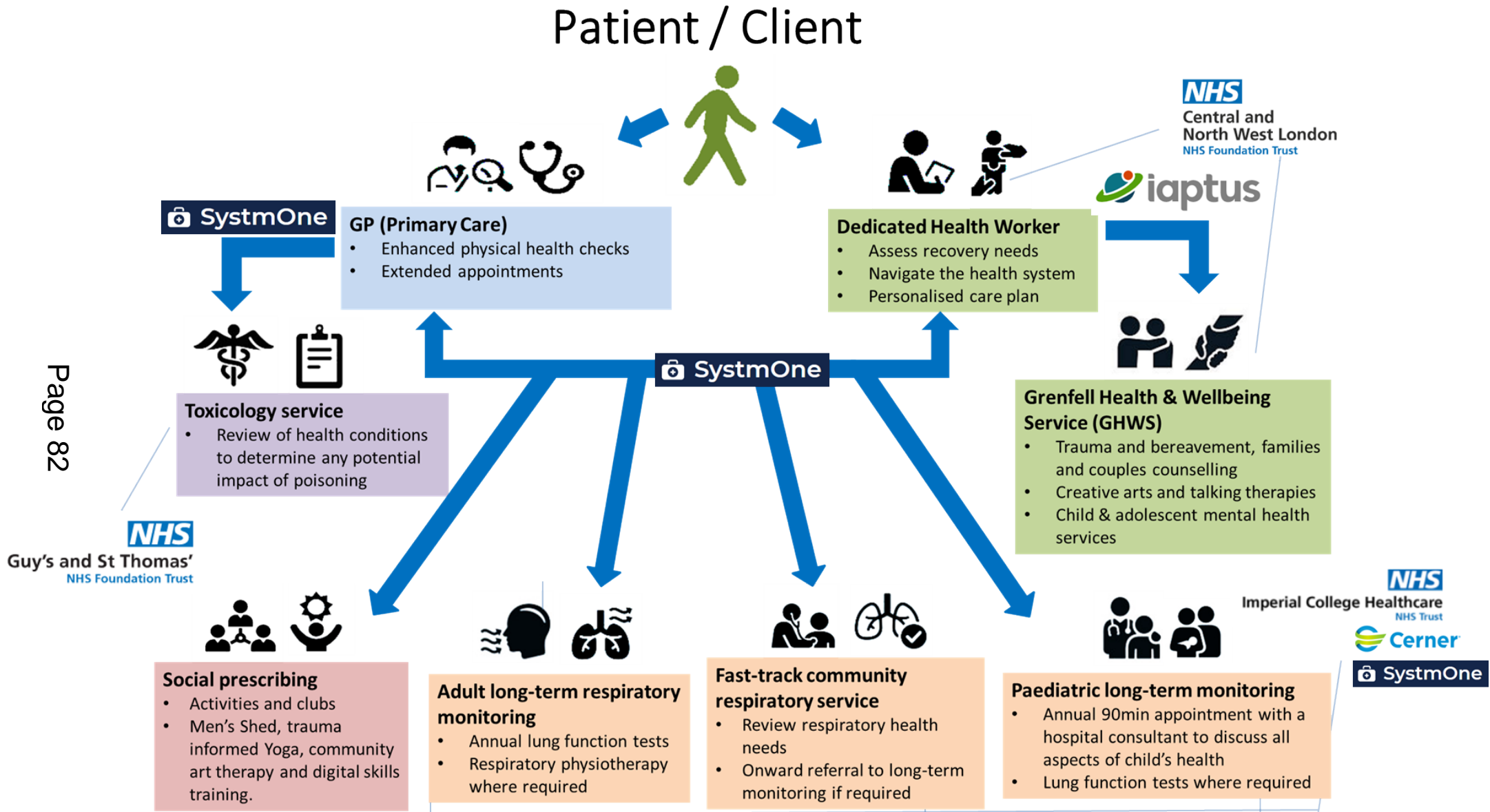


NHS North Kensington Recovery Services

Summary pathway map of NKR service provision:



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NHS Grenfell Dedicated Service – CNWL as lead provider w/ support from CLCH

Accessible to:

Survivors

- Adults and children who lived at Grenfell Tower as their main home at the time of the fire, including children born since.
- People who were visiting Grenfell Tower on the night of the fire.

