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Title of paper	North Kensington Recovery progress report
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Confidential	Yes <input type="checkbox"/> No <input 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 month's report focuses on five key areas:</p> <ol style="list-style-type: none"> 1) North Kensington Health Recovery Plan (early findings from Community Engagement) 2) Dedicated Service for Survivors and Bereaved 3) GP and CNWL Activity to date for 2018/19 4) Enhanced Health Offer Pilots 5) North Kensington Mailshot <p>1. North Kensington Health Recovery Plan</p> <p>In July 2018, Central and North West London NHS Trust, Royal Borough of Kensington and Chelsea and NHS West London Clinical Commissioning group pledged their commitment to 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. The pledge is detailed in the published document 'Our commitments to those affected by the Grenfell Tragedy'.</p> <p>The North Kensington Health Recovery Plan is being developed in collaboration with our NHS partners at Central and North West London Foundation NHS Trust (CNWL), GP practices, local Public Health as well as NHS England. The Plan covers the period from April 2019 to March 2021 and provides a health recovery focus. It and does not seek to cover areas of development outside of the direct influence of healthcare commissioners and providers. Funding for the delivery will be provided from the £50 million health funding for the North Kensington, for the next 5 years, which demonstrates the NHS's long-term continued commitment to the North Kensington community.</p> <p>The Health Recovery Plan covers information related to health and wellbeing services including:</p>
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- Emotional and wellbeing support services (mental health)
- Primary care services
- Enhanced health checks
- Specialist health services
- Children and Young People services
- Self-care services
- A dedicated health service for survivors and bereaved

Work is continuing to develop the health and wellbeing services in collaboration with our partners and will be underpinned by the engagement activities that we are currently undertaking with residents and communities as well as the evidence that has been gathered over the past 18 months.

Early findings from Community Engagement

Community Engagement on the Health Recovery Plan is being undertaken using various approaches, including one to one community conversations with over 60 individuals, meetings with Residents Associations, local community faith leaders and organisations as well as a survey. In addition to this the CCG has commissioned 8 local groups and organisations who are working with communities who are often overlooked by traditional engagement approaches. To over 1,000 individual pieces of feedback have been received in addition to the engagement with organisations and groups.

Early themes from the engagement include:

What difference will the Health Recovery Plan mean to me, what will look and feel different?

- Prevention – focus on prevention, improving health literacy and ability to stay healthy
- Older people – isolation and loneliness.
- Services need to be culturally appropriate to me
- Alternative approaches to health and wellbeing; non-medicalised approaches e.g. social prescribing

This focused community engagement will continue until the end of January 2019, the insight from the engagement will be used to underpin and inform the 19/20 delivery plan which underpins the Health Recovery Plan as well as on-going service design and delivery.

The first draft of the North Kensington Health Recovery Plan and supporting business case has been submitted to NHS England on 31 December 2018. The final Health Recovery Plan is due for submission on 31 January 2019.

Dedicated Service for Survivors and Bereaved

The 'Our Commitments to those affected by the Grenfell Tragedy' acknowledges the need to move from emergency response to long-term recovery by developing a vision for the future, in partnership with the bereaved, survivors and the wider community.

The Council and NHS are committed to developing a co-designed dedicated service for survivors and those who are bereaved by the Grenfell Tragedy. For clarity here, a survivor is defined as anyone who lived in Grenfell Tower or Grenfell Walk, and a bereaved individual is anyone who lost close family or friends,

corresponding with the national Homicide’s service definition of bereavement.

Between July and October 2018, a period of consultation was undertaken with survivors and those who are bereaved in order to co-design a service model that will meet their immediate and future needs. Over 700 individuals were made aware of the process and given the opportunity to input into the model. 71 families gave their input to design the service.

