

Emotional Wellbeing

Supporting emotional health and wellbeing in North Kensington

The Grenfell Health and Wellbeing Service (GHWS) was created to help people in North Kensington cope with the emotional impact of the Grenfell Tower fire. The service, run by Central and North West London NHS Foundation Trust, offers support to individuals, families, and the community facing trauma and loss.

In 2022, GHWS redesigned its services to better meet the community's needs. These updates create a more complete, community-centred service to support emotional health and resilience across North Kensington. It includes more types of support, such as:

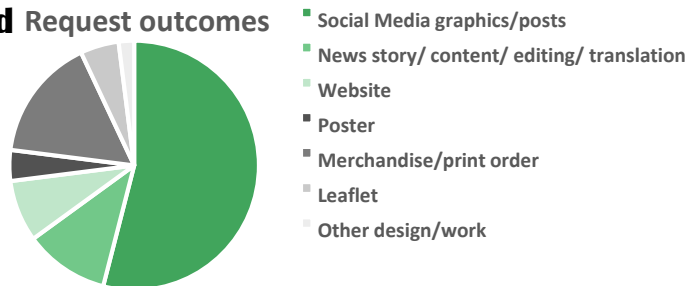
- Counselling and therapy for those who want to talk about their feelings with a professional.
- Occupational therapy and social work to help people regain daily skills and connect with resources.
- Working closely with the community to ensure services are culturally sensitive and locally focused.

Information and self care

GHWS aims to provide relevant health and wellbeing information from our service as well as partners to all clients and wider community in a variety of formats, languages and platforms

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Apr – Jun 2024

2 Compared to Jan - Mar 2024



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Nurturing and Informative experience

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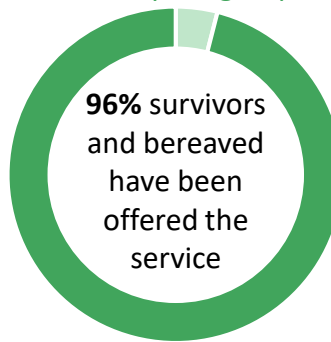
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Self Care

Self-care services for the North Kensington community

As part of the Grenfell recovery program, a variety of self-care services are available to help the North Kensington community maintain wellbeing and manage long-term health conditions. This program supports local organisations to provide activities, training, and services that promote wellness outside of medical care.

These services are designed to help everyone in the community find opportunities to support their wellbeing in ways that work best for them.

Some of these local organizations include FAWA, Pamodzi, Clement James, Family Friends, ACAVA, Dalgarno Trust, and the Venture Centre. They offer a range of activities for individuals and groups, coordinated through the Kensington and Chelsea Social Council (KCSC).

Men's Shed ACAVA

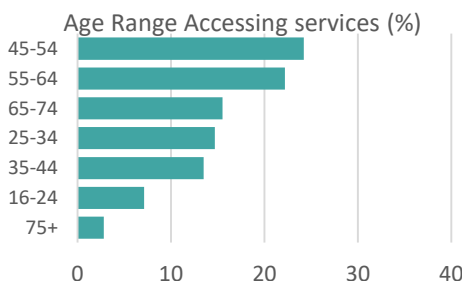
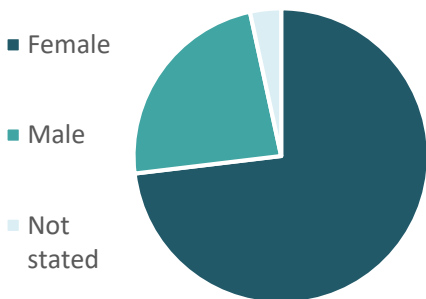
One special project, Men's Shed, started in 2019 to connect older men who might not be involved in other community support programs. Inspired by the international Men's Shed movement, it offers hands-on sessions and free creative courses to help people socialize, learn new skills, and find support in a relaxed setting.

