

## NHS signposting and support guidance for Grenfell Tower incident

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### Physical health and wellbeing

1. People experiencing any health-related issues since the Grenfell incident should be encouraged to book an appointment with their GP practice. If they need healthcare advice and do not have a GP or your GP surgery is closed, they can dial the NHS helpline 111. If they do not have a GP, or their GP surgery is closed, they should call **111 (NHS 111)** for advice. They can also access a range of [NHS services](#) (local GP / local pharmacist / walk-in centre / [St Charles Urgent Care Centre](#), Exmoor Street, London W10 6DZ - open 8am to 9pm every day).

2. Health services can be accessed at [Westway Sports Centre](#), Crowthorne Road, W10 6RP where people will be able to access services and support **8am – 11pm**. This includes housing needs, emergency funds, health, social care services, experienced volunteers from the Red Cross and other organisations, food and above all, a kind and sympathetic team of people ready to provide advice on anything. GPs, District Nurses and mental health professionals will be on-site to provide support. TFL is providing a free shuttle bus service between the centre and the hotels providing temporary accommodation. Timetables for the bus routes will be available at your hotel if it is one of those included.

3. Obtaining **regular medicines** (otherwise known as **repeat prescriptions**)

It would be helpful to reach out proactively to people affected to see whether they have enough of their regular medications. The usual methods for obtaining a prescription and medicines still apply:

- Patients/carers order their medicines directly from their GP or have given their usual nominated community pharmacy (chemist) permission to order for them
- The GP practice creates a paper prescription for the patient/pharmacy to collect or they send the prescription electronically to the pharmacy

If patient/carer is unable to collect a paper prescription from their usual GP they can:

- Ask GP to send electronic prescription to their usual pharmacy or one nearby
- If the pharmacy is near their GP surgery the GP/pharmacy can liaise about getting the prescription to the pharmacy

**IMPORTANT:** If the patient normally gets all their prescriptions sent to their nominated pharmacy electronically, but need to collect their medicines from a different pharmacy, it is important for them to give their GP the details of the new

pharmacy otherwise the prescription may end up in the wrong place. If patients need regular medicines urgently and are not able to get a prescription before running out, they can ask a community pharmacy for an emergency supply or call 111 for advice.

### Mental health, emotional support, bereavement support, trauma support

1. There is a dedicated NHS response service number via which people can get access to **mental health support services** as well as information and advice 24 hours a day, 7 days a week, and 365 days per year. The number to call is 0800 0234 650 or email [cnw-tr.spa@nhs.net](mailto:cnw-tr.spa@nhs.net) / 18001 0800 0234 650 using TypeTalk. If anyone would like to talk to us in another language, we can organise a telephone interpreting service when they call.

2. **NHS Choices.** Feeling worried, anxious, angry, or not sleeping well may be a normal response to a terrible experience and will reduce over time. If people's symptoms are severe and they are in distress or symptoms last longer than 4 weeks, it may help for them to have support from a mental health professional. The information on the NHS Choices website (<http://www.nhs.uk/pages/home.aspx>) will outline possible symptoms and describe how to seek help.

3. If anyone is worried about their mental health as a result of this event please see attached NHS trauma support leaflets. It outlines common reactions, simple suggestions for how to cope and ways in which children may be supported to cope during the next few days.

### Mental health - community and voluntary sector support

A **Red Cross helpline** is in action to help give practical or emotional support to anyone who needs it and capacity of this is being expanded to give people a central point of contact. The number is 0800 4589472 - available 24 hours.

**Cruse Bereavement Care** offers support to adults, young people and children when someone dies, whatever the circumstances. They offer face-to-face, telephone, email and website support. Their free phone helpline is 0808 808 1677 and is open Monday to Friday 9:30am to 5pm (excluding bank holidays), with extended hours to 8pm on Tuesdays, Wednesdays and Thursdays. You can also email them on [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk).

