



NHS Grenfell Dedicated Service

Information for survivors and
bereaved of the Grenfell Tower Fire



Updated September 2021

Contacting the NHS Dedicated Service

Telephone: 020 8637 6279

Location: NHS Dedicated Service, at Grenfell Health and Wellbeing Service, St Charles Centre for Health & Wellbeing, Exmoor Street, London, W10 6DZ

Current opening hours: Monday to Fridays, 9am to 5pm

The NHS Dedicated Service is not an emergency service.

In an emergency or where someone's life is at risk please phone 999.

**Tell us,
we're listening**

You can tell us what you think of this service by speaking directly to a Dedicated Service Manager or by calling
020 8637 6279

Introduction

The NHS Dedicated Service was designed with the bereaved and survivors of the Grenfell Tower fire and Grenfell Walk, to look after the long-term health needs of these groups.

This leaflet provides an overview of the range of health services individuals and families can expect from the NHS.

We will work with you to develop this offer, to make sure it adapts to your changing needs and will update this leaflet as this happens.




If you would like to request this leaflet in another format or language please speak to a member of our staff.

Terms of reference



- CNWL NHS – Your local NHS provider
- NW London CCG – Your local commissioning body which buys services for your community
- RBKC – Your local council

North Kensington How do I access NHS health services?





GP

- ☑ Enhanced health checks
- ☑ Extended appointments





Toxicology Service

- ☑ Review of your health based on concerns about toxic substances




Social Prescribing

- ☑ Create a wellbeing plan – what matters the most to you?
- ☑ Connect to community activities and services
- ☑ Staying fit and healthy



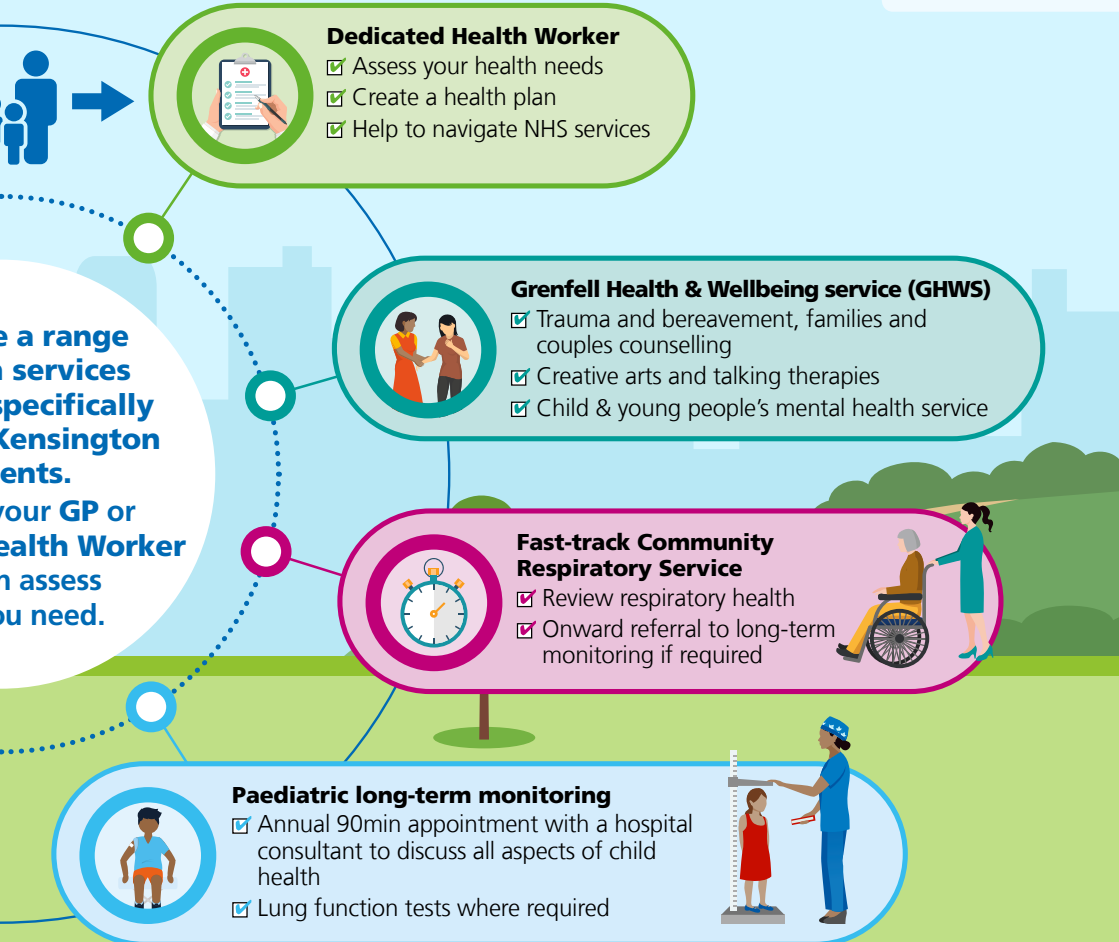
Adult Long-term Respiratory Monitoring

- ☑ Annual lung function tests
- ☑ Physiotherapy if needed



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If you need a Dedicated Health worker contact the Dedicated Service, call **020 8637 6279** from 8am to 8pm or emailing **grenfell.wellbeingservice@nhs.net**



What is the NHS dedicated service?