KCSC

9656 Attendances since Oct 2020

April 2024-June 2024

343 New Referrals
606 Sessions Delivered
1020 Total unique clients
 Increase in referrals and sessions delivered compared to Jan – March 2024

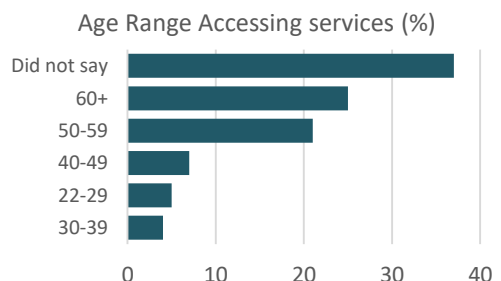
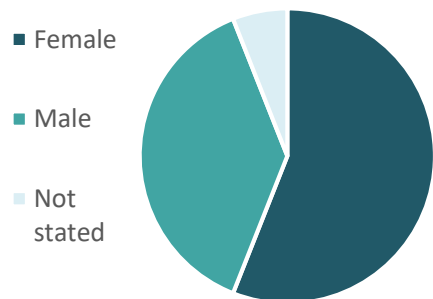


Men's Shed - ACAVA

642 Unique attendees since 2019

April 2024-June 2024

577 Attendees
58 Sessions Delivered
90 New Attendees
 Reduction in attendees compared to Jan – March 2024
 Increase in sessions including 10 workshops



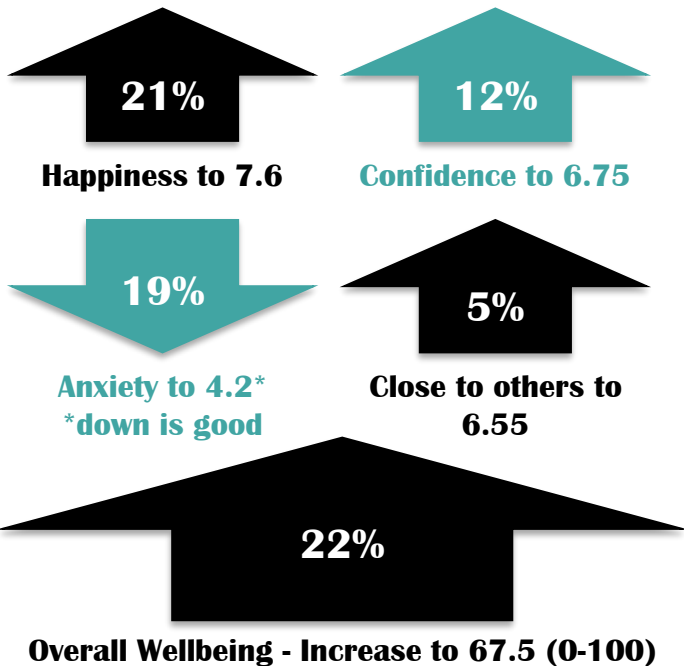
Self Care

Outcomes and Client Feedback

All Healthier Futures services are monitored against a common outcomes framework, which includes nationally recognised indicators and measures

KCSC

Reported outcomes indicate service users have experienced positive health and wellbeing outcomes as a result of taking part in one or more of the services. Outcomes for April – June 2024 (scale 0-10).



I am Pre-diabetic and have high Blood Pressure. Because of the Sessions, my health has greatly improved, and my blood pressure has gone down too. I am glad for the Sessions.
FAWA-Active for Health

I don't know how to tell you how much you helped me; I was feeling hopeless before, you gave me another life.
Clement James, Information and Guidance

I had felt very lonely and by coming to the group and participating I feel happy by the end of the session as this took away my anxiety.
ADKC, Legal Advice, Trauma support, peer support for local disabled people.

We enjoy the socialisation with each other.
Pamodzi, Caring Hands, Health initiatives for minority communities

This place is VITAL to the well-being of the community.
Meanwhile Gardens, Activities for families with young children

Men's Shed - ACAVA

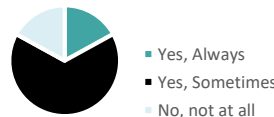
A creative evaluation session with a cross section of regular attendees. Posed five questions for open responses, and a set of closed questions based on the ONS4 questions to measure wellbeing.



Does coming to the shed help you feel more satisfied with life?



Do you feel that your time in the Shed is worthwhile?



Does coming to the Shed bring you happiness?



Does coming to the shed help reduce feelings of anxiety?

Skills and Enjoyment

I look forward to being creative with wood

Being able to come and just have tea and socialise and mainly to be able to attend a shed that has all the tools

I love that the shed is driven from an artistic point of view rather than just a construction/technical point of view

Social Connection and Wellbeing

I get to meet people when I would normally be isolated

It gets me out of my quagmire and helps me to feel positive and creative

.....bumping into my neighbour with whom I had friction while carrying a (project) I was working on broke the ice and buried a psychic hatchet

Make and Reuse Workshop

Rated 4.67/5

It was a very supportive environment, lots of sharing skills and information

Keep it up! Incredible space!!! Advertise to all ages because EVERYONE can benefit from the Men's Shed.

