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Title of paper	North Kensington Recovery progress report
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Confidential	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	(items are only confidential if it is in the public interest for them to be so)

The Governing Body is asked to:
Note the report.

<p>Summary of purpose and scope of report</p> <p>This report will summarise the key activities that have taken place during the last quarter in the following areas:</p> <ul style="list-style-type: none"> • Dedicated Service • Grenfell Health and Wellbeing Service • Primary Care • Enhanced Health Checks • Environmental update • Health Recovery Strategy • Self -Care and Prevention • Grenfell Telephone Night Service • Engagement <p><u>Dedicated Service</u></p> <p>Work has continued to establish a Dedicated Service for survivors and those who have been bereaved as a result of the fire. The purpose of the Dedicated Service Health Team, managed by CNWL is to ensure that the overall health response is coordinated across the different health agencies, conducted in a way that ensures full, effective and timely engagement and that people are connected to appropriate responsive health services based on individual need.</p> <p>West London CCG continues to meet with survivor and bereaved representative organisations to discuss the health requirements of survivors and bereaved. Alongside the coordinating function of the Dedicated Service, the initial focus has been on the development of the long term respiratory and paediatric support and monitoring services.</p> <p>To summarise, to date the NHS services specifically commissioned for the survivors of the Grenfell Tower are:</p> <ul style="list-style-type: none"> • Long term respiratory support and annual monitoring provided by Imperial College Healthcare, involving consultant review with spirometry, chest x-ray, CT chest scan where clinically appropriate
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- Long term specialist paediatric support and annual monitoring provided by Imperial College Healthcare with additional input from Imperial's specialist Paediatric Respiratory Consultant.
- The Dedicated Service for the survivors and bereaved to co-ordinate all health and social care services, regardless of whether people continue to reside in RBKC or not.

In addition they will have access to (and coordinated by the Dedicated Service):

- Long term mental health support and monitoring provided by the Grenfell Health and Wellbeing Service (CNWL).
- Enhanced Annual Health Checks provided by GPs.

Many of the survivors and bereaved will already be in contact with health and care providers but the dedicated service will help coordinate care and ease access moving forward.

We know that there are deeply held concerns expressed by survivor and bereaved representative groups that the services commissioned to date do not address survivors concerns relating to the longer term health impact from smoke inhalation on the night of the fire. In response, the CCG has shared these concerns to the wider range of health organisations for steer and specialist advice, including NHSE, specialist acute care providers, PHE and the local Director of Public Health, and with representatives from all organisations, are meeting with local forums to discuss agree a way forward.

Grenfell Health and Wellbeing Service

The CCG and the Grenfell Health and Wellbeing Service have agreed a Service Development and Improvement Plan which is intended to respond to community feedback of the service. Key aspects of this feedback include:

- Reviewing the proposal for future screening programmes
- Ensuring services are promoting tailored support and intervention to improve access and delivery of the service
- Reviewing plans for innovative working i.e. the use of Virtual Reality in outreach and therapies
- Link into CCG capacity building and resilience work programmes including social prescribing and working with the third sector
- Ensuring people are involved in measuring the outcomes of the service.

Primary Care

Following recent feedback around the variability of access into Primary Care services the CCG has been working with local GPs to develop a Primary Care action plan to consider further ways to support GPs and practices, to address individual issues identified. The local Primary Care Network will be central to this.

In addition, a COMPACT document is being created which will be an agreement between the WLCCG and Primary Care providers that ensures the commissioned services are provided to a uniformed high quality standard by all practices. It is proposed to include the following areas:

- To provide consistent offer to all patients

- To provide Extended GP appointments to Grenfell affected patients for adults and children.
- To provide Enhanced Health Checks (EHC) to anyone who is concerned about their physical or mental health post Grenfell tragedy.
- Working with Dedicated Service to carry out an annual call and recall for EHCs for the fire survivors
- Each practice to nominate a named Grenfell dedicated clinical lead in who will act as a main point of contact for information, changes and development of the services.
- All Grenfell affected patients have access to the following service:
 - MCMW service –case management for patients with complex needs
 - Specialist Paediatric Services
 - Fast Track Respiratory Services
 - Psychological services CNWL

An enhanced training update event for General Practitioners and other Primary Care health professionals working in North Kensington will be hosted on 25 September.

Enhanced Health Checks - Thrive Tribe

EHCs contract with the community provider has been agreed to extend until end of financial year 19/20. Currently a review of the service is being undertaken which will shape the future KPIs and contract terms, this is due to be completed in December 2019 in preparation for the new contract from April 2020.

Environmental update

Following the completion of Stage 1 of the environment checks around the Grenfell Tower site the Government has published the initial findings.

- They are advising that initial findings from soil samples found levels of substances that are typical of those generally found in London and other urban areas across England, and there is nothing to suggest anyone needs to take any immediate action.
- The immediate risk to health in the aftermath of the fire was from potentially contaminated air. Independent air quality monitoring was commissioned by Public Health England, which has shown the risk to public health to be consistently low; [weekly reports](#) are [published online](#). The Government commissioned [additional environmental checks](#) in and around the Grenfell Tower site to provide extra reassurance to survivors and local residents that any environmental risks to public health will be fully assessed and appropriate action taken. Updates have been provided [online](#).
- As new evidence and research emerges, the NHS relies on scientific and clinical expertise to advise us on how services might change, or when new tests or treatments may be needed. In our case, that advice comes from the Multi-Agency Partnership, which includes members from the Environment Agency, Foods Standard Agency, NHS England Public, Health England and various other expert agencies.
- The NHS has asked the Government led Multi-Agency Partnership if the publication of the Stage 1 report changes the advice and direction given to the NHS, including whether we need to introduce any screening (including biometric testing) or change the services that we are currently providing. We have been assured that their advice remains the same and that our current services are the

correct ones.