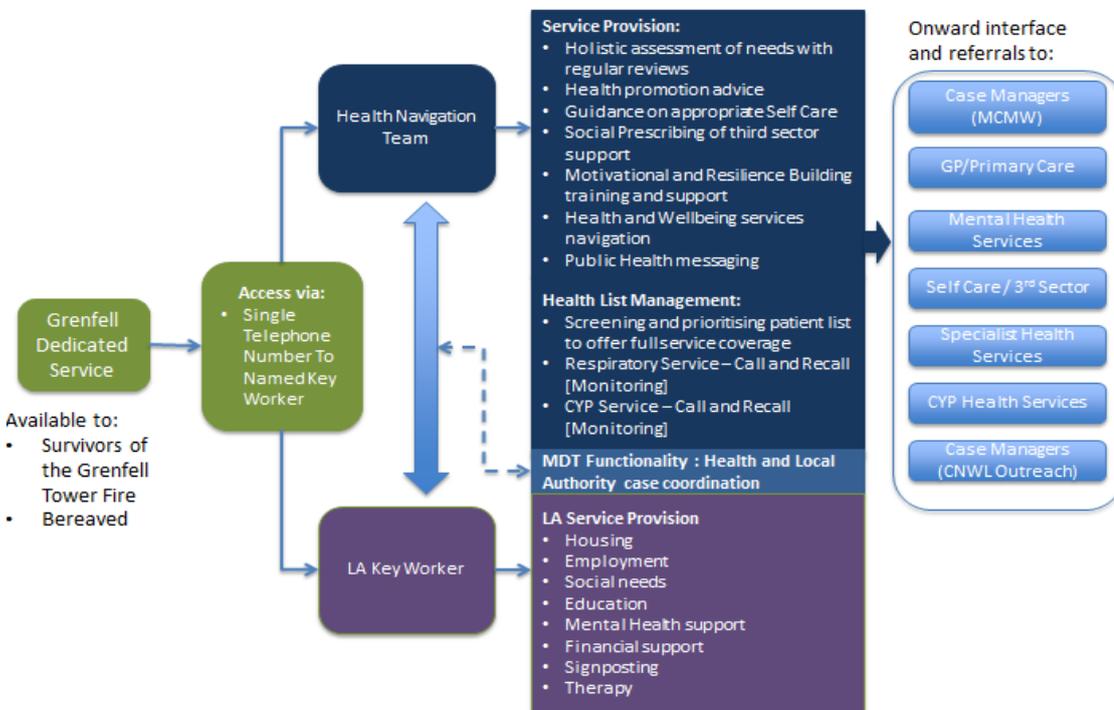
The consultation consisted of a two stage process; firstly, through open ended questions, via 1-1 discussions and group sessions, to understand what people wanted from a future service, and what was important to them; and then secondly by using this feedback to create a draft service model which was then re-shared with people, via 1-1 discussions, group sessions, a WhatsApp video, and through focus sessions with representative groups, which was then amended in turn to take account of people’s views.

The key strategic priorities that came out of this process were that:

- the survivors and bereaved wanted a combination of health and council support workers, working closely together in aligned model of delivery.
- be a general point of contact, and help them navigate wider services and advocate for them as required; and
- that their voice was central to the design, development and ongoing future of the service.

The proposed model for the service is set out below:

North Kensington Recovery: Dedicated Service Health Model DRAFT



The CCG’s Operational Group agreed in principle the development of a joint NHS and RBKC model of service, and support. A project group including WL CCG, RBKC and CNWL has been set up to progress the development of the service and work will take place between January and March 2019.

GP and CNWL Activity to date for 2018/19

The table below sets out the number of appointments that have been undertaken in primary care and by Central and North West London NHS Foundation Trust (CNWL) from June 2017 in direct response to the fire.

