

Report reviewing the work undertaken by Healthwatch Central West London following the Grenfell Tower fire and setting out next steps

Summary

This paper outlines the work that Healthwatch Central West London (Healthwatch CWL) has done to date to ensure that the concerns and questions we heard from local people affected by the Grenfell Tower fire were addressed and responded to by the Royal Borough of Kensington and Chelsea council (RBKC) and West London Clinical Commissioning Group (WL CCG).

We set out how RBKC council and WL CCG responded to the statutory process under which we raised local people's concerns and questions with them. Following this we give an overview of the answers that we received and an indication of the support and services now available or being developed.

We also set out what Healthwatch CWL needs to do next to ensure that local people's needs and concerns are at the heart of decision making on what support and services should be provided; and to ensure that local people affected by the fire are able to influence that.

Finally, we set out what our role could be in ensuring that local people are involved in monitoring processes for evaluating the quality of provision offered and identifying gaps in services.

Healthwatch Central West London: Initial response

In the immediate aftermath of the Grenfell Tower fire, Healthwatch CWL collated key emergency response information from various providers and circulated this to our membership and made it available on our website. This was done within 24 hours of the disaster to ensure that local people could access the help they needed.

Healthwatch CWL, at the request of the North West London CCG Collaborative, produced an Easy-Read version of the NHS Trauma leaflet which has been shared widely. In addition, we were contacted by an organisation looking to host translated versions of the leaflet on their website. Healthwatch CWL liaised with the North West London CCG Collaborative to agree translation of these leaflets into languages spoken by local people.

Healthwatch Central West London: statutory powers

Following the Grenfell Tower fire Healthwatch CWL heard from local people that many of the local community's questions and concerns had gone unanswered by public bodies. Therefore, Healthwatch CWL has undertaken to use its role as the independent voice of local people to provide a neutral channel for communication and to secure responses to the concerns that the local community was raising.

Healthwatch CWL has statutory powers under instructions made through Relevant Bodies in respect of Local Healthwatch Organisations Directions 2013, in the exercise of powers conferred by section 7A of the Local Authority Social Services Act 1970(a) and sections 8, 272 (1) and (4) of the National Health Service Act 2006 (b), to request a response within 20 days to any questions raised to public bodies. We used these powers to raise questions and concerns from the local community in respect of health and social care following the Grenfell Tower fire with each public agency with responsibility for these matters.

From 28 July to 8 September 2017, Healthwatch CWL collected local people's questions and concerns around health and social care provision following the fire. We formally submitted these to WL CCG and RBKC council for an official response within the required 20 working days. A statement that set out our statutory powers in relation to this was sent to both WL CCG and RBKC council. This was publicly posted on the Healthwatch CWL website. The questions and responses have been posted on the Healthwatch CWL website and circulated to our membership.

Please note the progress on responses from WL CCG and RBKC council:

Week	Deadline for responses	WLCCG	RBKC
Week One 28 July 2017	25 Aug 2017	Re-drafted response received: 4 Sept 2017	All answers received: 1 Sept 2017
Week Two 4 Aug 2017	4 Sept 2017	All answers received: 10 Sept 2017	Response received: 4 Sept 2017 Re-drafted response received: 7 Sept 2017
Week Three 11 Aug 2017	11 Sept 2017	All answers received: 15 Sept 2017	Response received: 15th Sept 2017

Week Four 18 Aug 2017	18 Sept 2017	All answers received: 20 Sept 2017	Response received: 9 Oct 2017 Revision deadline: 3 Nov 2017
Week Five 25 Aug 2017	25 Sept 2017	All answers received: 26 Sept 2017	Public Health Response received. Response received: 9th Oct 2017 Revision deadline: 3 Nov 2017
Week Six 8 Sept 2017	6 Oct 2017	All answers received: 21 Sept 2017	All answers received: 21 Oct 2017

Initial responses from both WL CCG and RBKC council were set out as though the responses were for Healthwatch CWL and lacked the detail that the local community needed. We provided guidance for WL CCG and RBKC council staff on how to make their responses clear and accessible for local people who needed information about how to access support.