The NHS Dedicated Service is designed to support and coordinate your access to a range of emotional and physical wellbeing health services. We provide a safe and caring space to help you cope with and come to terms with what has happened.

The aim of the service isn't to change how you normally look after your health and you should continue to visit your GP and any other service. Instead, it is designed to support you to access the range of services and also specialist services on offer.

We will be in touch at least annually to remind you of the NHS Dedicated Service offer.

We can help you to:

- Access the appropriate treatment and care for pre-existing or new health issues, both emotional and physical. For example, diabetes, asthma, anxiety or low mood.
- Use the Grenfell Health and Wellbeing Service and all of the therapeutic treatments that are on offer.

- Access your GP as well as specialist health services such as respiratory and paediatric services, to support and monitor your physical and emotional health now and into the future.
- Access local community groups and activities to support your emotional health and wellbeing and keep you fit and active.

Our Staff

The Dedicated Health Workers come from a variety of professional backgrounds including nursing, occupational therapy, social work, mental health and public health services. It is important that our staff reflect the local community, this means that our team come with different cultural, religious or spiritual experience and also speak a variety of languages.

Our Approach

The NHS Dedicated Service is committed to:

- Providing high quality, compassionate support and information.

- Working in an inclusive, flexible and culturally sensitive way with you and your family
- Ensuring our staff are reflective of the diversity of our local community to best understand you and your family, and to meet your range of needs.
- Respecting you, taking time to get to know you, and building a relationship of trust and respect.
- Showing sensitivity and empathy when discussing personal matters with you.
- Keeping you fully up-to date with latest developments and giving you notice of any appointments and updates in a timely manner.
- Seeking your consent and permission to share information with other services unless there is a risk to your safety or another person.

The service does not:

- Replace any existing services you may be using (for example, from the Community Mental Health Team, Adult Social Care or Children's Services).

Committing to a Survivors and Bereaved led resilience recovery Model

The NHS is committed to working closely with the bereaved and survivors to deliver a support service to meet their needs. The DS Community Collaboration therefore aims to work in a culturally appropriate and adapted way, with individuals, their families and within a wider group. We consider peoples' cultural, spiritual, and socio-political backgrounds. DS Community Collaboration will co-produce interventions with individuals / groups to empower, build resilience and capacity within the community. We will also work collaboratively with the local organisations to strengthen community networks.

We recognise that one size doesn't fit all so we aim to provide a holistic approach to community led recovery

Who is eligible for the NHS dedicated service?

The NHS Dedicated Service has been created to support your health needs.

The service is for:

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

You will be eligible for the service, and considered as being closely bereaved, if you are related to the deceased in one of the following ways:

- Spouse or partner
- Sibling
- Parent
- Grandparent
- Child

We will work with 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.

If you are not in one of these groups of people above, there are a range of services you can access including some of the below, please speak to your GP or visit www.grenfell.nhs.uk



Available NHS Services

GP Services:

Extended appointments

GPs in North Kensington offer longer, up to 60-minute appointments for patients affected by the Grenfell Tower Fire. The extended appointments will give you more time with your GP to address physical and emotional wellbeing concerns you may have and arrange a referral to the appropriate specialist if needed, including respiratory and toxicologist consultants.

You can access the service by calling your practice. Your request will be prioritised and you should be contacted within 72 hours of your initial contact with the practice - either by telephone or with an offer of an appointment.

If you're not registered with a GP you can find out how to register by visiting www.nwlonccg.nhs.uk or talking to your dedicated service worker.

You can also make appointments with a GP in the evening and at the weekend, speak to your practice reception to find out more about this service.

Enhanced health checks with GPs

GP practices are offering Enhanced Health Checks which give people an assessment of their current health and wellbeing, with a focus on lung function, breathing and emotional wellbeing. If anything is identified and requires further investigation, you will be referred on to a specialist service.

To book an appointment, speak to your GP practice reception or call the Dedicated Service.

A small number of practices don't offer the Enhanced Health Check, if your practice is one of these you will be offered an appointment at an alternative practice in the area.

For adults, Enhanced Health Checks provided by GPs include:

Respiratory examination

- Spirometry test (lung function and breathing)
- Oxygen levels in your blood
- Physical examination of chest
- Smoking cessation intervention

Spirometry is a test of the lungs. Conditions that can be picked up and monitored include asthma and chronic obstructive pulmonary disease (COPD). If anything needs further investigation you will be referred on to a specialist Respiratory Service.

Emotional health and wellbeing

- A review of your general emotional wellbeing including helping you to understand how anxiety, depression and post-traumatic stress disorder (PTSD) may be affecting your wellbeing, and how we can help.
- Sleep review
- Alcohol and substance usage

Physical examination and health promotion

- Weight (BMI)
- Blood pressure and pulse
- Physical activity reviews with onward referral to gyms, personal trainer, etc.
- Dietary review with onward referral to various weight loss management programmes.
- Health advice around dental and eye care
- Bloods tests – to assess conditions such as diabetes, high cholesterol, thyroid function test and renal function if indicated.

