

Response to Healthwatch patient queries from West London Clinical Commissioning Group
8th September, Week Six

Emotional Support

Why are there no peer support workers assigned to the Grenfell Mental Health Team?

The specialist mental health teams have been working with a range of local community organisations providing complementary skills, eg. working with Cruse, Child Bereavement UK, and Winston's Wish to support those who may have been bereaved, as well as working with Mind on outreach and emotional health support.

In this way people with lived experience are part of the overall emotional health and wellbeing response, working alongside mental health staff. As we move to supporting recovery, and not just the crisis response, we have the opportunity to further develop these relationships, and also build a team within Central & North West London NHS Foundation Trust (who provides the mental health service) with a wide mix of experience to provide peer support.

Are therapists and support workers reporting back on their experiences and will be this collated for research and organisational learning?

Organisations providing services are asked to report weekly on challenges and what they have learnt – this is critical to shape the way we support local people. Individuals are also asked to reflect during regular supervisions to ensure they have support to manage their own emotional response.

A number of lessons learnt exercises are underway - across London led by the NHS, and within local services so we can take experiences to date and use them to improve what we do. Colleagues at the [Emergency Planning College](#) are conducting individual and group debriefing sessions for staff, which includes the opportunity to share lessons learned.

The Public Health team is leading the work to commission a full evaluation – local residents will be involved in the design of the evaluation, which will be externally commissioned to ensure impartiality. Residents will also be involved in selecting an evaluation partner, and their views sought within the evaluation. A timescale is not yet established as this work is in its early stages. More information will be shared as the work progresses. All teams are working to ensure that data being collected can inform the evaluation as it is commissioned.

Is emotional support being extended to individuals who were affected by the Grenfell Tower fire, but who do not live in Kensington and Chelsea? For example, visitors to Grenfell Tower on the night of the fire?

Yes it is. Services set up to respond to Grenfell related needs are not defined by borough boundaries - anyone can access the single point of access, as well as teams on the ground

and in GP practices.

Services are there for the wider population, and we are trying to reach witness and bereaved people. Support for people affected by the Grenfell Tower incident is not limited to Kensington and Chelsea residents – GPs in surrounding areas are part of the screen and treat approach and treatment pathway. The initial screen and treat programme, and additional resources in practices, focused on the practices supporting people from the Tower and immediate area. As a much wider population is screened, more GP practices will be engaged and supported. All communications about this are shared across practices in Kensington & Chelsea, Brent, and Hammersmith & Fulham.

The Central & North West London NHS Foundation Trust Single Point of Access is the first point of contact for people wishing to access adult community mental health services can be contacted:

By phone: 0800 0234 650

By email: cnw-tr.spa@nhs.net

More information about the Single Point of Access is available here:

<http://www.cnwl.nhs.uk/service/single-point-of-access-north-west-london-adult-community-mental-health-services/>

There are services on the ground for residents. Central and North West London NHS Foundation is proactively contacting local residents, knocking on doors, including at the hotels where displaced people are staying - an overnight support team is in the hotels with the most residents.

NHS staff members are at The Curve, 4 Bard Road, W10 6TP from 10am until 8pm every day.

Pop-up clinics are based at various accessible locations every day of the week:

Day	Venue	Time
Mondays	Harrow Club, 187 Freston Road, London W10 6TH	3pm to 5pm
Tuesdays	The Clement James Centre, 95 Sirdar Road, London W11 4EQ	3pm to 7pm
Wednesdays	Kensington Leisure Centre, Silchester Road, London W10 6EX	4pm to 8pm
Thursdays	Latymer Community Church, 116 Bramley Road, London W10 6SU	4pm to 8pm
Fridays	The Muslim Cultural Heritage Centre, 244 Acklam Road, London W10 5YG	4pm to 8pm
Saturdays	Maxilla Community Space, 4 Maxilla Walk, London W10 6NQ	4pm to 8pm

Sundays	Westway Sports and Fitness Centre, 1 Crowthorne Road, London W10 6RP	4pm to 8pm
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