CNWL & GP Screen & Treat (Jun 17- 30 th Nov 18)	Screening Completed	Individuals entering Treatment	Treatment Completed	Treatment Declined
	5,482 (4,918 adults, 564 children) + 437 in GPs	1,721 (1,386 adults, 335 children)	638 (313 adults, 117 Outreach cases, 208 children)	1,296 (1,092 adults, 204 children)

Further details in relation to the activity undertaken by CNWL include:

- In total, the Outreach Team report 11,283 contacts with over 120 complex cases being case currently managed by them.
- Outreach have attempted to contact 19,824 people in total, 8,541 did not respond
- Screening for trauma has been provided for 5,482 people. This includes screens completed by outreach, adults team, CAMHS team and GPs.
- There are 1,386 adult referrals that have entered treatment and 430 have completed treatment.
- There are 1,396 adults who have declined or dropped out of treatment
- 782 children and young people have been referred into CAMHS services to date. Treatment has commenced for 335 children. 208 children have completed their treatment. 204 children have declined treatment.

Enhanced Health Checks

The Enhanced Health Check offer has commenced through a stepped approach (soft launch and then full launch). This is due to the time required to put in place national IT/SystemsOne systems as well as due diligence in procurement process of Thrive Tribe as our community provider, to cover those practices who do not currently have sufficient capacity in primary care to deliver the enhanced health checks.

The timetable for the introduction of the enhanced health checks was as follows:

Soft Launch (November & December):

Grenfell United health events for the Tower patients – 12th November 2018 - completed

Community Health Checks and Health Promotions Events for the public including respiratory and spirometry – 19th November 2018 - completed

Community Health Checks and Health Promotions Events for the public including respiratory and spirometry – 28th November 2018 - completed

Pilot of the Enhanced Health Checks in the Community (Provided by Thrive Tribe in The Curve) – 17th December 2018 - completed

Pilot of the Enhanced Health Checks in the Community (Provided by Thrive Tribe in The Curve) – 19th

December 2018 - completed

GP surgeries completing mobilization and calling in patients for the Enhanced Health Checks from mid-December 2018 onwards - completed

Full Launch (January)

Full mobilisation of the North Kensington GP surgeries based service – partially completed see table below

Full mobilisation of the community based service (incl. The Curve, Grenfell Health and Wellbeing Centre and The Space) – completed at The Curve, the other locations are planned for the end of January 2019.

The following practices have commenced enhanced health checks:

- Barlby Surgery (AT Medics)
- Beacon Medical Centre
- Colville Health Centre (Drs Blake, Mok, Chung and Parminder)
- The Exmoor Surgery
- The Golborne Medical Centre (Drs Mohi and Razak)
- The Goldborne Medical Centre (Dr Ramasamy)
- North Kensington Medical Centre
- Notting Hill Medical Centre
- The Portland Road Practice

The following practices opted out of offering enhanced health checks:

- Foreland Medical Centre
- Portobello Medical Centre
- St Quintin Health Centre

North Kensington Newsletter Mail Drop

In the run up to Christmas, WLCCG sent out a booklet describing the services that are available to those affected by the Grenfell Tower Fire. 22,500 booklets were sent out to local households, pharmacies, GP Practices and local voluntary and community organisations in the area covering Dalgarno, St Helen's, Golborne, Notting Dale, Colville, Norland and Pembridge wards.

The booklet also gives people the opportunity to feedback their views on the longer-term North Kensington Health Recovery Plan which has been developed from speaking to lots of community members and groups of whom are informing us what they'd like our priorities to be, including:

- services that understand faith, disability, maternity, sexual orientation and gender reassignment, ethnicity, culture, age and gender.
- Use social media to engage young people on health and wellbeing.

- Support people to lead independent and healthy lifestyles.
- Promote NHS health and wellbeing services better

Our ambition is to continue to gain more community views. People can contribute by completing the slip at the back of the booklet and posting it to us for free. Feedback on the booklets was extremely positive, especially from our more challenging members of the community.

At the same time, the NHS are promoting the Grenfell Night Service, which is staffed by clinicians for local residents who require urgent advice and support and is available between 10pm and 7am every day by calling 020 8962 4393. Clinicians can also arrange to visit residents at home via the helpline. A new leaflet has been produced to publicise it.

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 funding for 18/19 has been confirmed.

Equality / Human Rights / Privacy impact analysis

The North Kensington team continues to develop the Cultural Competency framework.