WL CCG endeavoured to get their responses to us close to deadlines and in the final week, submitted them early. They listened to our advice and ensured that their answers were clear and provided information for the local community.

We are disappointed to report that RBKC council however have not consistently provided information to deadlines and in Weeks Four and Five reverted to a format that did not provide local people with robust, accessible information. We are expecting their final revised responses to Weeks Four and Five by 3 November 2017.

Information, support, and services following the Grenfell Tower fire

We have begun to analyse what information, support, and services both agencies state is available, or in the process of being developed, to support local people following the Grenfell Tower fire.

As a clearer picture of people’s current and likely on-going health and social care needs is emerging services, support, and information has also begun to coalesce into different pathways and provision. These are set out in the sections below:

Information and Advice

As has been well documented through national and local media, public agencies were initially slow in responding, communicating, and getting information and advice out to local people affected by Grenfell Tower fire. This built up public mistrust of public agencies and affected public engagement. This was exacerbated by a seeming lack of services or provision to signpost people to. Local voluntary organisations and community groups quickly came together to provide support and develop resources on the ground.

RBKC council and WL CCG developed their own platforms for providing information and advice which broadly fall into the following resources:

RBKC council response:

Initially RBKC council developed the **Grenfell Fire Response Team**: <https://grenfellresponse.org.uk> as the main point of information for local people. The website includes information leaflets and posters, and letters to residents. It provides links for additional support including on health, support for children and young people, education support, bereavement, missing people, and key workers.

The Grenfell Fire Response newsletter is delivered to the **Curve Assistance Centre** (see section below for more details), residents in hotels, and was available at all Grenfell public meetings. It is also available by email. It provides weekly updates on services, developments around next steps for Grenfell Tower, and where people can find additional support.

In later weeks, RBKC council also set up the **Care for Grenfell Team**: <https://www.rbkc.gov.uk/newsroom/care-grenfell> (see section below for more details). This team offers a single route to access a wide range of services and support and coordinates and oversees any enquiries and complaints relating to anybody affected by the Grenfell Tower fire. The team works closely with Key Workers (see section below) and partner agencies to ensure those directly affected receive the right level of service and support.

WL CCG response:

WL CCG set up the **NHS Grenfell website**: <https://www.grenfell.nhs.uk>, which includes a wide range of information and links to further help and support. The website includes information on physical health, emotional health and wellbeing, children, community organisations, and news updates.

People can also contact them using either the get.involved@nw.london.nhs.uk or grenfell.response@nhs.net. emails. They state that they have used various methods to provide local people with information including outreach, psychological help,

drop-in support groups, Twitter and Facebook news feeds, and mental health training sessions.

How was information disseminated to the local community?

Local people repeatedly raised concerns that information was not reaching everyone who needed it. Efforts were made to improve this but as this issue continued to be raised each week it seems likely that many people did not receive information that they were looking for, or others who did not attend public meetings were not informed of what support was available.

Routes used to disseminate information included: Kensington and Chelsea Social Council's **Directory of Support Services** which was shared with over 400 local agencies and NHS workers; WL CCG used the **Community Champions** to promote information to local residents through leaflets and outreach; staff at various **community centres** such as the Al Manaar Muslim Cultural Heritage Centre provided counselling and bereavement services; and the NHS staff were available first at the Westway Centre then the Curve Assistance Centre.

Air Quality and Respiratory Concerns

Immediately after the fire concerns about air quality and poisons in the air were repeatedly raised by local people.

RBKC council, WL CCG, and Public Health response:

The answers that we received from RBKC council, Public Health, and WL CCG on this issue can be broken into three categories:

- Advice to speak to their **GP**, who should be able to give them a 'fast track' referral if needed, or for people to contact **NHS 111 service**;
- Alerting people to the information on the **Public Health Grenfell website**
- Advice to contact Public Health England. or the **North West London Health Protection Team**.

However, from speaking to local people worried about their respiratory health, especially those who lived close to Grenfell Tower, Healthwatch CWL took the view that this advice was not adequately meeting people's concerns. Anxieties about air quality and respiratory health did not abate and people did not feel that their fears were being properly addressed.

