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| Date | 21 January 2020 |
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| Title of paper | North Kensington Recovery progress report |
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| Presenter | Mary Mullix, Director North of Kensington Recovery, NHS West London CCG |
| Author | Mary Mullix, Director North of Kensington Health Recovery, NHS West London CCG |
| Responsible Director | Louise Proctor, Managing Director, NHS West London CCG |
| Clinical Lead | Dr Meena Nathan and Dr Oisín Brannick, Joint Clinical Leads of North Kensington Recovery, NHS West London CCG |
| 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) |

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| The Governing Body is asked to: |
| Note the report. |

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| Summary of purpose and scope of report |
| <p>This report will summarise the key activities that have taken place since the last report to the Governing Body in September 2019:</p> <ul style="list-style-type: none"> • Dedicated Service for Survivors and Bereaved • Specialist services • Grenfell Telephone Night Service • Primary Care • Enhanced Health Checks • Health Recovery Strategy • Self -Care and Prevention • Engagement • Cultural Competency Framework <p><u>Dedicated Service</u></p> <p>The Dedicated Service was established to meet the needs of survivors, those who have been bereaved as a result of the fire and evacuated residents of Grenfell Walk. 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, so that people are connected to appropriate and responsive health services based on individual need.</p> <p>West London CCG continues to meet with survivor and bereaved representative organisations to discuss health requirements. The Dedicated Service staffing has doubled its health staff from 5 to 10, working alongside colleagues in Royal Borough of Kensington and Chelsea (RBKC), to ensure that physical health needs are addressed as well as mental health and wellbeing. The additional staff will ensure that:</p> <ul style="list-style-type: none"> • Bereaved and survivors are signposted to appropriate services in the community and My Care My |

Way;

- Complex cases are managed alongside primary care;
- There is a planned health contact made with all individuals covered by the agreed definition of being bereaved or a survivor and those living in the walkways surrounding Grenfell Tower.
- Services for the survivors and bereaved are coordinated for all health and social care services, regardless of whether or not people continue to live in RBKC.

Specialist services specifically commissioned from Imperial College Health Care NHS Trust to enable a rapid referral pathway for anyone potentially affected by the fire

- Respiratory – Fast track respiratory clinics were set up to enable those presenting with respiratory concerns following the fire to be referred by their GPs for rapid specialist assessment. As at end of November 2019, 125 patients have been reviewed by the team since August 2017.
- Specialist Paediatric Service – This is comprised of an annual paediatric appointment with a General Paediatrician and an annual specialist paediatric respiratory appointment (for survivors only) with a Respiratory Paediatrician. Each appointment is offered to the child and family for 90 minutes. The aim of the service is to provide long term monitoring of an individual child or young person's health over the years to come.
- Specialist Adult Respiratory Service – The focus of this service is survivors of the Grenfell Tower fire. The service is designed to provide long term monitoring of respiratory health and lungs and is offered at two bases St Mary's Hospital or St Charles Health and Wellbeing Centre. The appointments are offered on an annual basis.

Grenfell Telephone Night Service

Extensive engagement was undertaken with the community through September and October 2019 and review of the overnight calls to the service continued through November and December 2019. The volume and frequency of calls remain very low; as a result the decision was taken to merge the night telephone service with the 24 hour Single Point of Access (SPA) for Adult Mental Health (SPA) and the Grenfell Support Line, run by the Central North West London NHS Foundation Trust (CNWL) from 8pm on Monday 20 January 2020. A communication exercise commenced on Monday 6 January 2020 to let people know about the change.

Staff within the SPA have undertaken additional training in relation to the geography and the type of issues previously raised. There has been direct communication with the people who had previously accessed the Grenfell telephone night service by the CNWL team to ensure that they are aware of and feel supported through this change.

Grenfell Health and Wellbeing Service

The uptake of initial screening has reduced as the distance from the Tower increases. The current screening programme is under review by CNWL with proposed changes to the service expected to be implemented in the 2020/21 financial year. The existing service has been used by more than 9,000 residents of North Kensington onward referral rates to other services has been low, indicating that most health issues have been addressed within the consultation..