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	

Overview:

This month's report focuses on four key areas:

- International Peer Review
- Cultural Competency Framework
- Regulation 28: Report to Prevent Future Deaths to the Public
- Community Engagement

International Peer Review

In October 2018, the CCG commissioned a specialist peer review of the mental health services currently being delivered. This review team consists of a number of international psychological disorder experts who have a background in disaster management and the impact of those affected.

The aim of the specialist review is to consider practice to date in regard of diagnosis of post-traumatic stress disorder (PTSD) prevalence within the community, and the efficacy of diagnostic screen and treat tool used.

The aim is to arrive at an understanding of the nature of the types of psychological impact in this specific incident with particular consideration of equalities/cultural competency. The outcome will also be used to support future commissioning decisions.

Cultural Competency Framework

West London CCG has received feedback from the community regarding the need for culturally appropriate mental health and wellbeing provision. To this end, the CCG is developing a Cultural Competency Framework which is a set of key principles of how we ensure NHS services meet cultural competency criteria. Examples of this are staff attendance at cultural competency training, and ensuring staff have extensive experience of working with patients with a diverse background.

The framework will support the development and delivery of health services within a culturally responsive environment and ensure ease of access to services and their relevance to the individual, thus leading to better health outcomes. The development and application of such a framework enables us to fulfil our duties under the Equalities Act, and demonstrates an evidence-led approach to asset based healthcare.

The Culture Competency Panel has agreed the following objectives:

- i. ensuring that physical and mental wellbeing services commissioned are relevant to the needs of diverse communities.
- ii. develop a set of innovative criteria to be used in commissioning processes and indicators against which the service can be monitored.
- iii. to work with the Equalities and Human Rights Commission who have agreed to work closely and endorse the final framework
- iv. Critically test the effectiveness of the Framework with the local communities

Regulation 28: Report to Prevent Future Deaths to the Public

In September 2018, Dr Fiona Wilcox, HM Senior Coroner for the Grenfell Tower incident released a Regulation 28: Report to Prevent Future Deaths to the public. The report stated that:

“As well as all those who died, a significant number of people escaped and survived, but many of these were exposed to smoke and dust inhalation. Significant numbers of first responders may also have been affected and those involved in working on site in the aftermath of the fire from body recovery and crime scene investigators, to the builders helping to shore up the building etc.”

Dr Wilcox cited eight concerns that she stated NHS England should respond to in order to prevent future deaths. Six of these were related to physical health with significant emphasis in developing a systematic programme of enhanced physical health checks for North Kensington residents, first responders and site workers.

On 4 October 2018, NHS England Chief Executive, Simon Stevens, confirmed in his response to the Coroner’s report that NHSE would be investing £50m to fund long term screening and health support for those affected by the Grenfell tower fire (circa 8,500 population) over the course of 5 years.

We are currently working with public health, the community and other agencies to shape the offer. As our GP surgeries will be at the centre of providing this (along with other local services) we are in discussions with them to ensure we have their critical input. Delivery will commence within GP practices on Monday 19th November 2018.

Current Provision

We have well-established services for supporting those with physical health needs. These collectively are delivered through:

- a. **Extended primary care** - Since the fire, local surgeries supported by NHS England continue to undertake Grenfell specific clinics, recognising the increased health needs following the fire. Longer appointments, 30-60 minutes, with a specific focus on physical and mental health checks as well as social care needs. Primary care continues to manage significant amounts of mental health, for example, those too traumatised and not ready to enter therapy.
- b. **Screen and treatment for mental health trauma** - Approximately 3,855 residents have been screened by GPs and Central and North West London NHS Foundation Trust mental health practitioners, with around 37 per cent going on to further treatment. Screen and Treatment has been taking place in schools. 672 children and Young People have been referred into CAMHS services. Treatment has commenced for 249 of those referred.
- c. **Integrated Services** - expanding the local My Care My Way service with its expertise in case management by providing the same to Grenfell affected individuals and families (with no age restriction). Primary care has prioritised areas identified around Grenfell. These have included respiratory risks, increased diabetes risk, drug and alcohol dependency and weight gain management issues directly related to displacement. Holistic approaches are also being provided within the primary setting specifically for those too traumatised and not yet ready to access clinical services.
- d. **Community health services** – On-going respiratory fast track community provision for both adults and children and enhanced health checks for Grenfell United members and other survivors.

