

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

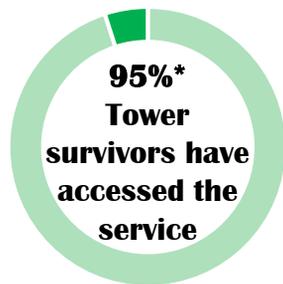
Other Key Services

- 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.

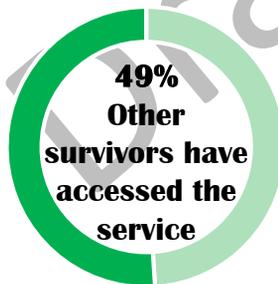
Paediatric Long Term Monitoring Service

301 Appointments delivered since September 2019

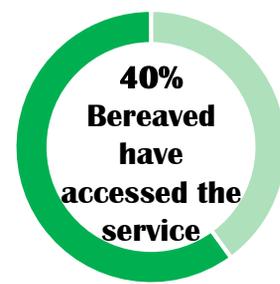


All CYP Tower Survivors referred to service.
2 patients declined the service

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

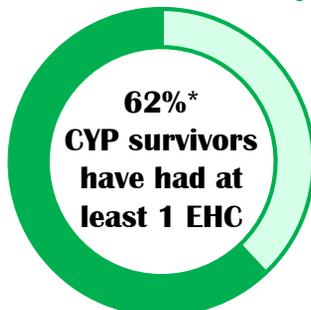
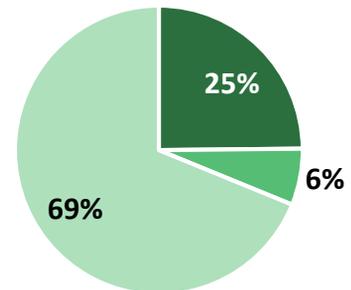
No, everything was perfect

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

Primary care

GP services for those affected by the Grenfell Tower fire

GP Services are available for anyone in the community affected by the Grenfell fire, whether it's for managing existing health conditions that may have worsened or for new health concerns. These services are here to support you and provide reassurance about your health and include:

- Enhanced Health Checks (EHC) focus on lung function, breathing, and emotional wellbeing. They're available at your GP practice or local community venues. If any concerns are identified, a referral to a specialist can be made.
- Grenfell Related Appointments (GRA) offer extra time and support for anyone with health concerns related to the fire, including additional clinical time and administrative help if needed.

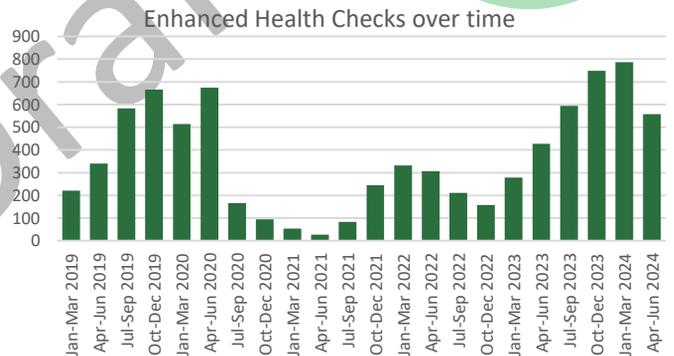
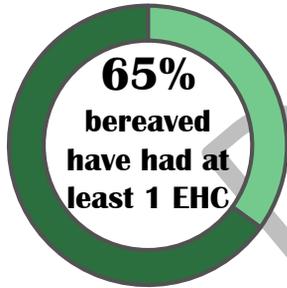
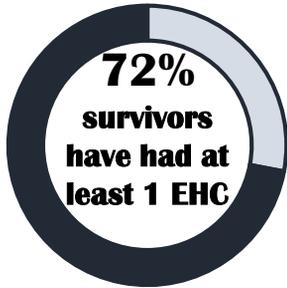
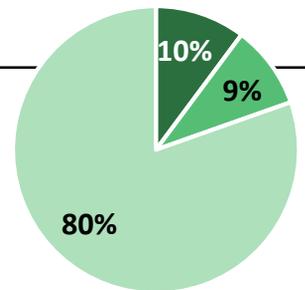
Support for the Wider Community

For North Kensington residents affected by the Grenfell fire, the NHS also funds a case management service through Central London Community Healthcare NHS Trust (CLCH) to support health and wellbeing needs.

