

<b>Date</b>	26 March 2019
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<b>Title of paper</b>	<b>North Kensington Recovery progress report</b>
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<b>Confidential</b>	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)

<b>The Governing Body is asked to:</b>
<b>Note</b> and discuss the report.

<p><b>Summary of purpose and scope of report</b></p> <p>This month's report focuses on six key areas:</p> <ol style="list-style-type: none"> <li>1) Dedicated Service update</li> <li>2) Health Recovery Strategy update and launch plan</li> <li>3) Communications Strategy update</li> <li>4) Update on Enhanced Health Checks</li> <li>5) Self-care and Social Prescribing</li> <li>6) Business Case update</li> </ol> <p><b>1. <u>Dedicated Service update</u></b></p> <p>A dedicated service for, and designed together with, survivors and the bereaved will help build resilience and support for the most vulnerable in our community. This service will work across boundaries to join up the services and care provided by the NHS and the Local Authority in a way that makes it easy for users. We will invest in dedicated resource for the bereaved and survivors which allows:</p> <p>Support for individuals and families through their journey to recovery by:</p> <ul style="list-style-type: none"> <li>• Helping people to navigate health and wellbeing services</li> <li>• Helping people to access the right emotional support</li> <li>• Support survivors and bereaved rebuild their futures</li> </ul>
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Focused help for people's physical and emotional wellbeing by:

- Providing a proactive approach to people's health and wellbeing outcomes through holistic case management.
- Offer people enhanced annual health checks with a focus on health promotion and identifying concerns or conditions early.
- Providing a long term specialist respiratory follow up service.

Two Case Managers from CNWL outreach team and two Senior HSCAs from My Care My Way are currently being recruited. These will be in a position to start on 1 April. The service specification will be part of and managed by CNWL and the team will be responsive to any changing health.

In April, the focus will be on starting the call and recall of children, individuals and families for the specialist respiratory services and paediatric support. Wellbeing services have already started and more are planned.

## **2. Health Recovery Strategy update and launch plan**

The North Kensington Recovery team are proposing to start a process of consultation with our partners, providers and community members to capture their feedback on the proposed Health Recovery Strategy, with a launch of the strategy planned for May 2019.

Since the fire, the NHS has delivered a clear message to our local residents; we are here to stay and are committed to delivering the best possible care for those affected by this major incident. In January 2019, NHS England launched the new NHS Long Term Plan. This together with the announcement by the NHS, in October 2018, with an allocation of up to £50m for healthcare provision for those affected by the Grenfell Tower Fire over the next five year means we have the investment and direction to deliver high-quality healthcare for years to come.

Since the tragedy, extensive engagement has taken place with individuals, families and stakeholders of North Kensington which has led us to themes we will prioritise in the Health Recovery Strategy. We are also clear that our communities want to be less reliant on clinical interventions and want to build local community capacity for resilience, including through supporting community-led self-care projects.

We intend to review our services annually, based on the on-going feedback of our communities, providers and partners. We will keep our engagement efforts and channels open and active for patients to provide feedback and remain involved in on-going planning of their care and services.

## **3. Communications Strategy update**

A new communications and engagement strategy for North Kensington is currently being developed. Communications and engagement will support successful service development and delivery of the Health Recovery Strategy. The approach will reflect the needs of the diverse community, through language, spirituality, faith, culture and belief.

The communications strategy will focus on the 10 priority themes that have been developed as a result of community engagement. The strategy will:

- Support delivery of the dedicated service for survivors and bereaved.
- Promote the learning from the International Review of Trauma and the Cultural Competency Framework to further develop healthcare services that understand and respect the importance of

difference.