Respiratory workshops:

Healthwatch CWL advised WL CCG and RBKC council to provide public workshops, at which local people could access air quality experts and have respiratory health checks carried out by clinicians. This advice was taken up by WL CCG and Public

Health. A series of workshops were arranged that were well attended, including by parents who brought their children with them.

We understand that WL CCG are intending to provide more workshops of this nature in the future. A new **specialist respiratory clinic** has also been set up and people can be referred to this by their GP.

Key Workers

Survivors of the Grenfell Tower fire and people living within the cordon area and other areas close by were concerned about how their specific health and support needs would be addressed and how they would get the help they needed.

RBKC council response:

RBKC council stated that their plan was for resident affected by Grenfell Tower to have access to, and receive, the most appropriate support for them. They put a Key Worker system in place to offer a range of assistance from help to obtain documents such as passports and driving licences, through to psychological support, as well as housing, education and health assistance. Local people were advised to request a Key Worker or other support through **Special Advisers** and **Support Workers** by ringing 020 7745 6400, or emailing GrenfellTowerKeyWorkerHub@rbkc.gov.uk The line is open Monday to Friday, 9am to 5pm. There is more support available through special advisers and support workers. Out-Of-Hours support is available by ringing 020 7373 2227.

To increase capacity to meet demand for support RBKC council commissioned additional services to enhance the current Key Worker offer. The additional Support Workers were to be allocated to individuals and their families affected by the fire that have not been allocated a Key Worker and who need additional support. This support is provided by the **Care for Grenfell Team**.

Support for Children, Young People and Families

Concern for children and young people was understandable high following the fire, particularly support for emotional wellbeing, leisure and fun activities, and education. Local people wanted to know whether there would be consultation with local families, children and young people to understand what support is needed

RBKC council response:

Police Family Liaison Officers were allocated to families of the deceased and individuals who were so critically injured that it was believed that their conditions were life threatening. The role of Family Liaison Officers was purely investigative and to maintain a two-way channel of communication between families and the investigation team.

Wider support for families was through **Key Workers** (see above). The **Grenfell Response Team website** lists a range of services and activities for children, young people and families, which includes: how to access Childline, health information for young people under 25 through NHS Go, a list of activities to support mental wellbeing, and the Curve Assistance Centre (see section below for more information).

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

WL CCG response:

WLCCG directs people looking for support for children, young people and families to the **Grenfell NHS website**, or asks them to email getinvolved@nw.london.nhs.uk or grenfell.response@nhs.net.

The main support offered by WL CCG for children and young people affected by the fire is through their **Child and Adolescent Mental Health Service (CAMHS)**. In Kensington and Chelsea CAMHS are delivered by Central and North West London NHS Foundation Trust (CNWL). The Grenfell NHS website links directly to CNWL's **CAMHS website**: <http://camhs.cnwl.nhs.uk>; however, this website gives no specific information on support developed for children and young people following the Grenfell Tower fire.

All schools have an allocated **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 bereavement service and Winston's Wish.

Outreach support was offered by CAMHS via pop up clinics at community centres including Al Manaar, St Clements, St James, and Latimer Church. These pop up clinics were run jointly with adult mental health services to provide family support.

Emotional Support and Wellbeing

People were concerned for their own and others' emotional and mental wellbeing following the fire. Questions regarding emotional support, mental health services and wellbeing were asked in all six weeks that we collected questions and concerns.

RBKC council response:

The **Grenfell Response Team website** sets out the different forms of support available from RBKC council and other providers:

<https://grenfellresponse.org.uk/leaflets-and-posters/>

RBKC council identified a total of 59 organisations that were providing mental health and emotional wellbeing support in North Kensington and asked them whether they required support with their capacity to meet the need they are encountering. They distributed 8,000 **mental health and emotional wellbeing packs** about the support that is available to local people.

In addition, RBKC council is funding Hestia, an established local provider of mental health support to build upon the additional provision that they have put in place since the fire to: rapidly expand their outreach and support offer; to implement 'Resilience Groups'; to strengthen their offer of voluntary counselling support; to improve referral pathways between specialist and community services; and to develop a 'Recovery Café' model in North Kensington.