Enhanced health checks (EHC)

8066 Enhanced health checks since January 2019*

824 Survivor
759 Bereaved
6483 Community



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

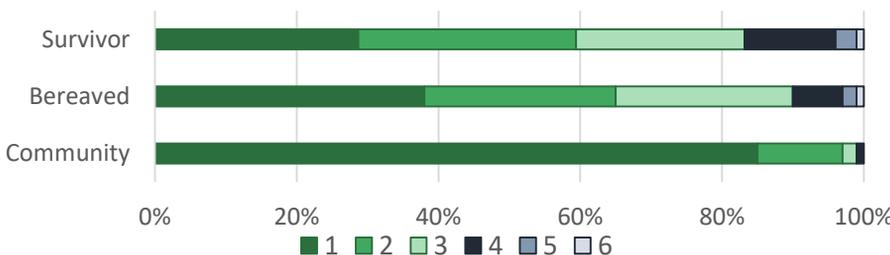


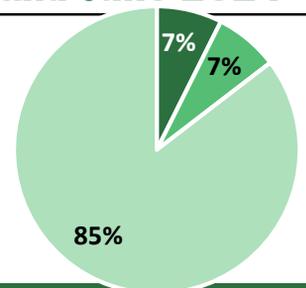
Chart showing the proportion of people who have had 1 - 6 health checks.

Over **30%** of Survivors and Bereaved have had 3 or more enhanced health checks.

Enhanced health checks delivered between April 2024 and June 2024

558 Enhanced Health Checks
553 Patients
377 Had first enhanced health check

38 Survivors
37 Bereaved
438 Community



Primary Care

Patient Engagement Questionnaire (PEQ)

After each EHC a text is sent with a link to a questionnaire. All feedback is discussed with the relevant practice. There were 35 responses April 2024 – June 2024

75%	Had to wait less than two weeks after the appointment was booked
86%	Very easy or fairly easy to make an appointment for the EHC
57%	Definitely or to some extent the EHC helped to assure about their health following the fire
92%	Healthcare professional was good or very good at listening
93%	Healthcare professional understood cultural or religious needs
75%	Experience of the EHC good/very good

Community Enhanced Health Checks (CEHC)

Community Enhanced Health Checks are sited at a number of community locations, rotating between the sites; these include St Charles, Venture Centre, Lancaster West, 214 Space, Dalgarno Trust, St Michael Church and Bay 20.

2083

CEHC delivered since January 2019

47 CEHC April to June 2024

Compared to Jan to March 2024

14

Wider Grenfell Case Management

76 Referrals

5416 Contacts

180 Average Caseload

12 Referrals April to June 2024

737 Contacts April to June 2024

Feedback

Patient Engagement Questionnaire

14 Questionnaires completed April – June 2024

100%

How was your experience of our service? **Very good or good**

100%

Did the staff treat you with dignity? **Yes**

very caring with the patient at St Charles generally and professional with Grenfell Team

Good service – pleasant case manager

spoke about everything in detail - linked to a lot of help to help me and my family. Spoke at great length. Showed empathy.

