

# Current delivery position of Health and Wellbeing Strategy for North Kensington 2023

July 2024

# Always in our hearts

Health & Wellbeing Strategy update July 2024

We would like to pay tribute to all the survivors and bereaved of the Grenfell Tower fire, as well as the wider community who bore witness to this tragedy. Our thoughts are with you all.

The NHS is committed to working with you to provide the services that you tell us you need to shape a healthier future.



# Always in our hearts

Health & Wellbeing Strategy update July 2024

- Following the tragic loss of life of 72 individuals due to the Grenfell Tower Fire disaster on 14 June 2017, the NHS recognised that urgent – and sustainable – support was needed to help the survivors and bereaved cope with your unimaginable grief and daily life.
- You told us that some of your main health concerns related to physical health and the potential impact of toxins and smoke inhalation, insomnia, asthma, COPD, elevated blood pressure and heart problems.
- It soon became clear that supporting your mental health and emotional wellbeing was just as important.
- To take forward this commitment we have been gathering evidence on how health needs are changing as time goes on, and reviewing whether services are effectively meeting needs. It is clear that the upcoming milestones in the recovery process will result in new health needs, and service offers will need to adapt and change to better support people.
- We want to make sure we are supporting a community-led recovery and working with local clinicians who are already providing care to the local community, to build a greater sense of community ownership for the services and support that are put in place. We want to help people live healthier lives and build resilience for the community as a whole.

# Primary care

## What we heard?

Even before Covid, face-to-face appointments weren't always available. Although digital appointments increased the number of GP appointments on offer, some sections of the community felt increasingly isolated and that their health needs weren't always being met. The main concerns were:

- Access issues to primary care needed improving.
- Digital access was seen as both positive and a challenge by certain communities. The need to make sure there were different ways to get a GP appointment was seen to be critical.
- Progress on accreditation by the Royal College of GPs (RCGP) on cultural competence was seen as positive as it involved the community as co-producers – but they wanted assurance training in GP practices would be undertaken widely following the pilot.
- Enhanced Health Checks (EHCs) were viewed as positive overall, but community concerns remain on the long-term effects of the disaster on their health.
- A plea to recognise the wider impact of the Grenfell disaster on families covering areas such as domestic violence and the needs of women, etc.

## What we said we would do

- Additional primary care services have been put in place to support Grenfell affected community; Enhanced Health Checks & Grenfell related appointments.
- Additional capacity has been commissioned from practices to take into account increased health needs for Grenfell affected patients.
- Patients receiving an EHC or a Grenfell-affected appointment will be invited to provide feedback via a short survey via text message. This includes a question on whether they were easily able to obtain a face-to-face appointment if they wanted one.
- Cultural competency training was awarded prestigious Royal College of GP (RCGP) accreditation in Autumn 2022. It's now a priority to train all primary care staff across North Kensington in 2023.
- Access to primary care is being improved by providing additional appointment options; extended hours access is available Monday to Friday between 6.30pm and 9pm and Saturday to Sunday from 8am to 8pm from St Charles or Violet Melchett as part of the core service offer.
- Ensuring there are links with local services to be able to support those suffering domestic violence.

## Current delivery position

- More [Enhanced Health Checks](#) are being delivered in community locations.
- Feedback received indicated that more people wanted more frequent appointments rather than longer appointments. As a result we have made available on average 10% more appointments within general practice.
- Text messages are sent out to all adults who have received an Enhanced Health Check. These are reviewed and shared with clinicians and is used to influence the design of future services. The majority of respondents have confirmed they are able to have a face-to-face appointment when they have asked for one.
- [Cultural competency training](#) has been provided to a number of GP practices in North Kensington. Feedback has been received that cultural awareness has been greatly improved as a result. Further training is planned.
- North Kensington patients have access to out of hour appointments provided by the two Kensington and Chelsea hubs at St Charles Health and Wellbeing Service and Violet Melchett Health and Wellbeing Hub.
- Healthier Futures providers support those suffering from domestic violence through their family services. Information is also shared with a wider range of statutory and community and voluntary organisations so that know what support is available and how to signpost people to them.