.....I feel it has significantly increased my confidence not only in upcycling, but on a deeper personal level which I feel will help me in other parts of my life and wellbeing.....

Children and Young People

Support Services for Children and Young People (CYP)

Our services for children, young people, and their families provide a complete approach to support both physical and emotional wellbeing.

Children's Long-Term Monitoring Service

This service aims to support both emotional and physical well-being of children and families impacted by Grenfell

- Holistic health checks
- Emotional and physical assessments
- Annual 90-minute appointments with a paediatric consultant

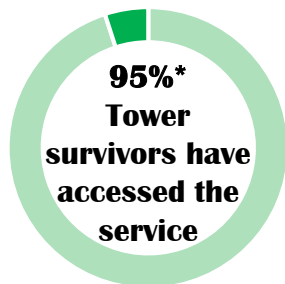
Other Key Services

- Enhanced primary care (GP) support
- Grenfell Health and Wellbeing Service (GHWS)
- NHS Dedicated Service

These services work together to provide well-rounded, compassionate care for children, young people, and their families.

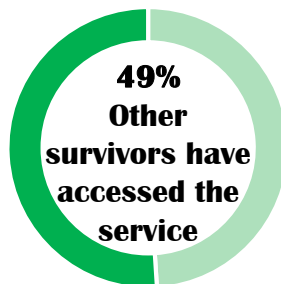
Paediatric Long Term Monitoring Service

301 Appointments delivered since September 2019

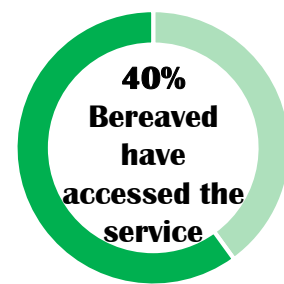


All CYP Tower Survivors referred to service.
2 patients declined the service

119 Children seen since September 2019



43 of 82 other survivors referred to service. 93% of those seen in service.

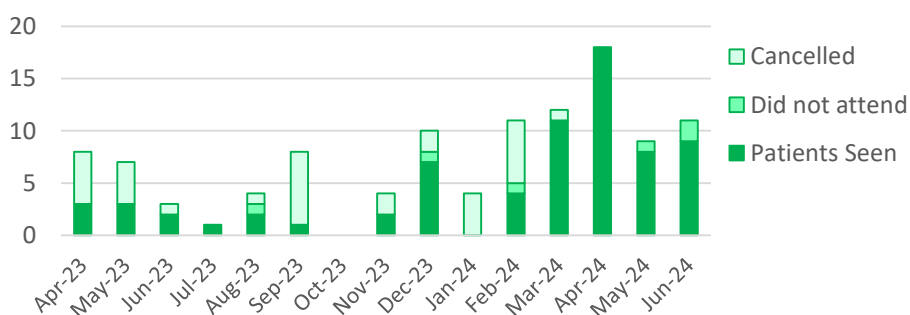


58 of 102 bereaved CYP referred to service. 71% of those seen in service.

There is ongoing work with the NHS Dedicated Service to ensure all eligible CYP are offered the service.

35 Appointments delivered April – June 2024

19 Compared to Jan - March 2024



Changes in processes within the service has led to increased attendance at appointments and less cancelled appointments.

Children and Young People

Paediatric Long Term Monitoring Service

Identified health concerns:

- Significant mental health burden for children in this service
- Respiratory concerns from patients and families have persisted following the fire
- Common health issues arising from the appointments are the need for vitamins and advice around a healthy diet
- Vaccination uptake is low but in keeping with the general population of North Kensington

Outcomes from appointments:

Referral to community dietician

Linked one family to Family and Friends team

Information on local Dentists accepting new patients

Physiotherapy referral

ENT, allergy and sleep study referral

Shared resources for swimming and local activities

Reached out to school nurse for 1-2-1 support

Shared details of autism resources

Patient Feedback – Patient Reported Experience Measure (PREM) questionnaire

Was there anything about the appointment you thought was good?

Dr was understanding, friendly and very informative regarding any matter to improved children's health.

The explanation of the Dr and caring, helpfulness and feedback after assessment was wonderful. My concerns were addressed very well

Very clear analysis, very friendly doctor

Everything was good. The attention from the doctor and the care was outstanding

Was there anything you thought could have been better?