- Further develop access via social media to facilitate health conversations for young men and women.
- Develop and promote the use of a directory of services that is accessible to the whole community.
- Work with the local community to develop a programme of events designed to let local people know what services are available.
- Commission local community, voluntary and faith groups to increase health literacy and drive health conversations that will encourage people to manage their long-term conditions.
- Promote the learning and outcomes of the international peer review to local, national and international audiences.
- Horizon scan and engage with the local community and other stakeholders to identify emerging or new health needs and develop initiatives to address these including the outcome of the soil toxicity assessment, suicide prevention, the independent enquiry, the anniversary of fire, and the future of the tower and the associated memorial.
- Develop a programme of activity to support delivery of self-care services, primary care services, emotional and wellbeing support services (mental health), children and young people's services and specialist physical health services.
- Develop a method of recording a database of individuals and organisations who have consented to receive health information electronically and by telephone.
- Develop a single NHS newsletter that will be issued on a quarterly basis that will be distributed electronically and in paper format to agreed locations including GP practices, faith and community venues.
- Develop a programme of activity to allow face to face communication. This could be under the auspices of faith and other voluntary groups or direct.
- Develop a programme of health events delivered through partner organisations or the community as a whole.
- Lead and manage any service change and development through good local stakeholder engagement and partnership.

#### **4. Update on Enhanced Health Checks**

Enhanced Health Checks continue to be offered to the North Kensington community through GP practices as well as Thrive Tribe, our community provider who are covering those practices who do not currently have sufficient capacity in primary care to deliver the enhanced health checks. Performance data is shown below:

- Number of 1 hour checks carried out by GP practices (from December to end of February): 105
- Number of 1 hour checks carried out by Thrive Tribe (from December to 11 March): 114

The first contract monitoring meeting with Thrive Tribe took place in March and these meetings will continue on a monthly basis.

Work will be carried out in April to set up inter-GP practice referrals, and communications have now been

agreed between the CCG and Thrive Tribe to promote the service.

The EHC Community SystemOne unit to record work undertaken by Thrive Tribe will be operational after 21 March 2019. Checks carried out by Thrive Tribe up to now were based on paper records, all of which will be transferred onto the SystemOne unit. The unit's record sharing capability will enable GP members to see activity carried out by Thrive Tribe (but will not allow Thrive Tribe to see the complete patient record).

From March onwards, Thrive Tribe will be operating at full capacity, with 3 dedicated enhanced health check practitioners. Previously 2 nursing staff from Thrive Tribe had been commissioned as an interim measure.

## **5. Self-care and Social Prescribing**

Building community resilience is a key element of the Health Recovery Strategy. Central to this is developing our self-care and social prescribing offer.

Using an asset based approach, we will enable local communities to support one another, creating community resilience and improving wellbeing.

Our approach to self-care and social prescribing in North Kensington will include:

- Using the self-care commissioning framework to develop and underpin our approach
- Building upon the best practice and successes of My care My Way
- Using feedback and experiences from local residents of North Kensington through our Health Recovery Strategy engagement to inform our service offer
- Increase capacity within current services where appropriate
- Developing and designing new service offers with local residents and partners
- Developing a social prescribing model for children and families, working with national, regional and local experts
- Developing local outcome measures for social prescribing informed through local engagement and our cultural competency framework
- Robust evaluation that will include both social and financial return on investment

An evaluation of the current offer has been completed whilst reviewing national and NW London local policy and NHS 10 year plan. West London CCG is currently working with a national social prescribing lead from the University of Westminster who is providing advice and support regarding the development and implementation of a strategic plan for social prescribing to specifically support the North Kensington community.

## **6. Business Case update**

On the 24 October 2018, the NHS Chief Executive announced that NHS England would be investing up to £50m to fund long term health screening and health support for those affected by the Grenfell tower fire over the course of 5 years.

Since then and following development of the Health Recovery Strategy and completion of the Community Engagement and other evidence a draft business case has been prepared with a total value of £46.7m. This was presented to F&A Committee on 26<sup>th</sup> of February and was noted and endorsed by the committee. This was subsequently re-submitted to NHS England so that the release of sufficient funds for financial

year 2019/20 can be requested.

### **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 £50 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 is being developed for each piece of the NHS's offer for the community.

### **Cultural Competency Framework**

The framework 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)

<b>Committee name</b>	<b>Date discussed</b>	<b>Outcome</b>
Name	DD/MM/YYYY	