# Children and young people (CYP)

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## What we heard?

- Concerns regarding the sustainability of service provision from CYP and organisations working with them.
- Ensuring that CYP are aware of the range of services available to them.
- Some CYP in the community don't want to access support, whereas others are really struggling.
- Empowering the people who need support is seen as vital for the future health of this young and diverse community.
- More needs to be done to deliver joint working between schools, the NHS and voluntary community sector.

## What we said we would do

- Sustainability to be achieved through partnership working with CYP and the voluntary sector.
- Consulting with CYP directly with regard to their health and wellbeing, so we gain additional valuable insight into their health needs and how these can be addressed.
- We have mapped CYP services to improve awareness of all the various services that are currently in place.
- A Health Partners CYP group is being set up to agree and take a number of priorities forward.
- A consultant paediatrician from Imperial College Healthcare NHS Trust, has been appointed as the clinical lead for CYP and the Grenfell annual paediatric reviews. This appointment will add a wealth of clinical expertise and insight which will prove beneficial in the short and long-term.
- More partnership working with school nurses will be delivered. These teams sit within public health, so can support both the mental and physical health needs of CYP.
- Peer support groups of CYP are in the process of being set up.

## Current delivery position

- CYP groups are now part of the [Health Partners](#) and [Healthy Futures Programmes](#). Also engaging with CYP groups.
- CYP have fed back that they want to be seen and heard – they feel ignored.
- A mapping exercise detailing all available CYP services took place and was shared with partners. A refresh is due to take place in Winter 2024/25.
- [Dr Mando Watson](#), Consultant Paediatrician, Imperial College Healthcare NHS Trust, provides expert clinical leadership for CYP. Dr Watson ensures the clinical work is better coordinated and integrated across the North Kensington area. Regular monthly meetings help to progress the clinical and review work required.
- The CYP Community Project has successfully enhanced the uptake of paediatric Enhanced Health Checks at a North Kensington practice. Report will recommend expansion to other GP practices.
- Ongoing discussions with public health are taking place about including school nurses in the existing multi-disciplinary team of Grenfell paediatric clinicians (replicating the Child Health Hub model). Given their mix of public health expertise and clinical background, they will provide holistic support to CYP (both physical and mental health) with prevention being the underpinning model.
- MIND has been commissioned to provide peer support. Currently looking at Big Buddy programme as an alternative model moving forward.

# Mental health and wellbeing

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## What we heard?

- More non-medical services led by local organisations building health and well being are being requested.
- Confusion over what are Grenfell-specific services as opposed to usual, core health and wellbeing services.
- Choice of services need to be co-produced with communities and not for the NHS to determine.
- The mental health and wellbeing service specification should be developed with communities and be visible in the public domain.
- Future services to be determined by communities and not professionals.

## What we said we would do

- In partnership with communities we will seek to expand provision of non-medical services to make sure there is community-led recovery.
- The service specification for the Grenfell Health and Wellbeing (GHWS) service will be shared with communities.
- The NHS and communities will co-produce the type of non-medical services required to meet long-term emotional health needs.
- Future developments in the Grenfell Health and Wellbeing services will be made, in partnership with communities.

## Current delivery position

- An increasing range of support is provided in the community. This is delivered through the [Healthy futures programme](#) and the Grenfell Health and Wellbeing Service (GHWS) [collaboration projects](#) with local organisations. The ambition is to work with local partners to grow this further.
- The service specification has been shared with local groups and published on [NHS NW London's](#) and [GHWS's](#) websites.
- CNWL [Service User Consultants](#) are involved in various activities and projects within GHWS to ensure they are listening to and acting upon feedback.
- CNWL Adults Service User Involvement Team (SUIT), Young Person SUIT and Children's carry out face-to-face activities and projects, designed to help shape and develop services offered to the community.



