

13 June 2018

Olivia Clymer  
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Dear Olivia

Re: Questions from Healthwatch Central West London regarding Grenfell

Further to your email of 15 May 2018, below is the formal response from WL CCG to the questions submitted by Healthwatch Central West London.

I have responded to the questions as raised in the letter accompanying the email.

#### **PART ONE**

**Recommendation 1:** *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.*

The recovery from the Grenfell disaster is under unprecedented levels of scrutiny and we are working jointly with the local authority on the services that are provided to support local residents, ensuring they are accessible and responsive to their needs.

The response provided by the local NHS is regularly reviewed through the following committees:

- Grenfell Recovery Scrutiny Committee
- Ministerial Recovery Group
- NHS England Recovery Operation Group

In response to direct feedback from residents we recognise that people need clear information about local services available to them and are in the process of collating information about services currently available to residents in North Kensington to enable to look after their health and wellbeing. We will summarise this information within a directory of services.

We are planning to develop an app to help members of the public to find local NHS and third sector services near them and are aim to have the app available by autumn 2018.

At this stage, we do not support an independent review as active work is underway to improve the information available for the local population. We will continue to work with our partners and local residents to ensure services meet local needs.

**Acting Chair:** Dr Andrew Steeden  
**Accountable Officer:** Mark Easton  
**Managing Director:** Louise Proctor

**Recommendation 2:** *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.*

In line with our response to recommendation 1 we do not think that an independent evaluation of information, support and services are required at this stage. As you will be aware through working with West London CCG we have an established process of engagement with local communities and the voluntary and community sector. This on-going engagement allows us to capture feedback, experience and insight on local services which feeds into the service development, design delivery.

WL CCG is developing a directory of all services and their quality standards. The directory shall be made publicly available.

Alongside this process the CCG is undertaking an insight project. This will seek to gain views from those providing support to local families and directly from local people.

**Recommendation 3:** *Both RBKC council and WL CCG stated they would undertake reviews to ensure they were learning from their experiences of providing support to the local community after the Grenfell Tower fire. These should be undertaken by an independent organisation to ensure these plans are followed through, that lessons are learned and any necessary changes are made. This should include engagement with local people.*

West London CCG has commissioned an external review of the immediate health response, and the outcome of this will be published later in 2018. For the on-going process of the review of services please see our responses to Recommendations 1 and 2.

**Recommendation 4:** *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 and should sit alongside existing Joint Strategic Needs Assessments for the local area. This should be coproduced with RBKC council, WL CCG, the local community, and local voluntary and community groups.*

The Health Needs Assessment is being led by the Public Health Team. As per the response provided by RBKC, a wide-ranging public health needs assessment has been undertaken and is nearing completion. This will inform our Grenfell Recovery Strategy. There was wide community involvement in producing this assessment.

Services for residents in the North Kensington area are listed online: <https://www.grenfell.nhs.uk/>

**Recommendation 5:** *both shorter term and long-term indicators for measuring local people's on-going emotional and physical wellbeing should be developed and should be coproduced with RBKC council, WL CCG, the local community, and local voluntary and community groups.*

Work is on-going to measure the outcomes and impact of services. These outcome measures help us to design the services to support the North Kensington population. Going forward we plan to work with the local public health teams and residents to co-design a framework model for measuring the outcomes for emotional wellbeing for the whole population and not just those in treatment.

**Recommendation 6:** *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.*

West London CCG will continue to gather information from residents, local forums and NHS colleagues working with residents in North Kensington. This information will support understanding of on-going local needs. The development of the Grenfell Recovery Strategy, with and through the local community, will drive this forward.

Feedback from residents and voluntary and community groups indicate that existing skills and resources within local communities could be used more, and West London CCG will be working with local communities to identify how these existing skills and resources could further support residents and communities. This will also involve working with communities to identify what they may need to support themselves, and what the local NHS may need to provide.

## **PART TWO**

### **Local engagement**

*How local people could be involved in decision making was a common theme across all weeks that we collected questions, particularly regarding the design of services for those affected by the Grenfell Tower fire. Please report progress on each of the following:*

*How are you working with local communities?*

West London CCG is working with resident associations, faith and community leaders, and local groups and organisations to establish an approach for on-going engagement. This work is informed by the feedback we receive from local communities and our partners, and will ensure that our approach to engagement is flexible and responsive to local communities as their needs develop.

The aim of engagement with local communities is to support the delivery of the health and care response to the residents of North Kensington, drawing on the knowledge, skills and experience of local communities groups to:

- Contribute to the on-going co-design of services to ensure that they cater for the diverse and evolving needs of service users
- Provide support and advice to newly established groups
- Act as a sounding board for future service developments whilst being a place to receive and discuss feedback from local communities

For example we have set up a North Kensington Multi Agency Forum which includes representation from voluntary and community organisations who are working with and supporting local communities in North Kensington.

Our ambition and local feedback suggests that there is support for this approach to be adopted more widely.