Closely bereaved

Adults and children who are related to the deceased in one of the following ways:

- Spouse or partner
- Sibling
- Parent
- Grandparent
- Child
- This includes the household of the closely bereaved – the service will support the whole household in which a closely bereaved person lives.

Residents of Grenfell Walk

- Adults and children who lived at Grenfell Walk as their main home at the time of the fire, including children born since.

Accessible by:

- Self-referral (e-mail, telephone, self-referral form online)
- GP (e-mail and SystemOne)
- Grenfell Health & Wellbeing Service (IAPTUS)
- RBKC Dedicated Service (e-mail and telephone)

Location(s):

- St Charles Centre for Health and Wellbeing, Exmoor Street, London, W10 6DZ

Operating Hours:

Physical location (St Charles)

- Mon – Fri | 9am – 5pm

Virtual (telephone) consultation

- Mon – Fri | 8am – 8pm
- A single point of access (SPA) out of hours service also operates between 8pm – 8am on Mon-Fri for adults aged 18 and over, and anytime on weekends.

Hours may be subject to changes based on a review of usage and consultation with service users and community representative groups.

Target wait time to access service:

There is no wait time to access the service.

Core Service Offer:Coordinate integrated physical and emotional wellbeing care and support

The NHS Dedicated Service aims to co-ordinate integrated physical and emotional wellbeing care and support (relating to the Grenfell Tower fire impact) for all survivors and bereaved who access the service. This involves:

- Looking at the client's needs and to work with them on setting personal health goals
- Assist the client to achieve their personal health goals
- Signpost the client to the relevant NHS and non-NHS support services
- With client consent, ask the GP to refer the client and/or their child into the relevant specialist NHS services, and help them to make those appointments if needed.
- Safeguard adults and children (as a statutory requirement)
- Ensure the needs of the whole individual or family are considered when signposting them to the relevant service(s).

Multiagency case management support for complex cases

The NHS Dedicated Service will provide case management for complex cases. This includes:

- Co-designing the care plan with the individuals that meets their identified needs and jointly setting goals.
- Working jointly with primary care to ensure there is a joint approach with the individuals GP and the individual can access the right support in the primary care setting
- Work jointly with mental health (GHWS) and emotional wellbeing (self-care) services to ensure the individual can access appropriate services that are culturally appropriate and are sensitive to faith-based need
- Where consent is given, work jointly with the RBKC Dedicated Service and wider services within the Local Authority to identify need relating to social care and ensure an individual can access the right services.

Staffing:

Staffing should comprise of a multi-disciplinary team that can support one another to help achieve the health goals of the client. The number of health staff in place should reflect the demand and needs of the service, and can draw upon the resource of partners outside of the lead organisation.

- Head of Service
- Team Manager
- Case Managers (Dedicated Health Worker) – *can comprise of staff below*
- Physical Health Nurses
- Mental Health Nurses
- Social Prescribers (Health & Social Care Assistants)
- Therapists (assess for onward referral to the GHWS)
- Associate Psychologists
- Employment Specialist
- Occupational Therapist
- Health Visitors and School Nurses for Children & Young People

Overarching principles:

To maximise the success of this integrated model of working, partners will agree the following principles to underpin joint working, service development and delivery;

Health monitoring to inform future bespoke commissioning

Commit through the culturally adapted health assessment to understand new emerging health needs. This will inform future design of the services whilst also using the DS workers' system navigation skills to navigate wider existing and newly commissioned services.

