offer a flexible, holistic approach to wellbeing. Our specialist team that includes Occupational Therapists, Social Workers, Employment Specialists, Mental Health Nurses, Service User Consultants, Talking

Therapists, Community Connectors and Arts Therapists.

If you would like to find out more, or refer yourself or your child to the Grenfell Health and Wellbeing Service please complete the brief self-referral form on [www.grenfellwellbeing.com](http://www.grenfellwellbeing.com) You can also get in touch with us by: Phone: **020 8637 6279** (between 8am and 8pm weekdays and 9am and 8pm weekends) Email: [grenfell.wellbeing@nhs.net](mailto:grenfell.wellbeing@nhs.net) Or you can ask your GP or Key Worker to make a referral.

### Not sure if you should refer to us?

Fill out the 'Call Back' form on our website [www.grenfellwellbeing.com](http://www.grenfellwellbeing.com) and a member of the team will call to have an informal chat about your options.

## Support for people with a chronic disease or long-term health condition

If you're aged 18-64, have a chronic illness or long term health condition, we can support you to recover your health and look after yourself.

We will work closely with you, adult social care, social prescribing link workers, as well as the hospitals, GPs and other healthcare teams, to build a personal care plan.

You can be seen in the Integrated Care Centre at St Charles Centre for Health & Wellbeing, at a GP surgery, or in your own home if needed.

You will continue being supported if you turn 65. If you're a new patient aged 65+ you will instead be referred by your GP to the MyCare MyWay service: [www.mycaremyway.co.uk](http://www.mycaremyway.co.uk)

The service is provided by the Grenfell Community Case Management Service. You can ask your GP to refer you or self refer by emailing [cldt.grenfellcasemanagers@nhs.net](mailto:cldt.grenfellcasemanagers@nhs.net)

“Your yoga classes are like a therapy with an immediate positive effect for me. They are a gathering where I meet people from my community that I would never meet otherwise.”

North Kensington resident



### Take care of you and your family with self-care support

If you live or work in North Kensington and have been affected by the Grenfell Tower fire, you are eligible for free access to Healthier Futures self-care activities.

These services can help you to become healthy, live well and take care of the people most important to you.

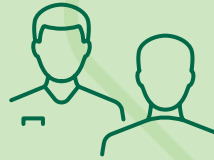
So what is self care? Self-care simply describes taking care of yourself. Self-care activities can be as easy as brushing your teeth, choosing to eat healthily, or making time to exercise.

The self-care activities available for you and your family include exercise & wellbeing classes (yoga is a popular choice), as well as cookery classes, health workshops and the Men’s Shed. Activities available for families include gardening.

Residents can access the full range of Healthier Futures self-care activities by visiting [www.grenfell.nhs.uk/healthierfutures](http://www.grenfell.nhs.uk/healthierfutures), or speaking to their GP practice (who will signpost them to their service of choice).

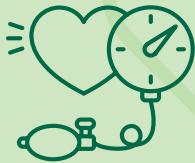
“The sessions help me to ease my anxiety  
and I feel empowered and less stressed.”

North Kensington resident



### Children and young people up to age 18

There are a range of services and support available through the NHS, and voluntary and community organisations. You can find out more by visiting [www.grenfell.nhs.uk/children](http://www.grenfell.nhs.uk/children)



### Get in touch

If you have any questions on any of the services mentioned in this leaflet, please don't hesitate to get in touch with us by emailing: [nhsnwl.nkrt@nhs.net](mailto:nhsnwl.nkrt@nhs.net)

For further details on the services available, please visit [www.grenfell.nhs.uk](http://www.grenfell.nhs.uk) or scan this QR code

