

Response to Healthwatch patient queries from West London Clinical Commissioning Group

11th August, Week Three

Children, Young People and Families

Will there be a consultation with local families to hear what support children and young people need? Is there a strategy in place?

Since the first week we have been meeting with local groups, resident and volunteers to hear what they want from services – now and in the future. We will continue this engagement, including with families as the needs evolve.

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk/

If you would like to meet us and get involved, we would very much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk and mark your email as 'Grenfell Engagement'.

How are you going to make sure that the support offered to young people is tailored to their needs? Have you spoken to young people to find out what support they want and need?

The entire Grenfell response is evolving as needs change – and as people are ready to access support and treatment. We seek feedback from young people in school, through our services such as school nursing and via community engagement – and there are many different voices on what the right support is.

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Emotional Support

What are you doing to promote 'counselling' and other emotional support?

Information about support services has been shared with residents in a number of ways including:

- Regular attendance at public meetings, outreach in community settings including voluntary and community organisations and on the street.

- NHS Grenfell Tower Fire Response website is now live and can be found at www.grenfell.nhs.uk. The site features health and wellbeing advice, updates on NHS activity, news stories, and our publications, all in one place. It also includes information on how to find us.
- Posters and flyers including translations in response to requests from local groups.
- We will continue this activity.

West London Clinical Commissioning Group (CCG) is also working with members of the community to design health services – developing our model of care. If you would like to meet us and get involved, or suggest ways in which we can improve the way we communicate or engage then we would be very pleased to hear from you.. Please contact us on grenfell.response@nhs.net

Many people do not recognise the value of counselling. Information needs to be offered in language that is meaningful to those who are worried about being labelled ‘as mentally ill’.

We have heard from local residents and we recognise there are concerns about being labelled ‘mentally ill’. We are ensuring there is a clear distinction in our language between emotional support and mental health services. We have also heard that people are more comfortable seeking support for trauma – and our screen and treat pathway is specifically aimed at identifying those at risk of PTSD and providing highly specialist treatment which reduces risk of future mental ill-health.

We are engaging with local people help them recognise the benefits of seeking help, and talking about their concerns and issues – through counselling, or other support networks. We have been working with:

- ACAVA
- CNWL Outreach Team
- Community Champions
- EPIC
- Making Communities Work and Grow
- Al Manaar
- Grenfell Hope
- African Women’s Care
- FAWA UK
- Healthier Life For You
- Dadihiya
- Westway Trust
- Midaye
- Al Hasaniya
- Kensington and Chelsea Social Council – Health and Well Being Forum
- BME Health Forum
- Open Age
- Working With Men
- Age UK K&C
- Kensington and Chelsea Older People’s Forum
- Ethiopian Women’s Project

The NHS has produced information about emotional support and wellbeing, rather than describing mental health services. We have made this available on our Grenfell website www.grenfell.nhs.uk/ which has translation ability built in and in GP practice a leaflet setting out how to access emotional wellbeing support. These leaflets were produced in a variety of languages. These languages included Arabic, Bengali, Farsi, Somali and Urdu.

An easy read version is also available. We are also able to consider further translations when needed by emailing Grenfell.response@nhs.net

What are the waiting times for local counselling services?

If someone affected by Grenfell is referred by their GP for counselling services at Central & North West London NHS Foundation Trust, they can expect to be contacted within three days of the referral being made and an appointment within five days of contact being made.

If anyone has any concerns about mental health, or want to follow up a referral if they are unsure of the next steps, they should contact the free 24/7 helpline by calling 0800 0234650 or email cnw-tr.SPA@nhs.net. It is also sometimes known as the Single Point of Access (SPA).

Have you considered holding groups around specific areas that can be facilitated by a trained professional (psychologist)? For example 'how to help your child', 'how to set up home again without a missing family member', 'how to trust public bodies when you feel betrayed and let down'?

All schools have an allocated child & adolescent mental health (CAMHS) Link Worker with a specific focus on normalising the process children and young people are going through and ensuring that potentially vulnerable families are not missed. In schools with large numbers of children affected, a CAMHS response team has been offered to support schools in identifying and responding to the needs of their students.

The CAMHS Link Workers are also working with:

- School Nurses - who are primarily dealing with physical issues and focussing on those schools with the most need;
- Emotional and mental health support services based in schools including The Place2Be, MIND, West London Action for Children, and the Catholic Children's Society;
- Bereavement support services – [Cruse](#) and [Winston's Wish](#).

Local Colleges have been contacted by the local authority to ensure that students who may have been affected by the fire have received access to universal support prior to the end of the academic year. This has been provided to students via colleges' in-house counselling services.

Outreach support has been offered by CAMHS via pop up clinics at community centres including Al Manaar, St Clements, St James, and Latimer Church. These pop up clinics have

been run jointly with adult mental health services to provide family support.

The bereavement support services can also support families missing a family member.

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Please do let us know if you or someone you know feels they need support email us on getinvolved@nw.london.nhs.uk and mark your email as 'Require Support'.

Information and advice

People were told that if they emailed their concerns and questions, they would be answered. Is there are timescale for people to get a response?

West London CCG will seek to respond to public questions within seven days. If we are unable to respond within that time period for any reason, we will let the enquirer know.

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It is all written information (guidance and legislative) being made available in a range of languages?

The NHS has made material available in a range of languages and will consider further translation when it is needed.

NHS guidance has been translated into a range of languages, including:

- Arabic
- Bengali
- Farsi
- Somali
- Urdu

Publications are available here: <https://www.grenfell.nhs.uk/news-and-publications/publications>