RBKC council put support in place for those that required help overnight. In the first instance, this has been delivered via a converted bus, which has been staffed by outreach workers from Hestia, as well as an overnight outreach offer, which is being delivered by Total Family Coaching at the Harrow Club.

WL CCG response:

About 160 NHS staff members provided support to people impacted by the Grenfell Tower fire. CNWL have 40 therapists providing trauma support, backed by the primary care liaison and school nursing team. CNWL are also working with a number of bereavement support organisations including CRUSE and Place2Be for children. Additional support is provided by GPs, nurses and existing mental health services with additional sessions from a range of mental health providers led by CNWL.

The **NHS Grenfell website**: <https://www.grenfell.nhs.uk/emotional-health-andwellbeing> is the gateway to all the support available; it has information on trauma and mental health, and emotional wellbeing services available. Support was

offered through the **NHS Trauma Service**. A **CNWL Outreach Team** comprising of 67 health and social care professionals including nurses, occupational therapists, social workers and therapists working in the **Curve Assistance Centre** and visited people housed in hotels following the fire and carried out mental health assessments. **Pop-up clinics** and **mental health training sessions** were also available in various locations.

People were also directed towards the **Single Point of Access (SPA)** through which they are triaged immediately and referred as necessary. The SPA deals with mental health crisis, and responds to the level of urgency, including **Rapid Response Teams**, ambulances and sometimes just talking to upset, possibly suicidal people.

However, during the weeks that Healthwatch CWL was receiving questions, people raised concerns about lack of follow-up after requests for emotional support had been made. Likewise, people were also concerned that there was a lack of consistency in emotional wellbeing and trauma support offered to people in hotels.

Involving Local People and Community Engagement

How local people could be involved in decision making was a common theme across all weeks, particularly regarding the design of services for those affected by the Grenfell Tower fire. Answers ranged from concrete examples of how people have been and can be involved, to more vague answers regarding commitments to community engagement without evidence or contact details.

RBKC council response:

RBKC council directed people towards:

- Care for Grenfell Team
- The Grenfell Response website
- The Single Point of Access line
- Outreach by Hestia
- Total Family Coaching at the Harrow Club.

They also provided the RBKC Community Engagement Team email address.

WL CCG response:

WL CCG directed people to get involved by contacting getinvolved@nw.london.nhs.uk, or grenfell.response@nhs.net. They also direct people towards the **NHS Grenfell website**.

They set out a number of examples where they have undertaken community engagement to understand local people's health needs and changed the health offer to match:

- We listened to the community concerns and worries about breathing and have held a health event so that local people can come along and talk to experts about it.
- We are also testing new leaflets and materials with local groups who confirmed they want good and factual information and providing us with advice on tone and content.
- CNWL established seven day pop up clinics in a range of community locations.

They gave other examples of community engagement work: attending existing events in the communities and speaking to key groups on the ground for example coffee morning at **Making Communities Grow and Work** coffee morning and **BME Community Engagement** meetings.

Support for the wider community

People from the wider community also wanted to know what support was available for them. They stated that they had been impacted by what had happened and needed support and assistance, in particular for their mental wellbeing.

RBKC council response:

RBKC also advises people to seek support from the **Care for Grenfell** website; the **Key Worker Hub**; or the **Single Point of Access**. People are also directed towards the **Curve Assistance Centre**.

WL CCG response:

WLCCG directed people to the getinvolved@nw.london.nhs.uk email, the **NHS Grenfell website**, or outreach services in the community, e.g. **St Charles Grenfell Trauma Support**. In later weeks, a list of pop-up clinics available throughout the week at various community settings is provided.

Local Authority Services

There are currently two outstanding answers from RBKC council regarding the following two questions:

4.2) Has extra homecare provision been put in place to ensure that the care that people were receiving before the Grenfell Tower fire has not been affected?

5.11) Where are local authority services? Not the extra ones, but basic ones. Please can you advise people of services that are still in place?

These are crucial questions that need answers and that we anticipate responses for by 3 November 2017.