# NHS dedicated service and specialist services

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## What we heard?

- Survivors and bereaved who use the NHS Dedicated Service (case management and care co-ordination) see it broadly as positive.
- More needs to be done to routinely get in touch with people who leave the service to see if they require support again in the future.
- There is no timeline on grief. There may be 'triggers' that result in people accessing services for the very first time, even as we approach the 6 year anniversary.
- The NHS Dedicated Service Steering Group is to be reviewed for effectiveness.
- The Adult Respiratory Long-Term Monitoring Service has had operational issues and challenges which need to be rectified via dedicated leadership.
- The Paediatric Long-Term Monitoring Service has received very positive feedback from families. However, uptake is low.

## What we said we would do

- As recommended by the [Coroner's Regulation 28](#) we will involve community stakeholders in long-term health monitoring and proactively share the outcomes with them.
- Re-launch the NHS Dedicated Service including the contacting of inactive survivors and bereaved on an annual basis.
- Undertaking a review of the NHS Dedicated Service Steering Group, to examine the best process for wider engagement.
- A senior clinical consultant has been appointed to lead the Adult Respiratory Long Term Monitoring Service and improve patient experience and offer stronger leadership in addressing people's health concerns.
- We continue to seek advice from the government Chief Scientific Officer and the Scientific Advisory Group (SAG) and are seeking a suitable provider for any additional tests needed to mirror the Imperial College London Grenfell firefighter's study.
- Developing plans to increase visibility and uptake of the paediatric long-term monitoring service, by attending in-person events and engaging with families.

## Current delivery position

- NHS NW London has published [health outcomes reports](#) on its website and shared with the local community.
- During the last year CNWL have called all of the inactive clients of the NHS Dedicated Service. Each was called twice and if there was no response the Dedicated Service handbook was sent. The Call/Recall function has subsequently been taken back into the Dedicated Service and they will now contact the inactive annually.
- A review of the Designated Service Steering Group is currently underway with a view to improving how we involve Grenfell survivors and bereaved moving forward.
- Dr Laura Martin, Consultant respiratory physician at Imperial College Healthcare NHS Trust was appointed to lead the Adult Respiratory Long Term Monitoring Service. Dr Martin has carried out a service evaluation of the adult and the next step is to work with CNWL Community Connectors to improve uptake amongst survivors.
- Following advice received from the Chief Scientific Officer and the Scientific Advisory Group (SAG) NHS North West London continues to move forward with the development of a survivors' health assessment.
- Work is taking place to promote the paediatric long-term monitoring service and yearly health checks for survivor children.
- This includes Connecting Care for Children (CC4C), which offers sessions called Children Health Advice and Tips (CHAT) sessions, where they send a clinician to do drop-in chat sessions with parents and professionals to offer advice on common health concerns for babies and children.

## What we heard?

- People wanted community-led recovery to have a greater focus within self-care and social prescribing during 2023/24.
- They want recognition that more non-medical services were needed that actually transferred knowledge to residents for sustainability and resilience.
- We need to develop self-care services that work with individuals and families so that they are equipped with the knowledge and skills to look after themselves in a sustainable way moving forward.

## What we said we would do

- Self-care services will be further targeted to key communities impacted by the fire. The programme has developed various referral pathways to ensure barriers to accessing these services are reduced.
- After community feedback, the [Healthier Futures](#) (HF) programme advertised further funding for services that focused on the whole family. Four new services were added to the HF programme. Information on these family services can be found at: [www.kcsc.org.uk/page/family-services](http://www.kcsc.org.uk/page/family-services). These services are Cultivate Create, Evolve NK, Music and Movement at Meanwhile Garden's Playhut and Family Forever (the latter delivered by Total Family Coaching in seven community languages).
- The services on offer are regularly reviewed to make sure that we are offering appropriate services that are relevant to the community.
- Building self-care services in partnership with communities that are sustainable over the long-term and dedicated to building community resilience remains our key objective.

