

# Emotional Wellbeing

## Supporting emotional health and wellbeing in North Kensington

The Grenfell Health and Wellbeing Service (GHWS) was created to help people in North Kensington cope with the emotional impact of the Grenfell Tower fire. The service, run by Central and North West London NHS Foundation Trust, offers support to individuals, families, and the community facing trauma and loss.

In 2022, GHWS redesigned its services to better meet the community's needs. These updates create a more complete, community-centred service to support emotional health and resilience across North Kensington. It includes more types of support, such as:

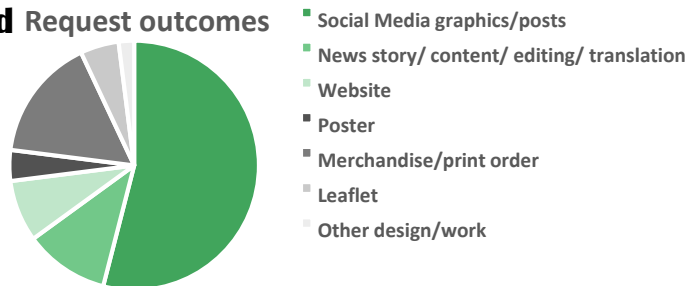
- Counselling and therapy for those who want to talk about their feelings with a professional.
- Occupational therapy and social work to help people regain daily skills and connect with resources.
- Working closely with the community to ensure services are culturally sensitive and locally focused.

## Information and self care

GHWS aims to provide relevant health and wellbeing information from our service as well as partners to all clients and wider community in a variety of formats, languages and platforms

**30** Communication requests received  
**Apr – Jun 2024**

**2** Compared to Jan - Mar 2024



## Early intervention and prevention

GHWS provides a number of services including workshops, employment specialists. Tailored training for community providers and Community Connectors that maintain a link between the community and the service

**7** Workshops Apr – Jun 2024

**2** Compared to Jan - Mar 2024

**100%** Rated workshops good or above

Workshops covering:  
Resilience, stress, changing habits, feeling calmer, assertiveness

Nurturing and Informative experience

Inspiring, practical and encouraging

**21** Referrals to employment support  
**Apr – Jun 2024**

**9** Compared to Jan - Mar 2024

Employment specialists who work with GHWS and NHS Dedicated Service clients resulted in 5 employment outcomes Apr – Jun 2024.

**1,228** Contacts by community connectors

**46** Events attended by community connectors

Events include: Latimer Road Veterans Football Team, Kensington Palace visits, Spring Youth Workers Forum, Mosaic Workshop, Banner making with the Royal College of Art, One Heart Festival.

# Emotional Wellbeing

## Collaborations

A key element of the work of GHWS is to build and maintain relationships with the local community groups and organisations along with statutory services also working with the North Kensington Community.

**6** Collaboration requests received  
**Apr – Jun 2024**

**4** Compared to Jan - Mar 2024

Reached around **425** people.

Collaborations: Coffee morning, One Heart Festival, Yoga, Remembering Together (7<sup>th</sup> Year CYP Anniversary), Community Cook Off

Collaboration Partnerships: Kensington Leisure Centre, Morley College, The Volunteer Centre, Lancaster West Residents Association + Neighbourhood Team, The Space, Notting Hill Methodist Church, BME Health Forum, Together for Grenfell, Midaye, WAND, Latimer Veteran's Football Team, Clement James, Youth Action Alliance and Latymer Community Church

## Interventions

GHWS continues to provide interventions to individuals and families impacted by Grenfell in clinical and community spaces. The offer includes a range of different therapies, groups and culturally adapted interventions.

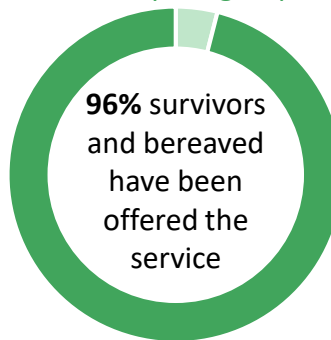
**520** Open Cases  
(including 99 children)

**165** Survivors and Bereaved  
(including 54 children)

with the GHWS June 2024

**29** Groups run Apr – Jun 2024

**3** Compared to Jan - Mar 2024



71% accepting and 64% seen

The 4% that have not been offered are not contactable

Group work activity includes:

Gardening Group, Older Adults Wellbeing, Women's Swim, WAND Women's Group, 7<sup>th</sup> Anniversary Art Group, CYP Gardening Group, WAND Girls Group, Young People CFT Group

In the garden I find roots that ground me

Socialise with other women and exercise

I am getting enormous support

Very grateful for the support provided during a difficult time

GHWS use outcome measures across the service to enable progress to be monitored.

**Goal-Based Measures (GBM)** have been rolled out across the service, they allow the client to define their treatment in line with the service's holistic approach.

**76%** Children have goals set. **10.2%** compared to Jan – Mar 2024

**72%** Adults have goals set. **2%** compared to Jan – Mar 2024

# Emotional Wellbeing

## Community issues and event responses

GHWS support unexpected occurrences which may be triggering to the community where possible, they also have a presence at planned community events should anyone require emotional health and wellbeing support.

**12** Events supported Apr – Jun 2024

**3** Compared to Jan - Mar 2024

Community Issues and event response numbers do not follow a particular trend and the community response is based on being receptive and attentive to changing community needs.

Events include: Nature and nurture Easter event, Vegan festival, We Roll With Grenfell, Humanity for Grenfell service, Celebrating Eid, Tower visits, Eid in the park, Meeting between RBKC and Silchester estate residents, Portobello stall for Mental Health Awareness week.

## Feedback

GHWS aims to collect feedback from our clients in various ways. They continue to work with their Service User Consultants and the wider community to ensure that they are listening to and acting upon the feedback.

### Patient Engagement Questionnaires (PEQs)

12 Questionnaires collected April to June 2024.

The service is planning another feedback week in the Autumn of 2024

Happy with the service, praised the reception team, GHWS considered a culturally respectful service

### Digital Feedback Devices

32 responses Apr – Jun 2024

87.5% said experience of the service was good or very good

12.5% said experience of service was very poor but did not leave any more feedback

**Other Feedback:** Clients often text or email their clinicians directly with feedback and thanks

Thank you so much for last week, it meant a lot.

Thank you for your support today, I really appreciate it. I hope you have had a peaceful day and been able to enjoy the peace that comes with acceptance of passing