Other questions outside of the remit of Healthwatch CWL

We received many questions from local people that strictly sit outside of Healthwatch CWL's remit of health and social care provision in the local area. Of importance are questions relating to housing and the processes for offering both temporary and permanent homes for those affected by the fire. Alongside this, concerns were raised about the plans for Grenfell Tower and how local people will be informed of plans and how they will be consulted on next steps. The responses that we received to these questions are included in Appendix 2.

Next steps

Healthwatch CWL is dedicated to working with local people to ensure that the needs and expectations of the local community are met by the public bodies. Healthwatch CWL also wants to ensure that local people are given the information and services they need and are included in decisions being made on local health and care resources that will impact on the lives of the community.

From the work that we have outlined in this report it is apparent that following the Grenfell Tower fire local people have specific health and social care needs at the present time and are likely to have on-going needs for information, support and services to ensure their emotional and physical wellbeing in the coming years.

In addition, given the distrust of official bodies still felt by parts of the local community we recommend that the essential work that is now needed to evaluate the quality of what is currently available and monitoring quality and accessibility of new provision into the future should be overseen by a local, trusted, and independent organisation. We also recommend that members of the local community should be involved at all stages and where it is possible, should take the lead.

Recommendations

In the first instance, we recommend that an independent check of the information, support and services set out by RBKC council and WL CCG is carried out to ensure that they are available and accessible to all local people who need to use them. Community involvement and engagement should be at the heart of this.

Secondly, an independent evaluation of information, support, and services should be carried out to assess the quality of provision being provided and whether it is meeting the needs of people accessing it. Steps to achieve this include:

- community engagement with people accessing information, support and services to hear their views on how well the provision was provided and whether they received the help they needed

- support for peer reviewers to evaluate information, support and services

Thirdly, both RBKC council and WL CCG stated that they were learning from their experiences of providing support to the local community after the Grenfell Tower fire. WL CCG stated that it was working with colleagues at the Emergency Planning College to provide debriefing sessions for staff and to share lessons learned. The Public Health team is leading work to commission a full evaluation of actions taken, with the intention that local residents will be involved in the design of the evaluation. The evaluation will be externally commissioned to ensure impartiality. Residents will also be involved in selecting an evaluation partner, and their views sought within the evaluation. It is imperative that an independent organisation ensures that they carry out their plans, that lessons are learned and that any necessary changes are made as a result.

Fourthly, a robust health and social care needs assessment should be carried out, alongside a comprehensive mapping of all available services and pathways of support specific to people affected by the Grenfell Tower fire. This is essential for commissioners to be sure that there are no gaps in health and social care to support local people's emotional and physical wellbeing and it should sit alongside existing Joint Strategic Needs Assessments for the local area. This work should be facilitated by an independent organisation and should be coproduced with RBKC council, WL CCG, the local community, and local voluntary and community groups.

Fifthly, both shorter term and long term indicators for measuring local people's ongoing emotional and physical wellbeing should be developed. Development of these measures should be facilitated by an independent organisation and should be coproduced with RBKC council, WL CCG, the local community, and local voluntary and community groups.

Finally, independent monitoring in both the shorter term and long term of information, support and services should be put in place to ensure that local people's emotional and physical wellbeing is being supported. This should include an assessment of where gaps in support may exist and development undertaken to fill those gaps.

Healthwatch CWL's role

As a trusted, local, independent organisation whose main remit is to ensure that the views and opinions of local people influence the shape of local health and support services, Healthwatch CWL would be well-placed to undertake the work outlined in the **recommendations** above.

We have already had **significant impact** on ensuring that local people's concerns were heard and responded to by using our statutory powers to require answers from RBKC council and WL CCG. We have reported on the actions of RBKC and WL CCG to the **Scrutiny Committee** to ensure that action is taken where necessary. We have demonstrated our **additional value** in working with WL CCG and Public Health to arrange **Respiratory Workshops** for local people to address their health concerns.

We are currently looking for **additional resource** so that we can employ a dedicated **Grenfell Project Co-ordinator** to focus on how well local people are being involved in decision making about provision to support people affected by the Grenfell Tower fire.