## Current delivery position

- Self-care services are being successfully delivered through the [Healthier Future Programme](#).
- Healthier Futures self-care services have been promoted through the user of posters and a wide range of social media including Next door, Facebook and Instagram. Information has been developed in five key languages including Farsi, Spanish, Italian, Arabic and English. Healthier Future partners also promote services through their own networks.
- Feedback from those using services is positive and we need to redouble our efforts to make sure local residents understand what help and support is available and how to access it,
- Performance is regularly reviewed in quarterly monitoring meetings with feedback given on areas to focus on for service improvement.
- Kensington and Chelsea Social Council have also completed a recent review of services with feedback on gaps and recommendations in future service design.
- Initial funding rounds were developed by VCS organisations with their communities. The applications called for evidencing the needs of their communities related to Grenfell and how they were going to support their communities to lead healthier lives going forward. Further work needs to be carried out to explore how the NHS can take this further and secure longer-term funding.



# Engagement and communications

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## What we heard?

- We need to hear more from the NHS on Grenfell specific services.
- Need to work in partnership with communities on messaging so that it is understood by communities and is relevant.
- Information on services needs to reach those that do not traditionally access services.
- Need to hear positive stories about the progress and recovery that is also taking place.

## What we said we would do

- Work with the local community to forward plan the communication activities we need to deliver and make sure we are flexible and responsive to changing needs.
- Some of these will involve the community as co-production partners, to make sure all members of the community are reached.
- Highlight the services available to the community through different mediums (via traditional methods and stakeholders, in addition to social, videos, podcasts).
- Health outcomes data will be shared and positive case studies published to highlight the benefit of all the services provided via Health Partners & Healthier Futures Partners, as well as share a better understanding of individual journeys of recovery.

## Current delivery position

- We have worked with [Health Partners](#) to develop our communication and engagement activities. More needs to be done to ensure that all our communications are fit for purpose and reaching all our communities.
- We have produced a number of leaflets, posters and an [updated service leaflet](#). These have been designed to promote the various services and support that is available.
- We have used social media including X and next door.
- NHS NW London published [health outcomes reports](#) on its website and shared with the local community.
- A number of [case studies](#) has been produced including
  - Al Manaar – our role in addressing vaccine hesitancy
  - Al-Hasaniya Moroccan Women's Centre – supporting women's mental health
  - Abdullahi Ali – how cultural competency training was developed

# Planning for the future

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- Concerns regarding the sustainability of service provision from CYP and organisations working with them.
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- Empowering the people who need support is seen as vital for the future health of this young and diverse community.
- More needs to be done to deliver joint working between schools, the NHS and voluntary community sector.

## What we said we would do

- Planning for engagement to determine future services, which will be community driven and evidence-led.
- Engage current service providers to make sure the clinical voice is heard.
- Continue to make sure that all services are culturally competent.
- Supporting community-led recovery through resourcing and co-ordination of local organisations to address health needs.
- Making sure that all services are committed to the development of community resilience and recovery in all that they do.
- Addressing health concerns, in a timely manner and with a clarity that provides assurance to communities.

## Current delivery position

- NHS NW London has published a [Next Steps](#) document that has collated all the rich insight the NHS, alongside our valued partners, has pulled together over the last few years by asking survivors, bereaved and the local community lots of questions about their current health needs and what they are worried might occur in the future.
- We are now required to produce a new North Kensington Recovery programme business case at the end of August and we are currently engaging with the survivors, bereaved and the local community to make sure the up-to-date views of the local community are included.
- The intention of the business case is to describe how we will move to a community-led recovery and ensure we are using the resources we have as effectively as possible, which is something people have fed back they want us to do.
- The business case will be considered by NHS England and will lead to a decision on the future funding for health services for Grenfell-affected populations.
- Cultural competency training has been provided to a number of GP practices in North Kensington. Feedback has been received that cultural awareness has been greatly improved as a result. Further training is planned.