None/No

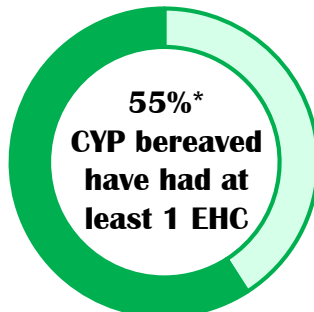
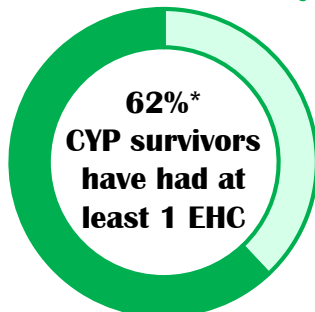
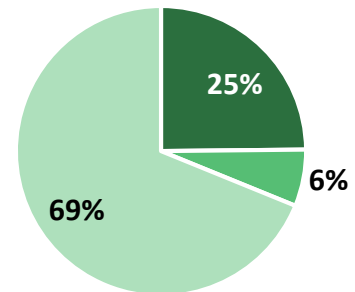
No, everything was perfect

All other questions were answered with "strongly agree" which is very positive

GP Enhanced Offer – Enhanced Health Checks for CYP

459 Enhanced health checks since January 2019*

114 Survivor
29 Bereaved
326 Community



* % of those registered with a GP in West London
Numbers include Community Enhanced Health Checks

42 Enhanced Health Checks delivered April to June 2024
10 Compared to Jan to March 2024

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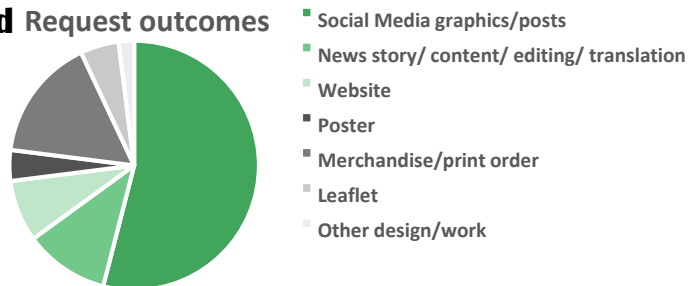
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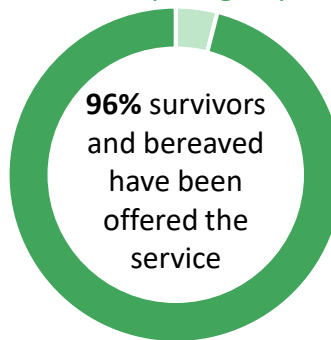
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Services for survivors and bereaved

• The **NHS Dedicated Service (DS)** run by Central and North West London NHS Foundation Trust (CNWL) is here to help Grenfell survivors and bereaved families find and access a range of health services for both physical and emotional wellbeing. The NHS Dedicated Service:

- Brings together physical and mental health services
- Helps clients connect to the right NHS and community support
- Provides coordinated multiagency help for complex cases

The NHS commissioned a number of **specialist services** to diagnose and treat any health conditions which arose from smoke, particulate and poison inhalation.

- **Paediatric Long Term Monitoring Service** – Children and Young People section.
- **Adult Respiratory Long Term Monitoring Service**

This service is designed for Grenfell Tower survivors who had prolonged smoke exposure. In addition to a detailed review of the individual's lung health, the service is able to link into other subspecialty respiratory services.

NHS Dedicated Service

156 Survivors
(including 47 Children)

123 Bereaved
(including 37 Children)

active with the Dedicated Service in June 2024

Feedback

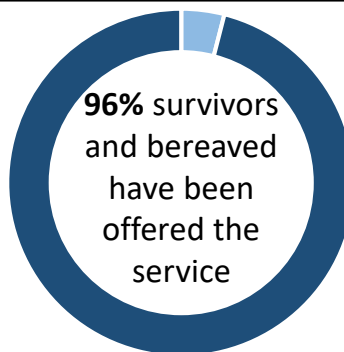
Patient Engagement Questionnaire: Eight questionnaires completed in April – June 2024)

100%

Satisfied with the support they received, their involvement in support and the care provided

100%

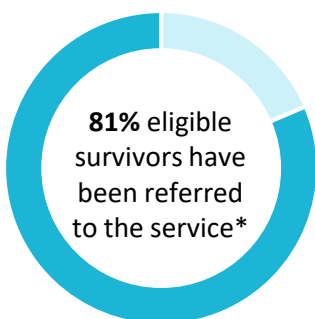
Consider the NHS DS to be a respectful and dignified service



Adult Respiratory Long Term Monitoring Service

474 Appointments since January 2020

135 Adult Tower Survivors seen in the service



7 Appts April to June 2024
14 Compared to Jan to March 2024