Our intention is that the Healthwatch CWL Grenfell Project Co-ordinator would:

- investigate whether the services and resources set out by RBKC council and WL CCG in response to local people's concerns and outlined in this report have been set up
- evaluate how well the services are meeting local people's needs
- monitor which services are still being developed, the quality of local provision, and whether there are any gaps in services
- Ensure that local people's views and opinions are heard in local strategic decision making committees.

All work undertaken by the Grenfell Project Co-ordinator would focus on **facilitating coproduction** between RBKC, WL CCG, the local community, and local voluntary and community groups.

We are looking for three years funding in the first instance.

Appendix 1: Services frequently mentioned in responses from RBKC council and WL CCG

The services set out below are the ones that are most frequently referred to by RBKC council and WL CCG. This section provides more information on what is on offer at each.

Each of these services is evolving to ensure that they continue to reach those affected by Grenfell Tower fire, therefore access details may change.

Care for Grenfell

The Care for Grenfell Team has been set up for anyone who has been affected by the Grenfell Tower fire and offers a single front door to access services and support.

The Team works to resolve and direct enquiries to the most appropriate teams and ensure residents and their families are provided with the care and support they need:

- Information and advice for those affected and those working with the affected
- Problem solving
- Referrals to a range of support including support workers or key workers
- Help if there is any issue with support

Tel: 020 7745 6414

Email: careforgrenfell@rbkc.gov.uk

Care for Grenfell provides 24 hours a day, 7 days a week access to support for people from Grenfell Tower, surrounding area, and the wider community.

The Team's core hours are 8am to 8pm every day.

How Care for Grenfell can help

Urgent emotional well-being or mental health support can be accessed by ringing 0800 0234 650, this service is available 24 hours a day, 7 days a week.

<https://www.rbkc.gov.uk/newsroom/care-grenfell>

The Curve Assistance Centre

The Curve Assistance Centre offers a space for people affected by the Grenfell Tower tragedy to meet up and continue to access services. The building also provides a space for the community affected by the Grenfell Tower fire to meet with family, friends and neighbours.

The centre is open from 10am to 8pm Monday to Friday and 11am to 6pm on the weekends, and provides support and advice from a wide range of organisations **including the NHS, UK Visas and Immigration, HM Passport Office, Post Office, Adults' and Children's Social Care, and Housing.**

Other services include emotional support and a crèche for children.

Community volunteers are present to carry on their crucial work of supporting those affected in every way possible.

<https://grenfellresponse.org.uk/assistance-centres/>

Single Point of Access (SPA)

The SPA offers mental health triage for routine, urgent and emergency referrals, information and advice 24 hours a day, 7 days a week, and 365 days per year. The SPA Team provides advice and guidance through a triage process, where the urgency of care required is assessed.

The SPA Team can also make appointments for new referrals to see one of our community mental health teams. At times of mental health crisis, the SPA works closely with CNWL Crisis Resolution Teams and partner organisations from across the public and private sectors, to direct people to services most able to aid their recovery.

When someone calls the SPA, they are triaged immediately and referred as necessary. It also deals with mental health crisis, and responds to the level of urgency, including Rapid Response Teams, ambulances and sometimes just talking to upset, possibly suicidal people.

Telephone number: 0800 0234 650

Key Workers

Every Grenfell Tower resident should have been allocated a key worker to give support, help them through the tragedy and coordinate all the help they need with things like housing, money, benefits, school, counselling and more.

If any resident of Grenfell Tower has not been allocated a key worker, they can:

- call 020 7361 3013 from 8.30am to 5.30pm, or
- email grenfelltowerkeyworkerhub@rbkc.gov.uk, or
- speak to staff at the Curve Assistance Centre

Some, but not all, the residents of the wider police cordon area around Grenfell Tower have also been given key workers. If residents from this wider area have been affected by the fire and need a key worker, they can:

- call the key worker hub on 0207 745 6400 between 9am and 5pm, or
- call the Kensington and Chelsea out-of-hours service on 0207 373 2227.

Key workers are being offered to people bereaved by the fire, and households from Grenfell Tower and Grenfell Walk. People are also entitled to a key worker if they lived at Barandon Walk, Bramley House, Hurstway Walk, Testerton Walk and Treadgold House and had to move out of their home.

<https://grenfellresponse.org.uk/keyworkers/>