



**Grenfell Health and  
Wellbeing Service**

# **Grenfell Health & Wellbeing Service**

Information for patients



*Wellbeing for life*



# What is the **Grenfell Health & Wellbeing Service?**

**The Grenfell Health and Wellbeing Service is a specialist NHS service, created to provide support and talking therapies to individuals, couples, children and families who have been affected by the Grenfell fire.**

**We are making improvements – developed with the community – to offer an integrated physical and mental health service, which will be announced soon.**

**This leaflet explains the talking therapies.**

The service is made up of three parts:

- An outreach team
- An adult therapy team
- A child and adolescent trauma team

The Grenfell Health & Wellbeing Service is dedicated to working in a way that is flexible, creative and responsive to the needs of the local community, so that anyone affected by the Grenfell fire can access a wide range of services to meet their individual needs.

We have team members who speak a range of different languages, and we can also use interpreters if needed. We work in a respectful, sensitive way with people from all cultural and faith backgrounds.

We are based in a new clinic at St Charles Centre for Health & Wellbeing, but support can be offered in peoples' homes, in local community centres, or at schools. We recognise that work and other commitments can make it difficult to attend appointments during the day and we offer evening appointments.

## What sort of issues can we help with?

Following the Grenfell Tower fire, many people will experience difficulties such as depression, anxiety, post-traumatic stress disorder (PTSD), grief and traumatic grief. For some, the difficulties will have begun soon after the fire. For others, difficulties may only develop months later or at another time in the future. Some people may have already experienced highly traumatic events in the past and the Grenfell Tower fire may have triggered or worsened distress.

Typical symptoms of PTSD include intrusive and upsetting memories during the day or in dreams, not wanting to think or talk about the fire, sleep difficulties, concentration problems, and feeling irritable, anxious or numb.

Children experiencing PTSD may experience separation anxiety, behavioural difficulties, bedwetting, or may have more physical complaints such as stomach aches or headaches.

Grenfell Health & Wellbeing Service offers a range of different support aimed at reducing the distress caused by the trauma of the Grenfell Tower fire and to improve coping. This can be offered in a number of ways from the three teams who make up the service.

We offer a range of evidence based therapies including, Trauma Focused CBT, counselling, EMDR, NET, CBT, psycho-dynamic therapy, Art Therapies, Family and Couples therapy, mother tongue therapy, and group therapies.



## Outreach Team

The outreach team is a large and diverse team made up of people from a range of backgrounds including support workers, nurses, psychologists, and creative arts therapists.

The main focus of the Outreach team is to get out and meet people in the local community, for instance by visiting people at home, or at local community events, in order to talk with people about how they have been feeling since the fire, and think together about whether any further support or talking therapies may be helpful.

The outreach team provide practical and emotional support to people, tailored to their individual needs and can work with people for as long as they are needed.

Some members of the outreach team provide group or individual therapies for young people and adults, for instance coping skills groups, mindfulness, reading groups, art, music and drama therapy. The team also use technology such as Virtual Reality to engage people in a different, creative way.

The team can also work alongside residents to help to link them into the adult therapy team, or to other services in the local community they may find helpful.



## Adult Therapy Team

The adult therapy team is made up of trained and experienced psychological wellbeing practitioners, counsellors, CBT therapists, EMDR therapists, clinical and counselling psychologists, family and couples therapists and psychotherapists.

Anyone over the age of 18 who has been affected by the Grenfell fire can access the adult therapy service, regardless of where they live. The team aim to see people quickly, to make sure that they receive the talking therapies they need without having to wait.

The first step after coming to the service is to have something called a screening: this involves having a brief conversation with an outreach worker or a therapist about how you have been feeling, and filling in some short questionnaires. This helps the team to work out what sort of help you may need.

The next step is to meet with a therapist to talk about how you have been feeling in more detail: this is called an assessment and is helpful to the Therapist to figure out the type of talking therapies which is best suited to your particular needs.

If the assessment shows that talking therapies may be helpful for you, you will be offered the type of **talking therapies** which has been shown by research to be most effective for your particular needs: The adult therapy team specialises in trauma-focused therapies, and bereavement therapy in addition to treating depression, anxiety and other problems. The team work with individuals, couples and families.

Many people will start to notice improvements soon after starting talking therapies, but for some people it may take longer. The team will work with you for as long as needed.

## Children and young people's trauma team

The children's team is made up of a range of specialists in child trauma, including psychologists, nurses, a child psychotherapist, family therapist, trauma specialists, and community engagement practitioners.

The team provides support for any child affected by the fire at Grenfell tower, and see children who are referred in to the service by their parents, or GPs, and have also been going into local schools and community centres to offer screenings in the local area. Screenings involve a conversation with a parent or parents, and, if the child is over 8 years old, a conversation with the child about how they have been feeling.

If the screening suggests that a child is experiencing post-traumatic stress, or other emotional difficulties, the team will offer to meet them and their parent for an assessment, to get a better understanding of a child's emotional difficulties, and explore options for support.

The team offers specialist trauma-focused therapies for children. This involves either individual therapy, where a child meets with a therapist on a one-to-one basis, or group therapy, where the child is part of a larger group of up to 10 children who meet to learn ways of coping with their symptoms of post-traumatic stress. Play and art materials are used to help children to express their feelings in a way that feels natural to them. The team may also work with whole families together, and may do some joint sessions with therapists from the outreach or adult therapy team if that is helpful.



# Getting in touch



If you would like to find out more, or if you would like to refer yourself or your child to the Grenfell Health and Wellbeing Service, please complete the brief self-referral form at our website:

[www.grenfellwellbeing.com](http://www.grenfellwellbeing.com)

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You can also call us on **020 8637 6279**

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Or email us on [grenfell.wellbeing@nhs.net](mailto:grenfell.wellbeing@nhs.net)

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Or you can ask your GP or key worker to make a referral

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This document is also available in other languages, large print, Braille, and audio format upon request. Please email [communications.cnwl@nhs.net](mailto:communications.cnwl@nhs.net)

هذه الوثيقة متاحة أيضاً بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة برايل للمكفوفين وبصيغة سمعية عند الطلب

## Arabic

این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.

## Farsi

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও টেপ আকারেও অনুরোধ পাওয়া যায়

## Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

## Somali

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

## Portuguese

நீங்கள் கேட்டுக்கொண்டால், இந்த ஆவணம் வேறு மொழிகளிலும், பெரிய எழுத்து அச்சிலும் அல்லது ஒலிநாடா வடிவிலும் அளிக்கப்படும்.

## Tamil

Este documento también está disponible y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

## Spanish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabecie Braille'a lub w formacie audio.

## Polish

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

## Gujarati

Be belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

## Turkish