*Which groups are you engaging with? Please list all that are in contact with and what outcomes you have agreed / achieved*

West London CCG is seeking to work with a wide range of organisations, groups and local residents. Our ambition to engagement is that of continual listening. Through this approach we are engaging with a range of organisations and groups which include:

- Grenfell United
- One to one meetings with bereaved families
- Engagement through the Friends and Family Assistance Centre
- One to one meeting with survivors
- Users of the Curve
- Community and voluntary groups
- North Kensington Multi Agency Forum (which includes 13 local voluntary and community organisations)
- Local Residents Associations
- Notting Dale Residents Advisory Board
- The Core Group
- Angels for Grenfell
- Kensington and Chelsea Youth Forum
- Youth Parliament

*What are the consistent engagement processes that you are using to engage with local communities and groups?*

In addition the responses provided above, our partner Central and North West London NHS Trust (CNWL) is using a range of approaches to engage with different groups in the community directly:

- Regular meetings (e.g. Minister Hurd's surgeries, Resident's Association meetings);
- Through community outreach, and attendance at public events;
- Feedback from service users.

Feedback from people and organisations is collated, and is used to guide how CNWL supports the community, e.g. if the community requires psycho-education work, we will they engage in this way. CNWL contact details have been shared with local community and faith leaders so they have a point of contact for questions and remain in contact if they have worries or concerns for people in their community.

*How many people contacted the [getinvolved@nw.london.nhs.uk](mailto:getinvolved@nw.london.nhs.uk) and what were the outcomes of this?*

Since June 2017 no contacts via the [getinvolved@nw.london.nhs.uk](mailto:getinvolved@nw.london.nhs.uk) address have been received that relate to Grenfell or from residents from North Kensington.

*How many people contacted the Single Point of Access line to say that they wanted to be involved and what were the outcomes of this?*

The Single Point of Access line is for mental and emotional services support, rather than offering to be involved in the community. For more information about the Single Point of Access, please go to: <https://www.cnwl.nhs.uk/news/phoning-cnwl-single-point-access-grenfell-tower/>

*How were information leaflets produced and where were they distributed?*

Our 12-page response booklet *North Kensington response: How the NHS can help following the Grenfell Tower fire* was first printed in autumn 2017, 7,000 copies were printed and mailed directly to 5,000 homes in North Kensington and to those who were displaced by the fire. The remainder were available at outreach sites.

An electronic copy of this leaflet is available online: <https://www.cnwl.nhs.uk/news/north-kensington-health-response-nhs-can-help-following-grenfell-tower-fire/> it is being updated.

## **FURTHER ENGAGEMENT WITH LOCAL PEOPLE AFFECTED BY THE GRENFELL TOWER FIRE**

*What are the structures within RBKC and WL CCG that people affected by the Grenfell Tower fire need to know about?*

West London CCG is the organisation responsible for commissioning services for residents in Kensington & Chelsea and Queen's Park & Paddington. In response to the fire at Grenfell Tower, colleagues in the CCG set up a team to commission and develop services, and work with the community to support its health and wellbeing.

The North Kensington Recovery team has worked with organisations and community members to set up a range of health and support services for residents:

- A walk-in service at The Curve, 4 Bard Road, W10 6TP (10am-8pm every day)
- Visiting people at home and in temporary accommodation
- Extended GP appointments for anyone who is affected by the Grenfell Tower fire
- Single Point of Access: if you, or someone else you know, is in need of more support, call the dedicated NHS number where your needs will be assessed, and appropriate mental health support and advice will be provided. This is available 24 hours a day. Please let the operator know the reason for your call. Call **0800 0234 650** or email [cnw-tr.spa@nhs.net](mailto:cnw-tr.spa@nhs.net)
- Leaflets and other materials include tube posters to promote services
- In addition to this all our information can be found at [www.grenfell.nhs.uk](http://www.grenfell.nhs.uk)

*When will the joint Recovery Strategy be published?*

We plan to work in partnership with RBKC to engage with local people in the development of the Grenfell Recovery Strategy from mid July 2018

## **COMMUNITY ASSET REVIEW**

*Please provide information and report progress on each of the following:*

- *What is the remit of the Community Asset Review?*
- *Which statutory and local groups are involved?*
- *What methodology is being used to map community assets?*
- *When did this work start?*
- *What is the completion date?*
- *How will this review feed into the Recovery Strategy and future commissioning and provision of services?*

The above bullet points relate to RBKC and have not been answered by WLCCG.

## **SUPPORT FOR THE WIDER COMMUNITY**

*People from the wider community 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. Please report progress on each of the following:  
How many people have accessed The Curve assistance centre?*

**[Not responded to by CCG]**

*How many people have accessed the Single Point of Access line and what were the outcomes?*

Between 13<sup>th</sup> July 2017 and the beginning of May 2018 324 residents have accessed the Single Point of Access either by phone or email (112 calls and 212 emails). Depending on the needs of the residents, they are then referred directly to Central & North West London NHS Foundation Trust Grenfell Health and Wellbeing Service/ Child & Adolescent Mental Health Service, or signposted into other health and wellbeing service.

