

Emotional wellbeing

Apr – June 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

32 Communication requests received

Apr – June 2025

21,722 website visits

34 social media posts

9

Compared to Jan - Mar 2025

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

15

Workshops Apr – Jun 2025

7

Compared to Jan – Mar 2025

Workshops included:
Self-Care, Self-compassion, Isolation and
Loneliness, Assertiveness, Sibling, Confident
communication

Feedback from workshops show that all were positively received

16

Referrals to employment support Apr –
Jun 2025

5

Compared to Jan – Mar 2025

Employment specialists who work with
GHWS and NHS Dedicated Service clients
resulted in **7** employment outcomes Apr –
June 2025 two (2) more than the previous
three months

892 Contacts by community connectors

25 Events attended by community
connectors

After a quiet beginning to the year. April to
June was busier 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

9 Collaboration requests received
Apr – Jun 2025

3 Compared to Jan - Mar 2025

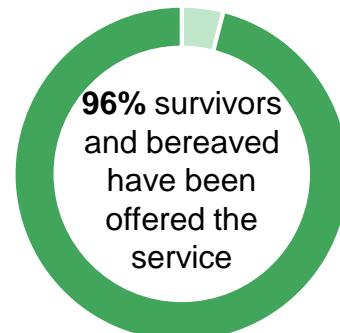
Interventions

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.

530 Open Cases
(including 97 children)

160 Survivors and Bereaved
(including 52 children)

with the GHWS June 2025



71% accepting and
64% seen

The 4% that have not been offered are not contactable

14 Groups run Apr – June 2025
2 Compared to Jan - Mar 2025

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

Outcome Measures

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.

63% Children have goals set.

2

compared to March 2025

64% Adults have goals set.

3

compared to March 2025

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.

16 Events supported Apr – Jun 2025

2 Compared to Jan - Mar 2025

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 included: 8th Anniversary events, Netflix documentary screenings, events for MHCLG, DMP and Bereaved and Survivors, Portobello Market, The Space at Tate Briton

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)

5 General PEQs collected Apr to Jun 2025.

These numbers are similar to last quarter.



Would recommend the service

Happy with the service

Proactive involvement in therapy planning

Cultural and respectful service

Digital Feedback Devices

6 responses Apr – June 2025

83% said experience of the service was very good

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

It was very good and I was able to express my feelings.

I had a session with 'X' and I feel less stressed after it

The music was good