Primary Care

A Primary Care Compact has been developed aimed at addressing variability across primary care – The Compact outlines access and availability of appointment requirements GP practices are asked to meet and is a response to feedback from the community, especially the bereaved and survivors. The document has been reviewed by the Local Medical Committee and has been circulated to all North Kensington GP practices with Survivors and the Bereaved patients. Work has commenced with GP practices outside the North Kensington area to encourage their commitment, although the numbers of bereaved and survivors is smaller.

WL CCG is progressing with the proposal to recruit GP clinical fellows to work in GP practices in North Kensington . We will be working closely with Imperial College Healthcare NHS Trust to formalise the recruitment process for the posts. This is aimed at increasing GP capacity in North Kensington.

Since July 2017 to end of December 2019, primary care GP practices have delivered 10,167 extended GP appointments to the residents of North Kensington.

Enhanced Health Checks

Through September and October an advertising campaign was run to encourage uptake of the enhanced health checks available through GP practices and a community provider. The number of health checks taking place in primary care has almost doubled since September 2019. Primary Care GP practices, and Thrive Tribe who are providing supplementary capacity and community based access to this service, have delivered a total of 2444 enhanced health checks from November 2018 to end of December 2019. The health checks are aimed at identifying any emerging health issues and providing reassurance to the community. An evaluation of this service is planned for March 2020.

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. The format of the strategy is being reviewed taking comments into consideration and future needs identified through engagement and learning from other international disasters. It is planned (subject to appropriate approval) that the final version will be available by the end of January 2020.

Self-Care and Prevention

Updates on the work and services in this area include:

- Maxilla Men's 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;
- the Trauma-Informed Yoga Programme has started – outcomes will be evaluated early 2020;
- the direction of travel for the Social Prescribing programme has been agreed and on-going engagement is underway to ensure that the programmes deliver what is required;
- training has taken place for frontline staff – the programme is called Mind, Body, Breath; and
- health coaching has taken place for front line staff working in North Kensington – the training was aimed at voluntary sector, primary care and wider health staff.

Engagement Events

- September 2019 at Al'Manaar: Event for VCS and Faith based organisations in North Kensington to discuss what a Culturally Competent Model of Mental Health and Well Being should be. The event was attended by twenty organisations and agreed as a first step that the services currently being provided should be written up as a model and their effectiveness assessed. This work will commence early in the New Year.
- October Health Partners Event: It is currently planned for the Health Partners Programme to be launched in late January or early February 2020.
- September 2019 Grenfell Community Assembly on Health
- October to December 2019 Engaging on Health Partners Programme
- December 2019 to January 2020 Engagement on Grenfell Telephone Night Service merger with SPA and Grenfell Support Line

Cultural Competency Framework

The intention is to roll out training across Primary Care and NHS services as a whole.

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

The CCG is continuing to work closely with the community to ensure that the needs of survivors and bereaved as well as the wider North Kensington population are addressed to build a resilient community for children and adults following the disaster.

Financial and resource implications

Finances for the 2019 / 2020 financial year were approved by NHS West London CCG Finance and Activity Committee, also NHSE; this included an outline Financial framework for the remaining four years of the North Kensington Recovery programme.

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.

Risk

No risks arise from this paper directly but a register of risks relating to the North Kensington Recovery work is maintained and reported on. The current top three risks being managed and mitigated are:

1. Variations in Primary Care services (in terms of provision and access to those services);
2. Cultural competency and cultural appropriateness of services; and
3. Delays to the publication of the health and well-being strategy and the impact such could have on residents feeling their views are being taken account of appropriately.

All three risks areas are currently rated as 'amber' and the paper above speaks to some of the current mitigations. All are assessed to be holding steady or improving at this time.

Supporting documents

n/a

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

| Committee name | Date discussed | Outcome |
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| Name | DD/MM/YYYY | |
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