Cultural competency framework:

Commit to understanding the diverse needs of the populations and how this influences the diverse community's ability to access the offer. By designing and analysing a cultural map the Dedicated Service can explore with communities the healthcare access issues and design the service according to the identified specific needs.

Culturally adapted approaches:

The NHS Dedicated Service should evidence it can meet the cultural needs of the population served and are deemed to be culturally competent through specific training, an evidence base, and evaluation by survivors and bereaved. Processes that are important to keep clients safe often use complicated health language which are hard for clients to understand. The NHS Dedicated Service will use community collaborative consultants to help adapt processes to help the participation in these processes.

Equality and Accessibility:

To commit to the following NW London overarching equality objectives;

- Better understand individuals and groups of people accessing NHS services, with specific reference to identifying issues relating to patient access and experience.
- Reduce any barriers (language or otherwise) experienced by individuals and groups of people when accessing local NHS services.
- Improve Black, Asian and Minority Ethnic staff representation, treatment and experience of patients and staff within the service.
- To improve representation, treatment and experience of patients and staff with disabilities within the service.
- To improve representation, treatment and experience of LGBT+ patients and staff within the service.

Co design and co-production:

To continue to commit to co-production and co design of the future service by using the Dedicated Service steering group to help understand the community user experience.

Primary Care Services – Provided by GP Practices (and Community EHC Hubs)

Accessible to:

Extended GP appointments

Survivors, bereaved, and the wider community (both adults and children)

Enhanced health checks

The service is available to clients who are worried about their physical or mental health following the Grenfell Tower fire. This means they are available to both survivors, bereaved, and the wider community, though the service is primarily targeted toward adults and children who lived at Grenfell Tower as their main residence at the time of the fire. This includes children who have been born since, as well as people who were visiting Grenfell Tower on the night of the fire. The service should be offered as follows:

- Survivors (inc. born to survivors) who lived at Tower as their main residence – annually for five years
- Survivors who were visiting the Tower on the night – annually for five years
- All other survivors, bereaved, and wider community – one-off service when requested

Accessible to clients by:

- Self-referral via GP Practice's booking systems
- NHS Dedicated Service
- Grenfell Health & Wellbeing Service (via the DS or GP)
- RBKC Dedicated Service (via bypass numbers if available)

Location(s):

- Extended GP appointments will be undertaken at the client's registered GP Practice.
- Enhanced health checks will also be undertaken at clients' registered GP Practices however the provider(s) must also consider community venues if it is beneficial to cover a wider area of the population in a single setting. These must be easily accessible via public transport and provide the option of parking nearby.

Operating Hours:

- Extended GP appointments will be conducted at a time mutually agreed between the client and the GP Practice.
- Enhanced health checks will be conducted at a time mutually agreed between the client and the GP Practice or community service/organisation.

Average wait time to access service:

- Extended appointments should be made available to survivors, bereaved, and the wider community within less than 72hrs from point of contact as an urgent appointment.
- Upon identification of a survivor or referral from the Dedicated Service or GHWS, enhanced health checks should be offered and conducted with the client within four weeks. Enhanced health checks will then be conducted annually, taking place between 12 – 14 months apart from each other.

Service Offer:

Extended GP appointments

This is essentially a standard GP appointment which can take up to 60 minutes and address more than a single health concern. If it is not possible to do so online, clients should be able to request an extended appointment from their GP

Practice either by telephone or in-person. The outcome of the appointment should be recorded as part of the primary care review to commission the levels of service which reflect the health needs of the community.

