

Emotional wellbeing

July – September 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

21 Communication requests received
Jul – September 2025

- 13,592 website visits
- 12 social media posts

 11 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

3 Workshops Jul – Sept 2025

 10 Compared to Apr – Jun 2025

 100% Rated workshops good or above

Workshops included:
Introduction to trauma and stress, Taking Care of ourselves

Interesting and engaging

Helpful and empowering

4 Referrals to employment support Jul – Sept 2025

 12 Compared to Jan – Mar 2025

Employment specialists who work with GHWS and NHS Dedicated Service clients resulted in **2** employment outcomes Jul – September 2025 **5** less than the previous three months.

July to September was quieter than the three previous months as school holidays impact this time of year

752 Contacts by community connectors

21 Events attended by 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, BME Health Forum, K+C Supplementary Schools, Afro Caribbean Centre, AF Legacy, Volunteer Centre K+C, Clement James, Equal People, Chelsea Community Champions, Youth Action Alliance, St Quintin's, Delgarno Community Centre & Lancaster West Residents Association

7 Collaboration requests received
Jul – Sept 2025

2

Compared to Apr - Jun 2025

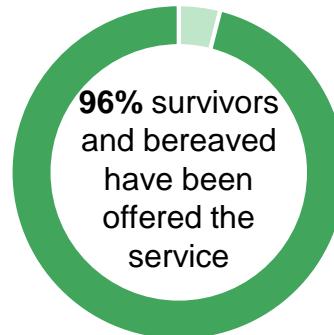
Interventions

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.

491 Open Cases
(including 88 children)

165 Survivors and Bereaved
(including 52 children)

with the GHWS Sept 2025



71% accepting and
64% seen

The 4% that have not been offered are not contactable

10 Groups run Jul – September 2025
4 Compared to Apr - Jun 2025

Group work activity in this quarter includes: DS Women's Yoga, Gardening Group at St Charles, Gardening Group at Lancaster West, Older Adults Group

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.

61% Children have goals set.

2

compared to June 2025

61% Adults have goals set.

3

compared to June 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.

2 Events supported Jul – Sept 2025

14 Compared to Apr - Jun 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 supported: Trellick Tower and Memorial Commission

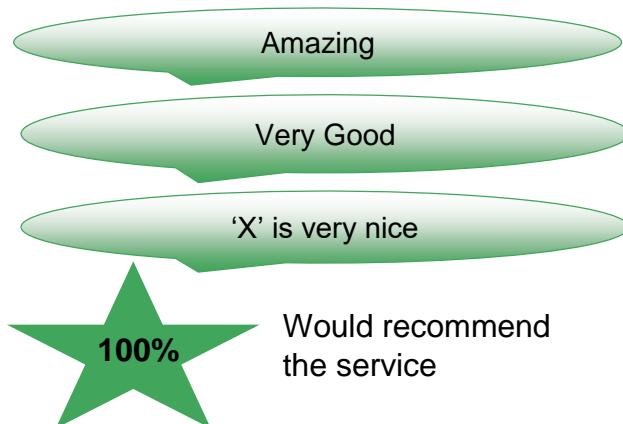
Feedback

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)

3 General PEQs collected Jul to Sept 2025

These numbers are lower than those in Q1 where **5** PEQs were collected.



Digital Feedback Devices

23 responses Jan – Mar 2025

87% said experience of the service was 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