Everything is very good – spoke openly which is very nice

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

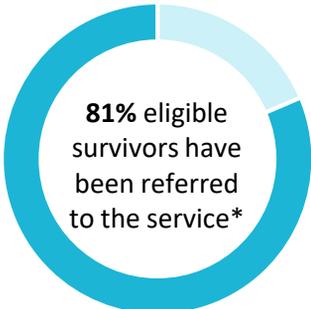


96% survivors and bereaved have been offered the service

Adult Respiratory Long Term Monitoring Service

474 Appointments since January 2020

135 Adult Tower Survivors seen in the service



81% eligible survivors have been referred to the service*



91% referrals have been seen

7

Appts April to June 2024
Compared to
Jan to March 2024

14

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

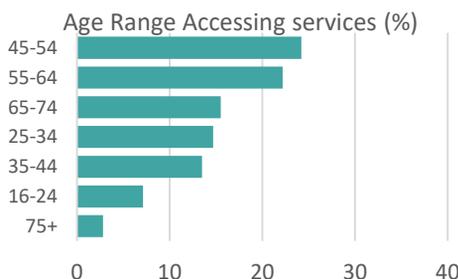
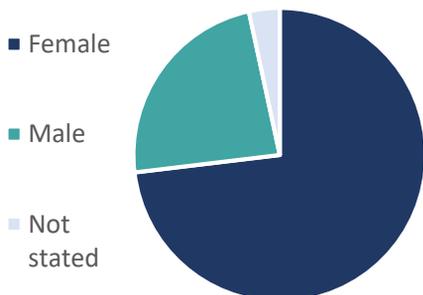
One special project, Men's Shed, started in 2019 to connect older men who might not be involved in other community support programs. Inspired by the international Men's Shed movement, it offers hands-on sessions and free creative courses to help people socialize, learn new skills, and find support in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

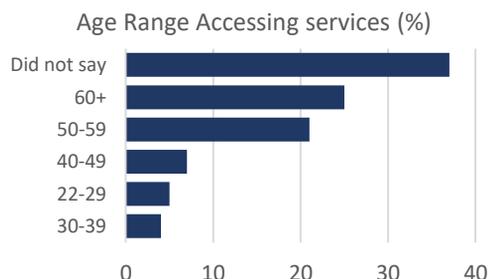
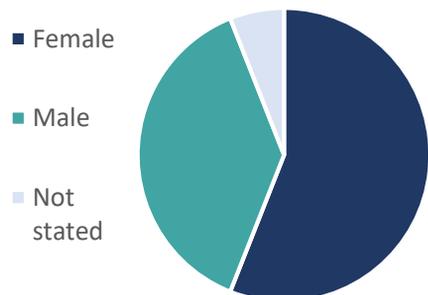


Men's Shed - ACAVA

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



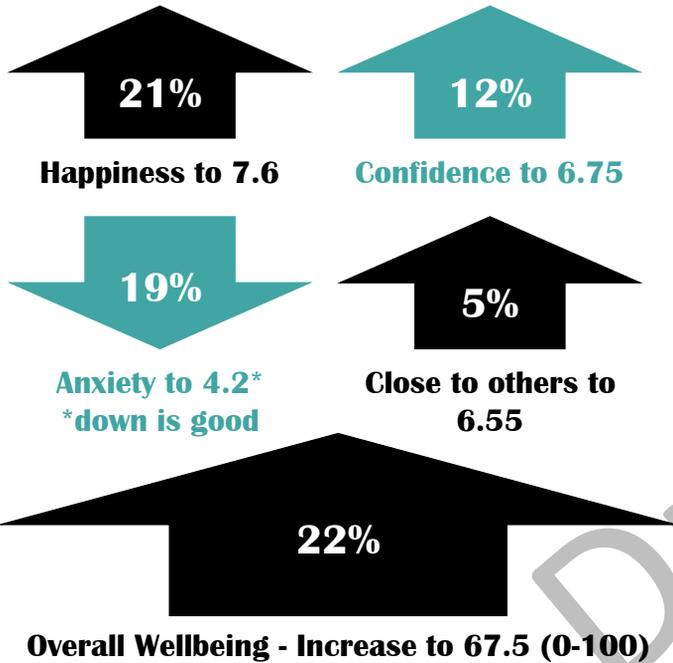
Self Care

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

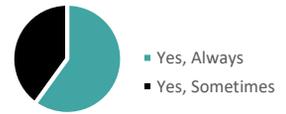
This place is VITAL to the well-being of the community.
Meanwhile Gardens, Activities for families with young children

Men's Shed - ACAVA

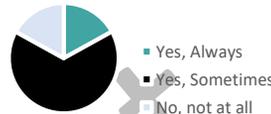
A creative evaluation session with a cross section of regular attendees. Posed five questions for open responses, and a set of closed questions based on the ONS4 questions to measure wellbeing.



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.....