Enhanced health checks

This service is a call and annual re-call service (via text or letter) to conduct a number of physical health examinations in a single session. This comprises of the following:

- Respiratory examinations including spirometry, oxygen saturation, physical examination of chest, and smoking cessation intervention. If required, an onward referral into either the adult long-term respiratory monitoring service if they are a survivor who was inside the tower, or the community respiratory service if they were outside of the tower.
- Mental health screening for anxiety, depression, post-traumatic stress disorder, insomnia/ sleep review, and alcohol and substance misuse. If required, an onward referral to the Grenfell Health & Wellbeing Service or other local mental health provision.
- Physical health examination of weight, body mass index, blood pressure and pulse, and physical activity reviews with onward referral to gyms, personal trainer, etc. Dietary reviews should be conducted, with onward referral to various weight loss management programmes if applicable. Health advice on dental and visual care.
- Bloods tests to rule out conditions such as diabetes, high cholesterol, thyroid function test, renal function if indicated, HBA1C.
- For children to offer an innovative health promotion and health check review. This will focus on respiratory symptom checks, mental health screening, weight monitoring, dental hygiene, and encouraging physical activity and use of exercise programmes linked to the social prescribing offer.
- For both children and adults, assurance should be provided through conversation about their worries and issues.

Community based EHCs can be implemented as an additional service in response to the community feedback which suggested a cohort of patients preferred to receive their EHC in a less clinical setting instead of their GP Practice. This is also to ensure the service is accessible to the communities not registered with a GP. The aim of this service is to provide reassurance to the communities and alleviate their health concerns in light of Regulation 28 and the release of toxicology reports

Staffing:

- General Practitioners
- GP Fellows (for clinical oversight)
- NHS Band 8A and Band 5 healthcare professionals trained to deliver NHS health checks as per [NHS guidelines](#).
- Reception Staff with excellent customer service skills to manage and book requests for clients who require extended appointments and enhanced health checks.
- The provider should do its best to provide the same clinicians for both extended appointments and annual enhanced health checks. This is so that the client can build and hold a consistent relationship with their practitioner.

Accessible to:

- All individuals and families who require emotional support as a direct or indirect result of the Grenfell Tower fire or whose pre-existing mental health have been worsened by exposure to the Grenfell Tower fire or its consequences.
- All residents in the wider North Kensington community, including those attending local schools and their families; and local voluntary organisations including their staff to promote community recovery at all levels.

GHWS will prioritise provision for those eligible for the Dedicated Service who are:

- Survivors – in the tower at the time of the fire
- Survivors – not in the tower at the time of the fire
- Bereaved – people who lost a ‘close family member’ as defined by National Homicide Service
- Residents of Grenfell Walk

GHWS will continue to provide a service which addresses the impact of trauma and the promotion of recovery in the community.

Accessible to clients via:

- GP
- Self – referral form <https://grenfellwellbeing.com/self-referral-form/>
- Telephone: 0208 637 6279
- Email: Grenfell.wellbeingservice@nhs.net
- RBKC Dedicated Service
- GHWS Dedicated Service or Outreach Teams
- Referrals from other providers including third sector providers, local authority staff and acute and community NHS providers via the routes described above.

Location(s):

- St Charles Hospital, Exmoor Street, London, W10 6DZ
- A range of satellite sites including:
 - The Curve, 10 Bard Road, W10 6TP
 - Local GP practices
 - Family and Friends Assistance Centre
 - Local schools
 - Other as identified by client or dedicated health worker
- A remote offer will also continue post-COVID-19 for those who wish to access this.

Operating Hours:

- Monday to Thursday 8am to 8pm.
- Friday 8am to 5pm (Outreach Service operates until 8pm)

CNWL also provide telephone-based out of hours support via the SPA. This operates from 8pm – 8am, 7 days a week.

Hours may be subject to changes based on a review of usage and consultation with service users and community representative groups.

Average wait time to access service:

Adults

- Referral received to initial attempted telephone contact: 72 hours
- Initial contact to screening attempted within 5 working days
- Waiting times for access to treatment will be consistent with those which are used nationally in IAPT services.

Children and young people

- All new referrals received on a working day will be triaged on the same day.
- The family will be contacted within the working week of the acceptance of the referral to arrange a time to meet for the initial assessment.
- Urgent advice will be provided on the same day.