For children, Enhanced Health Checks include:

- Checking concerns around breathing.
- Emotional health review
- Weight monitoring and links to local weight management services.
- Focus on physical activity and exercise programmes within the community.

Specialist Health Services

Emotional health and wellbeing

The Grenfell Health and Wellbeing Service is a free and confidential NHS service providing emotional health care and support for children and adults affected by Grenfell.

The service:

- Provides advice, information, advocacy and emotional and psychological support
- Facilitates peer support groups
- Provides psychoeducation; evidence-based information and support to better understand and cope with poor emotional and physical health for people and their loved ones
- Parenting support
- Creative therapies
- Faith based counselling and support

The easiest way to access the service is to complete the self-referral form on our website at www.grenfellwellbeing.com/self-referral-form

Contact the Grenfell Health and Wellbeing Service by calling 020 8637 6279 Monday to Friday 8am to 8pm, or by emailing grenfell.wellbeing@nhs.net

Long Term Respiratory Monitoring (lung and breathing specialists)

For survivors of the Grenfell Tower fire, the Specialist Respiratory Service is designed to provide long term monitoring of your respiratory health and lungs.

The service is based at St Marys Hospital and at St Charles Health and Wellbeing Centre.

The service provides:

- An annual appointment with a specialist Respiratory Consultant
- A lung function test and any other clinical investigations as appropriate
- Effective management of any condition found, making sure you get the best out of any treatment
- Stop smoking support if needed
- Address any worries you may have about your breathing

- Early and accurate diagnosis and support

You will need to give your consent to be referred to this service. The appointments will be annual and are spread throughout the whole year.

To be referred into this service your GP may contact you or you can speak to your Dedicated Service worker. You will be contacted to arrange the appointment and ensure the timing of the appointment is suitable for you.

Community Respiratory Service

For the bereaved and wider members of the community, the community respiratory 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.

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.

To be referred into this service you can speak to your GP or Dedicated Health Worker who will help assess your respiratory needs.

Specialist Paediatric Service for children and young people

The specialist Paediatric Service is designed to provide long term monitoring of the health and wellbeing of all children and young people under the age of 18 in the Dedicated Service.

The service provides an annual clinical assessment with a Paediatric Consultant who will undertake a comprehensive physical examination and include the following clinical assessments:

- Lung and breathing function
- Review of emotional health and wellbeing
- Review of sleep patterns
- Height, weight and dietary review

You may be offered an additional appointment to see a specialist Paediatric Respiratory Consultant (for children and young people over 5).

You will need to give your consent to be referred to this service. To be referred into this service your GP may contact you or you can speak to your dedicated service worker.

Toxicology Service

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.

The service provides a specialist 90-minute appointment review that looks at your health and addresses any concerns. The service will provide advice on what services you need to help address those concerns, and will liaise with your GP or Dedicated Health Worker to help facilitate this.

Please speak with your GP or Dedicated Health Worker if you would like to speak to a toxicologist.

Self-care and Social Prescribing

Self-care is about taking action to improve our own wellbeing.

We know that it's easy to fall into bad habits and sometimes the things we do aren't as good for our health as they could be.

Self-care is about making simple lifestyle changes that can have a big effect on your wellbeing. This can be as simple as visiting your GP when you notice something's not right, or calling a friend for a chat. It can also mean doing a bit of exercise or joining a lunch club. It's about managing those aspects of your own emotional and physical care that you can do for yourself to help you stay well. To build social contact with access to community, leisure, education, arts and volunteering opportunities.

NHS North West London have created different activities and services to support you to take better care of yourself. There are a wide range of self-care activities available which are specific to different age and cultural groups. They can help you with independence, new interests, support health and well-being, and crucially, be fun. Examples include:

- Maxilla Men's Shed
 - A community spaces for men (and women on certain days) to connect, converse and create, based at ACAVA Maxilla Studios
- Cooking and Nutrition Classes
 - In person healthy cooking class delivered by a different chef each week plus ingredients to take home.



To find out what services are available in the local community get in touch with Dedicated Service staff or visit the directory of local voluntary and community sector organisations delivering in Kensington and Chelsea: <https://www.kcsc.org.uk/kcsc-directory>

We will be working with service users to develop these services for the future.



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This document is also available in other languages, large print, Braille, and audio format upon request. Please email communications.cnwl@nhs.net

هذه الوثيقة متاحة أيضاً بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة برايل للمكفوفين وبصيغة سمعية عند الطلب

Arabic

این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.

Farsi

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও টেপ আকারেও অনুরোধ পাওয়া যায়

Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

Somali

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

Portuguese

நீங்கள் கேட்டுக்கொண்டால், இந்த ஆவணம் வேறு மொழிகளிலும், பெரிய எழுத்து அச்சிலும் அல்லது ஒலிநாடா வடிவிலும் அளிக்கப்படும்.

Tamil

Este documento también está disponible y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

Spanish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabecie Braille'a lub w formacie audio.

Polish

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

Gujarati

Be belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

Turkish