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

30 Communication requests received
Apr – Jun 2024

2 Compared to Jan - Mar 2024

Request outcomes



- Social Media graphics/posts
- News story/content/editing/translation
- Website
- Poster
- Merchandise/print order
- Leaflet
- Other design/work

Early intervention and prevention

GHWS provides a number of services including workshops, employment specialists. Tailored training for community providers and Community Connectors that maintain a link between the community and the service

7 Workshops Apr – Jun 2024

2 Compared to Jan - Mar 2024

100% Rated workshops good or above

Workshops covering:
Resilience, stress, changing habits, feeling calmer, assertiveness

Nurturing and Informative experience

Inspiring, practical and encouraging

21 Referrals to employment support
Apr – Jun 2024

9 Compared to Jan - Mar 2024

Employment specialists who work with GHWS and NHS Dedicated Service clients resulted in 5 employment outcomes Apr – Jun 2024.

1,228 Contacts by community connectors

46 Events attended by community connectors

Events include: Latimer Road Veterans Football Team, Kensington Palace visits, Spring Youth Workers Forum, Mosaic Workshop, Banner making with the Royal College of Art, One Heart Festival.

Emotional Wellbeing

Collaborations

A key element of the work of GHWS is to build and maintain relationships with the local community groups and organisations along with statutory services also working with the North Kensington Community.

6 Collaboration requests received
Apr – Jun 2024

4 Compared to Jan - Mar 2024

Reached around **425** people.

Collaborations: Coffee morning, One Heart Festival, Yoga, Remembering Together (7th Year CYP Anniversary), Community Cook Off

Collaboration Partnerships: Kensington Leisure Centre, Morley College, The Volunteer Centre, Lancaster West Residents Association + Neighbourhood Team, The Space, Notting Hill Methodist Church, BME Health Forum, Together for Grenfell, Midaye, WAND, Latimer Veteran's Football Team, Clement James, Youth Action Alliance and Latymer Community Church

Interventions

GHWS continues to provide interventions to individuals and families impacted by Grenfell in clinical and community spaces. The offer includes a range of different therapies, groups and culturally adapted interventions.

520 Open Cases
(including 99 children)

165 Survivors and Bereaved
(including 54 children)

with the GHWS June 2024

29 Groups run Apr – Jun 2024

3 Compared to Jan - Mar 2024



71% accepting and 64% seen

The 4% that have not been offered are not contactable

Group work activity includes:

Gardening Group, Older Adults Wellbeing, Women's Swim, WAND Women's Group, 7th Anniversary Art Group, CYP Gardening Group, WAND Girls Group, Young People CFT Group

In the garden I find roots that ground me

Socialise with other women and exercise

I am getting enormous support

Very grateful for the support provided during a difficult time

GHWS use outcome measures across the service to enable progress to be monitored.

Goal-Based Measures (GBM) have been rolled out across the service, they allow the client to define their treatment in line with the service's holistic approach.

76% Children have goals set. **10.2%** compared to Jan – Mar 2024

72% Adults have goals set. **2%** compared to Jan – Mar 2024

Emotional Wellbeing

Community issues and event responses

GHWS support unexpected occurrences which may be triggering to the community where possible, they also have a presence at planned community events should anyone require emotional health and wellbeing support.

12 Events supported Apr – Jun 2024

3 Compared to Jan - Mar 2024

Community Issues and event response numbers do not follow a particular trend and the community response is based on being receptive and attentive to changing community needs.

Events include: Nature and nurture Easter event, Vegan festival, We Roll With Grenfell, Humanity for Grenfell service, Celebrating Eid, Tower visits, Eid in the park, Meeting between RBKC and Silchester estate residents, Portobello stall for Mental Health Awareness week.

Feedback

GHWS aims to collect feedback from our clients in various ways. They continue to work with their Service User Consultants and the wider community to ensure that they are listening to and acting upon the feedback.

Patient Engagement Questionnaires (PEQs)

12 Questionnaires collected April to June 2024.

The service is planning another feedback week in the Autumn of 2024

Happy with the service, praised the reception team, GHWS considered a culturally respectful service

Digital Feedback Devices

32 responses Apr – Jun 2024

87.5% said experience of the service was good or very good

12.5% said experience of service was very poor but did not leave any more feedback

Other Feedback: Clients often text or email their clinicians directly with feedback and thanks

Thank you so much for last week, it meant a lot.

Thank you for your support today, I really appreciate it. I hope you have had a peaceful day and been able to enjoy the peace that comes with acceptance of passing