Service Offer:

GHWS provides mental health support, assessment and treatment to all those experiencing trauma and loss related distress as a result of the fire. This includes but is not limited to:

- Grief and bereavement counselling
- Families and couple counselling
- Drama, Music, and Art Therapy
- Cognitive behavioural therapy

Staffing:

This service to continue to be staffed in sufficient numbers and sufficient range of expertise to cater for the required demands. It is anticipated that the skill profiles will continue to include:

- Cognitive Behavioural Therapists
- Clinical/Counselling Psychologists
- Counsellors and Psychotherapists
- Psychological Wellbeing Practitioners
- Assistant Psychologists
- Specialist therapists e.g. art, music, drama
- CYP Trauma Specialists
- Community Engagement Practitioners
- School Nurses
- Other specialisms as required

Respiratory Services (Adults) – Provided by ICHT

Accessible to:

Adult long-term monitoring service – call and re-call

- Adults aged 18+; Grenfell Tower Fire survivors (people who were in the Tower at the time of the fire).

Community respiratory service

- Adults aged 18+; Grenfell Walk survivors, bereaved, and others located outside of the Tower at the time of the fire.

NB. For children and young people including those born to survivors please refer to the paediatric services section of this document.

Accessible to clients by:

- GP
- NHS Dedicated Service
- GHWS Dedicated Service or Outreach Teams (routed through GP or NHS Dedicated Service)

Location(s):

- St Charles Centre for Health and Wellbeing, W10 6DZ (for first attendance, follow-ups)
- Virtual appointments to be offered (for first attendance, follow-ups)
- St Mary's Hospital, Praed St, Paddington, London W2 1NY (for first attendance, lung function test, follow-ups)

Operating Hours:

Adult long-term monitoring service

- For first attendances clinics will predominantly take place on Mondays 17.00 - 20.00, though clients can be accommodated during standard outpatient operational hours.
- Lung function tests will take place on a fortnightly basis on Saturdays as all-day sessions, with slots for up to twelve people (approximately 24 slots per month). Clients can be accommodated during standard operational hours if this is better suited to them.
- Follow-up attendance clinics will predominantly take place on Mondays 17.00 – 20.00.

Community respiratory service

- The service will operate during core opening hours of 09.00 - 17.00.

Average wait time to access service:

- The wait time to access both the adult long-term monitoring service and the community respiratory service should be no longer than six weeks from point of referral. The aim is to reduce this though it is recognised longer wait times may exist as a result of the covid-19 pandemic.

Service Offer:

Adult long-term monitoring service

This service will support survivors who escaped the tower on the night of the fire, providing support and reassurance for those who had smoke exposure. Lung function testing will be carried out on an annual basis to identify any signs of respiratory disease and changes in breathing patterns and capacity. The service will provide good quality diagnosis and information to the client on how to manage relevant long-term conditions, with onward referrals to respiratory physiotherapy services as needed. The service will provide reassurance on anxieties and worries; differentiating COPD

from asthma and other conditions so that clients are clear on whether symptoms are a result of smoke inhalation from the tower or otherwise. Abnormal lung function results will require an HRCT thorax to be performed.

Community respiratory service

The service provides a multidisciplinary, hub -based clinical service that supports the early identification of possible respiratory conditions via assessment and diagnosis, with onward management and support for Grenfell Tower survivors, bereaved, and the wider community. Care will be provided for respiratory illnesses such as COPD, asthma, and bronchiectasis, with the service offering pulmonary rehabilitation classes and facilitation of self-management, and advice on smoking cessation.

Staffing:

Staffing should comprise of a multi-disciplinary team that can be flexible to reflect the demand and needs of the service. At a minimum the service should provide the following;

- 2 PA consultant time per week
- 1 PA Lung Function Physiologist time per week
- 2 PA Band 7 Respiratory Nurse time per week
- 2 PA Reception Clinic Staff time per week
- Band 5 Admin 0.5WTE

Paediatric Long Term Monitoring Service – Provided by ICHT

Accessible to:

Children and Young People aged 0 – 17 years; this includes survivors and bereaved of the Grenfell Tower Fire, those born to a survivor and children living with a bereaved person.