The CCG encourage anyone who is worried about their health to speak to their GP and book an appointment for an Enhanced Health Check. The Enhanced Health Check is available for all adults and children and goes beyond the standard NHS health check to assess current levels of health. GPs can then refer patients.

We supported MHCLG by attending events in the community where the results of Phase 1 of the testing were being disseminated.

Health and Wellbeing Strategy

The publication of the Health and Wellbeing Strategy has been delayed whilst we make sure it fully reflects feedback we have received. Publication will now take place in autumn.

Self-Care and Prevention

- Work continues to engage with local communities on the self-care provision.
- During August 2019, Maxilla Men Shed opened its doors as part of a soft launch to engage with local people on what they want to see happening in the Shed. The Shed is developing their programme of activities to support people to make improved and informed choices and to be more active in managing their own health, wellbeing and care.
- Engagement on the self-care provision at the Dedicated Service has started through developing a shared questionnaire for all survivors and bereaved.
- The next stage will ensure there is a consistent service on self-care with meaningful plans in place, social prescribing being offered as an enabler and access to a menu of self-care services

Grenfell Telephone Night Service

- The service provides dedicated out of hours mental health support for those affected by Grenfell 10pm–7am, 7 days a week. Usage of the service has declined to the extent that activity is now minimal. As a result, consideration is being given to the option of merging the service into CNWL's Single Point of Access (SPA), which provides a more generic telephone response service 24/7, 365 days a year.
- The CCG has led a process of consultation on the proposed way forward, seeking views at a series of meetings with community representatives and through attendance at various community events. The responses to date have supported the direction of travel, although concerns have been raised about practical issues such as effective communication of any change, the need for the SPA staff to be well briefed on Grenfell and the assurance that any future provision will be well monitored with corrective action being taken as needed.
- The consultation is drawing to a close and a decision on the way forward is pending. The current planning assumptions are such that if a decision is taken to merge provision that the new service will become operational from 1st October 2019. However, this will be dependent on a robust implementation plan being developed, signed off and delivered in advance of that date. This may well need further review following more detailed discussion with CNWL.

Engagement

Engagement is important – it enables us to better understand the concerns and worries that communities have and what we could/should do to help. This is an on-going piece of work.

The engagement undertaken has been as follows:

- Grenfell Night Service Telephone line - merger with SPA (see above).
- Creation of Health Partners Scheme: considerable engagement undertaken with Voluntary Community and faith based organisations and RA's to create the above scheme which seeks to harness and align the contribution that this sector makes to Health and Well Being in North Kensington.

The Health Partners approach has been welcomed in the community to also address issues of transactional engagement. Continuous dialogue/conversations with communities enable us to have a better understanding of the issues and to listen to views of smaller organisations and Residents Associations. This will underpin our approach to asset based health care that seeks to harness the strengths in the community to play a greater role in their own health and well-being.

- Lancaster West Residents Association: have been given a new community centre and we are seeking to build a health focus into the work of the Centre. A number of meetings and resident wide engagement sessions have taken place to determine which health activities the residents would like to see being offered. We have supported and provided a health event at their Summer Festival which enabled us to engage with residents directly and offer assurance on concerns relating to soil toxicity.
- Soil Toxicity Initial Findings (see Environmental update)
- Culturally Appropriate Mental Health Services: our engagement here has been to better understand how we could co-produce models of therapy that has a greater acceptance within the diverse communities and helps to deliver better health outcomes. During this process we are identifying strands of activities that are helping to build resilience. Our hope is that alongside supporting to develop appropriate models we can build in activities that build resilience.
- A round table discussion on 'Culturally appropriate mental health service provision in North Kensington', on 26 September (9.45 am-1 pm) at the Al Manar Muslim centre 244 Acklam Rd, London W10 5YG. The workshop intends to address the following objectives:
 - To understand which organisations are providing what types and kind of services on mental health and well-being, and the outcomes achieved
 - Building resilience is one of our priorities – how do we do this?
 - What should be the strategic objective of the VCS for Mental Health and Well-Being for the communities of North Kensington
 - How could the objective be delivered and ensure that the services are culturally fit for purpose?
 - Measuring performance and outcomes
 - Identify the kinds of models that should be created that meet the needs of local communities and help in building resilience.
 - Identify training and support needs
 - Relationship/Partnerships with statutory Mental Health services

Quality & Safety/ Patient Engagement/ Impact on patient services:

The CCG is committed to working with the community of North Kensington, to support everyone affected by the tragedy, to recover and to move forward to a positive future. The aim is to support our local communities to be thriving places where children, young people and adults have confidence in futures that they can build for themselves.

Financial and resource implications

Funding for North Kensington Health recovery is from NHS England and a 5 year commitment of up to £50m has been confirmed. North Kensington Recovery draft Business Case has been to and approved by F&A committee and subsequently submitted to NHS England.

Equality / Human Rights / Privacy impact analysis

A dedicated Equality Impact Analysis has been completed for each piece of the NHS’s offer for the community.

Cultural Competency Framework

The framework currently being finalised will offer improvements to service delivery to and from North Kensington communities with diverse background. The framework will enable local partnerships to make meaningful improvements to every aspect of their organizations from management and governance structure to service delivery and staff representation. It will enable the residents of North Kensington to receive high quality and culturally appropriate care.

Risk

n/a

Supporting documents

n/a

Governance and reporting (list committees, groups, or other bodies that have discussed the paper)

Committee name	Date discussed	Outcome
Name	DD/MM/YYYY	