Through our on-going community engagement with local residents on health and well-being we have been able to identify unmet needs and are working with residents and the voluntary and community sector in the planning of longer term health provision for the community of North Kensington. This work will continue to inform our Health Recovery Plan.

Since the fire the NHS has responded to the expert advice given from agencies such as the Health & Safety Executive, Public Health England and the site management team. We have also listened to community groups and Grenfell United members and other survivors of the Tower who remain concerned about long term ill health. The following enhanced approach is based on the following factors:

- Concerns and perception in the community regarding long term ill health
- The Regulation 28 Report recommendations.
- Confirmation of on-going long-term funding for NHSE.

A systematic programme of enhanced health checks and separate respiratory long term monitoring will commence in November 2018 for the following 5 years.

NHS offer for survivors and the bereaved

The health offer for survivors and the bereaved will include:

- Enhanced health checks carried out by local GPs and community providers with a strong focus on health promotion and social prescribing.
- On-going annual enhanced health reviews for children which will be specialist lead.
- Long-term respiratory monitoring under specialist care including asthma and smoking cessation programmes (in accordance with further scientific evidence)
- The continuation of on-going provision of the fast track respiratory provision for both adults and children
- On-going monitoring and treatment for mental health trauma
- A multi-disciplinary approach to individual and family care with a named case manager
- Enhanced social prescribing for wider health and wellbeing, promoting self-care
- Additional monitoring for long term conditions e.g. diabetes and weight gain management
- Special health events taking place in Grenfell united. For example, respiratory and diabetic prevention events.

A health event focusing on physical and mental health checks was held with Grenfell United on Monday 12 November 2018.

Wider North Kensington Community

The totality of the NHS offer for the wider community will include:

- Health events where North Kensington residents can receive expert advice from Respiratory, Paediatric & Neurological Consultants and local GPs. Alternative therapies will also be on offer at these events.
- Enhanced systematic physical health checks delivered by Healthy Hearts and GP practices.
- The continuation of on-going provision of the fast track respiratory provision for both adults and children.
- On-going monitoring and treatment for mental health trauma.

- Active and systematic promotion of health and wellbeing services to all residents of North Kensington – creating a dialogue with those who are not currently accessing health service.
- Case management for individuals and families with a focus on social prescribing to support wellbeing and recovery.
- Additional monitoring for long term conditions e.g. diabetes and weight gain management.

Two community health events will be taking place on Monday 19th November and Wednesday 28th November where local community members can come along and speak with experts from children's and adult health services as well as being able to book into complimentary workshops including breathing and yoga.

Community Engagement

Community engagement continues to be a key area of work for the North Kensington Recovery Programme. Ensuring that there is an on-going and open dialogue with the local community is essential in ensuring that all of our work is underpinned by community voice and that local communities have trust in their local NHS.

As we move forward in developing our Health Recovery Plan a programme of community engagement has commenced. The purpose of the engagement is to test the 10 themes which have been developed using an evidence based approach from the community research that has been undertaken in North Kensington since June 2017.

Our engagement approach and methodology utilises and builds upon those activities that are already taking place across North Kensington, these include:

- Attendance at Resident Association meetings
- One to one meetings with community and religious leaders
- Working in partnership with RBKC through attendance at an Ideas Day on 17 November 2018
- Attendance at and meeting with local groups and organisations
- Community conversations
- Online survey
- Commissioning local voluntary and community groups through a community fund to undertake engagement on behalf of the CCG enabling further reach into communities
- Working with established groups and individuals to access those members of the community who are not engaging through traditional approaches
- Community health events with Grenfell United and the wider North Kensington community

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