Accessible to clients by:

- GP
- NHS Dedicated Service
- NHS Grenfell Health & Wellbeing Service or Outreach Teams (routed through the GP or Dedicated Service)

Location(s):

Paediatric long-term monitoring service

The appointments will primarily be offered from St Mary's Hospital however if a child, young person or their family does not want to be seen in this setting, arrangements will be made by the provider to see the individual in an alternative setting, with the first option being the family's GP.

Paediatric respiratory service

The service will normally be provided from St Mary's Hospital, though the provider may elect to conduct spirometry testing at other NHS hospitals following agreement from the commissioner.

Operating Hours:

The service normally operates on Tuesdays, Wednesdays, and Thursdays from 16:45.

Average wait time to access service:

- From point of referral appointment to take place at least two weeks after but aim for no more than twelve weeks; dependent on the choice of families about when their appointment is held.

Service Offer:

A 90-minute appointment with a paediatric consultant and joint with a member of the therapy team from the NHS Dedicated Service, unless a patient chooses otherwise. The clinical components of the annual General Paediatric appointment includes:

- Weight monitoring and linking to local weight services
- Dental hygiene
- Diet review
- Review of sleep patterns
- Immunisations check
- Exploring how the child or young person is getting on at school (attendance etc.)
- Focus on physical activity and exercise programmes, linked to social prescribing offer
- Mental health screen (if not already taken place)

If clinically required, children will also be offered an annual respiratory paediatric appointment which includes:

- Full respiratory health review
- Spirometry testing (for children over the age of 5 years)
- Diagnostics as clinically appropriate

Onward referral to other services as required such as dietetics or health visiting team.

Staffing:

The provider will have a robust and effective workforce plan that demonstrated the ability of the provider to operate and manage a clinically effective and safe service. The workforce is required to have the following professional roles but not limited to these (these do not need to be undertaken by different people);

- General Paediatric Consultant
- 0.5 WTE Band 5 Admin

Specialist Toxicology Service – Provided by GSTT

Accessible to:

- Survivors, bereaved, and the wider community (both adults and children)

Accessible to clients by:

- GP only via e-RS (though the NHS Dedicated Service can refer via this route)

Operating Hours:

- Weekly on Wednesday afternoons.

Average wait time to access service:

- Within four weeks

Location(s):

- Gassiott House, St Thomas' Hospital, Westminster Bridge Rd, Bishop's, London SE1 7EH.
- Appointments can also be offered virtually if chosen by the service user.

Service Offer:

Following concerns raised by survivors and bereaved about the long-term effects of smoke inhalation a clinical toxicology review is available to those affected by the Grenfell fire. Survivors and bereaved were concerned that due to prolonged smoke exposure and the lack of research that is available on fires such as Grenfell, the long term effects on people's health are unknown. The service provides a specialist 90-minute appointment review that looks at the individual's health needs and addresses any concerns. The service will provide advice on what services the individual needs to help address those concerns, and liaise with the GP or dedicated health worker to help facilitate that.

Staffing

- 2x Clinical toxicology consultants
- 1x administrator

Self-Care Services

Accessible to:

- Adults and child survivors and bereaved and others affected by the Grenfell Tower fire with non-clinical, social and self-care needs.
- Each service is tailored to specific age ranges, ethnicity, faith, and spoken language; the referrer will ascertain which service(s) are suitable depending on the client's needs and background.
- Social Prescribing Link Workers are available to 18-64yr olds only.
- The North Kensington Recovery Self-Care Menu of Services are available for adults only.