*How many people were identified as needing mental health support through outreach and what treatment or support were they referred to?*

The Central & North West London NHS Foundation Trust outreach team have had a total of 6,794 contacts with North Kensington residents to date, and have screened 490 of these residents. Following screening, residents can be referred directly into adults or children's specialist trauma services, other mental health services, or signposted to other health and wellbeing services. These include Royal Borough of Kensington & Chelsea, NHS and third sector services, such as ACAVA Arts, Latymer Road Art Therapy, or Queen's Park Rangers Football Club – there are many more.

*What additional resources have been provided to deal with the mental health services required?*

The Grenfell Health and Wellbeing Service was commissioned for residents who require mental health support. The service is provided by Central & North West London NHS Foundation Trust, and is made up of the following:

- Child & Adolescent Mental Health Services (CAMHS)
- Adults services
- Outreach team

Over 100 staff members to offer robust and reliable service provision to the residents of North Kensington. The teams have been visible within the community since June 2017, building strong relationships with residents and community groups to help shape services as the needs of residents evolve.

*How many adults are receiving treatment for mental health conditions as a result of the Grenfell Tower fire?*

Between 13<sup>th</sup> July 2017 and the beginning of May 2018 the Central & North West London NHS Foundation Trust Grenfell Health and Wellbeing Service (Adults) has received 1,566 referrals, and 708 of those have started treatment. The remaining 858 residents who are not in treatment have either:

- Been screened but not engaged with the service to receive their first appointment. Residents are contacted at least 3 times and if they do not engage they are followed up in 3 or 6 months' time.
- Been screened, but did not show need for further interventions from mental health services. Residents will be redirected to other support services provided by voluntary and third sector agencies.

- Been screened, and felt not yet ready to engage in mental health support. The service will follow up with the resident in 3 or 6 months' time or the resident can contact the service at any point to initiate the commencement of treatment.

In some cases, these residents will also receive on-going stabilisation support from the Grenfell Health and Wellbeing Service outreach team.

*How many adults have completed treatment?*

To date (13<sup>th</sup> July 2017 and the beginning of May 2018) 170 adults have completed a course of treatment within the service.

## **SUPPORT FOR CHILDREN, YOUNG PEOPLE AND FAMILIES**

*How were children, young people and families involved in decisions about support for their emotional wellbeing following the Grenfell Tower fire?*

Central & North West London NHS Foundation Trust service is patient-centred. It provides care that caters for the physical, emotional and social needs of the patient, and also provides therapeutic services to support residents with their emotional wellbeing.

To support this, the GP is a key partner in ensuring the physical and emotional health needs of the patient are supported with a holistic care package. Patients are consulted on any decision regarding their healthcare to ensure the care provided is accessible to the patient, is culturally sensitive and meets the needs of the patient to improve emotional wellbeing.

[Please see our engagement responses provided above]

More specifically, in response to feedback from the local community in relation to service provision for those families with children aged between 0-5 years. A Families Board has been established with membership from local parents, local councillors, voluntary and community sector organisations and statutory partners.

*How many children and young people have been referred to Child and Adolescent Mental Health Services following the fire?*

Between 13<sup>th</sup> July 2017 and the beginning of May 2018 489 children and young people have been referred to the Central & North West London NHS Foundation Trust Child & Adolescent Mental Health Services following the Grenfell fire. Some of these children and young people have received specialist mental health support, and many others have been redirected to other emotional health and wellbeing support services

[If this question has been misunderstood, please clarify]

*How many children and young people were referred to the CAMHS Response Team?*

Between 13<sup>th</sup> July 2017 and the beginning of May 2018 489 children and young people have been referred to the Central & North West London NHS Foundation Trust Child & Adolescent Mental Health Service. Some of these children and young people have received specialist mental health support, and many others have been redirected to other emotional health and wellbeing support services

*How many children and young people have received specialist mental health care?*

175 children and young people have received specialist mental health support, and many others have been redirected to other emotional health and wellbeing support services – such as those in place in schools, or specialists in bereavement or loss.

*How many children and young people have completed treatment?*

112 children and young people have completed treatment with the Child & Adolescent Mental Health Service.

*How are children, young people and adults being assessed for symptoms of trauma, psychological effects, and other mental health problems arising from the fire?*

A thorough screening process is in place to assess for symptoms of trauma. If residents already have a long term health condition, they will have been screened by their GP. The Central & North West London NHS Foundation Trust teams have been screening residents through offering services at community events, referrals from other health professionals/community organisations, self-referral, and via the outreach team.

The Child & Adolescent Mental Health Service is completing a screening programme in the 12 most affected schools in the surrounding area. As part of this, children and young people are directly referred to the Child & Adolescent Mental Health Service or signposted to health and wellbeing organisations. The Grenfell Health & Wellbeing Service teams have also been systematically contacting Grenfell Tower residents to ensure the most affected are offered mental health screening and support if required.

Should you have any further queries please do not hesitate to contact me or Mona Hayat, Director for North Kensington Recovery ([mona.hayat1@nhs.net](mailto:mona.hayat1@nhs.net)).

Kind regards

Yours sincerely



**Louise Proctor**  
MD, WL CCG