

Emotional wellbeing

Jan – March 2025

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.

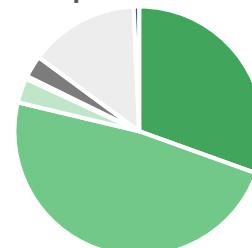
Information and self care

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

41 Communication requests received
Jan – Mar 2025

 Compared to Oct - Dec 2024

Request outcomes



- Social Media graphics/posts
- News story/ content/ editing/ translation
- Poster
- Merchandise/print order
- Leaflet
- Other design/work
- Video/Photographs

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

22 Workshops Jan – Mar 2025

 **8** Compared to Oct - Dec 2024

 **100%** Rated workshops good or above

11 Referrals to employment support Oct – Dec 2024

 **15** Compared to Oct - Dec 2024

Workshops included:
Resilience, Stress, Trauma, Hoarding, Sleep hygiene, ADHD, Positive body image

Interesting and engaging

Helpful and empowering

Employment specialists who work with GHWS and NHS Dedicated Service clients resulted in **5** employment outcomes Jan – Mar 2025

805 Contacts by community connectors

29 Events attended by community connectors

After a busy festive period, Q4 was quieter for the Community connectors

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.

- Work with the community to co produce wellbeing activities and interventions
- Work with NHS partners to deliver joint care
- Provide consultation and supervision for local community organisations

Collaboration Partnerships: Midaye, Together for Grenfell, BME Health Forum, Westway DT, Cleaner Steps, K+C Supplementary Schools, AF Legacy, Volunteer Centre K+C, Clement James, Equal People, The SPACE, Chelsea Community Champions, Youth Action Alliance, St Quinton's, Delgarno Community Centre & Lancaster West Residents Association

6 Collaboration requests received
Jan – Mar 2024

3 Compared to Oct - Dec 2024

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 95 children)

177 Survivors and Bereaved
(including 60 children)

with the GHWS Mar 2025

16 Groups run Jan – Mar 2025
2 Compared to Oct - Dec 2024

96% survivors and bereaved have been offered the service

71% accepting and 64% seen

The 4% that have not been offered are not contactable

Group work activity in this quarter includes: Older Adults, Gardening, Compassion, Wellbeing Swimming for Women, Healthy relationships

Felt accepted + supported. Group professionally and safely facilitated.

Good support and useful information shared

Compassionate, safe, supportive group. Helped me express myself + manage safe criticisms.

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.

65% Children have goals set.

10.6

compared to Oct – Dec 2024

61% Adults have goals set.

0.4

compared to Oct – Dec 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.

18 Events supported Jan – Mar 2025

10 Compared to Oct - Dec 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: Ministerial meetings, meeting between Deputy Prime Minister and Grenfell Tower Trust, London Fire Brigade Memory project, co-design workshops, Fire Evacuation Strategy, Future of the Tower event, Grenfell Memorial Commission, Parliamentary event responding to inquiry recommendations

Feedback

GHWS aims to collect feedback from their 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)

4 General PEQs collected Jan to Mar 2025.

These numbers are lower than those in Q3 where **13** PEQs were collected during the feedback week.

Happy with the service

Proactive involvement in therapy planning

Cultural and respectful service

100%

Would recommend the service

Digital Feedback Devices

58 responses Jan – Mar 2025

92% said experience of the service was good or very good

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

I am so grateful for the time you have given me and believe it will help me get to where I need to be going forward (just need to find the time to implement it). Thank you for all the sessions we had.

Thank you for all things you do for me. You are like angel to me and I have a very good feeling about you