Accessible by:

- Social prescribing link worker – *available to GP Practices*
Kensington and Chelsea Social Council (KCSC) Directory of Services – *available for self-referral, GP Practices, and other NHS providers using the [website](#).*
- North Kensington Recovery Self-Care Menu of Services – *available via S1 platform or manual submission of forms to [KCSC](#) by a healthcare provider.*

Location / Operational Hours / Average Wait Time to Access / Staffing:

- Variable depending on service referred to.

Service offer:

Social prescribing link worker

Social Prescribing Link Workers holistically support clients between 18-64 years back into the community and promote independence. The number of sessions delivered depends on the client's needs but typically, SPLWs may support a client for 8-10 sessions.

Kensington and Chelsea Social Council (KCSC)

An open directory of community and activity-based non-clinical services available in North Kensington led by asset-based community and voluntary sector organisations. KCSC is able to run training sessions with NHS providers on the current range of services.

North Kensington Recovery Self-Care Menu of Services

Services which have been specifically commissioned as part of the NHS NKR Programme to help build resilience and use non-clinical methods to aid their recovery.

1.

CLCH Wider Grenfell Case Management

Accessible to:

Wider Grenfell community 18 - 64 years old . Wider Grenfell defined as, service users who are affected by the Grenfell fire (excluding survivors and bereaved who are already supported by the Grenfell Dedicated Service). Wider Grenfell community is primarily, but not limited to, service users living in the Lancaster West Estate and Notting Dale Ward.

Wider Grenfell affected patients over 65 years are supported by the mainstream MCMW Service with two exceptions; service users who turn 65 while being case managed by the MCMW Wider Grenfell Team will remain with the MCMW Wider Grenfell Team for continuity. Additionally, service users who are being supported by MCMW Wider Grenfell Team and have family members who are over 65 who also require case management; the case manager will support the whole family for consistency. These exceptions are assessed on a case-by-case basis.

Patients should have needs that require a one off consultation (care plan) or ongoing support by a Case Manager or Health and Social Care Assistant.

Accessible by:

- GP referral via email or SystmOne
- Referral via senior clinical decision-making service
- Self-referral (email clcht.grenfellcasemanagers@nhs.net or telephone)
- Referral via Social Prescribing Link Workers
- Service users may also be identified through proactive case finding under; the GP SystmOne module clinical reporting, the WSIC Dashboard, local GP practice Grenfell patient lists, West London PCN Forum Daily Call, GP practice Grenfell multidisciplinary team meetings and local knowledge. Once patients are identified and consent to the service, referral is then made by the GP or senior clinical decision-making service.
- Referral to MCMW Wider Grenfell Team via Grenfell Dedicated Service clinicians for service users who do not meet Grenfell Dedicated Service criteria, but are wider Grenfell affected.
- Referral from Grenfell Health & Wellbeing psychology service for service users who require support with physical health case management

Location:

Integrated Care Centre, St Charles Centre for Health & Wellbeing, Exmoor Street W10 6DZ

Operating hours

Monday to Friday 0900 - 1700

Target wait time to access service:

No longer than 28 days.

Core Service Offer:

- Case Management of complex cases. Physical health focus, however, signpost and support with mental health and social care needs.
- My Care, My Way care plans to be carried out either by telephone, video consultation (Blue Jeans), face-to-face in the Integrated Care Centre at St Charles Centre for Health & Wellbeing or in the patient's home if they are unable to get to clinic. The My Care, My Care plan includes three core risk assessments (MUST – malnutrition scoring tool, WALSALL – pressure ulcer risk assessment and Falls Risk Assessment).
- Joint care planning with patients to focus on their goals and priorities utilising health coaching techniques and motivational interviewing.
- Support the service users to achieve their individual health goals
- Work collaboratively with GP's, mental health services and voluntary sector to ensure patients' needs are met
- Chronic disease management and health promotion
- Arrange multidisciplinary team meetings and professionals' meetings, as required

- Signpost patients to NHS and non-NHS services such as the self-care offer from Kensington and Chelsea Social Council

Staffing:

- Two physical health case managers
- 1.0 wte Health and Social Care Assistant

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