**Muslim Bereavement Support Service** 020 3468 7333 [info@mbss.org.uk](mailto:info@mbss.org.uk)  
[www.mbss.org.uk](http://www.mbss.org.uk)

**Gardens of Peace Muslim Cemetery** 020 8502 6000 (open 8am to 6.45pm – 7 days a week) [www.gardens-of-peace.org.uk](http://www.gardens-of-peace.org.uk) [info@gardens-of-peace.org.uk](mailto:info@gardens-of-peace.org.uk)

**Samaritans** offer emotional support round the clock. Anyone can contact Samaritans in confidence at any time for free from any phone on 116 123 (even if you don't have credit on your mobile). This number will not show up on your phone bill. Or you can text 07725 90 90 90 or email [jo@samaritans.org](mailto:jo@samaritans.org) or go to [www.samaritans.org](http://www.samaritans.org) to find nearest branch where you can talk to someone face to face.

### **Children's Respite and Healing Kids on the Green**

Every day until Friday 23rd June 13.00 – 19.00 A calm space for families, children and teens to come for free food, drink and arts and crafts at Norland Open Space, W11 4TQ. All staff DBS checked, contact Zoe on 07904 808 347

## Support from local authority & central government: finance, housing, immigration

### **Social workers**

Families affected by the Grenfell fire have been allocated a dedicated social worker to provide practical support, housing, child-care, clothing, and support with co-ordinating finances. The RBKC contact team can be reached on: 020 7361 3013.

Any family and friends concerned about their loved ones please contact the **Casualty Bureau** on 0800 0961 233. If someone was reported as missing and has been found safe, please call the Casualty Bureau with an update.

### **UK Government website**

<https://www.gov.uk/guidance/grenfell-tower-fire-june-2017-support-for-people-affected> for information on: government benefits; banks; passport, visa and immigration services.

### **Local Authority website for emergency contact numbers**

<https://www.rbkc.gov.uk/newsroom/all-council-statements/emergency-contact-numbers>

### **Finance**

The Government has set up a dedicated benefit enquiry line for people affected by the fire at Grenfell Tower. The following numbers will be manned between 8am and 6.30pm, Monday to Friday:

- 020 7941 6661
- 020 7941 6634

DWP staff are also available at the Assistance Centre.

The Government has created a £5 million emergency **Grenfell Tower Residents' Discretionary Fund**. Every household whose home has been destroyed as a result of the fire will receive a guaranteed £5,500 minimum down payment from the fund. This will be made up of a £500 cash payment and £5,000 delivered through the Department of Work and Pensions into bank accounts or similar in a single payment.

The £500 cash payment is available immediately from the Council at the Assistance Centre or through the Post Office in Portobello Road. DWP support workers will assist households in accessing the £5,000 including helping them to set up a Post Office Card Account if they do not have a bank account.

### **Housing**

Residents who are displaced due to the fire should call the Kensington and Chelsea Council housing line on 020 7361 3008.

Grenfell Tower residents can get free legal and housing advice from [Shelter](#). Please call the London advice line on 0344 515 1540. Extended opening hours 8am to 8pm weekdays, 8am to 5pm weekends.

### **Immigration**

People directly affected by the fire at Grenfell Tower who are seeking guidance on UK passports, visas, or immigration, can call the advice line (0300 222 0000) 24 hours a day, to arrange for a call back by specialist teams.

Any calls from outside the UK should include the UK dialling code: +44(0)300 222 0000. Please note calls are in English. Immigration officers are also available at the Assistance Centre, along with those able to help with Consular assistance.

### **Pets**

Anyone affected by the fire in London and needing temporary accommodation for their dogs or cats please contact Battersea Dogs and Cats Home on 020 7627 9217. If your pet needs treatment or fostering, [Blue Cross animal hospitals](#) could be able to help. Call 0300 777 1890 for Victoria (central London), 0300 777 1800 for Hammersmith (west London) or 0300 777 1810 for Merton (south London).

### **Legal advice**

North Kensington Law Centre are running daily legal clinics to help local residents affected by the disaster to Learn about your legal rights, get access to legal support, and how the North Kensington Law Centre can help. Phone: 020 8969 7473 Email: [info@nklc.co.uk](mailto:info@nklc.co.uk) Web: <http://www.nklc.co.uk/>

### **The Grenfell Muslim Response Unit**

The Grenfell Muslim Response Unit is a coalition of 4 registered British Muslim charities (Muslim Aid, Human Appeal, National Zakat Foundation and Islamic Relief) providing relief and support to Muslim and non-Muslims) for victims and families of the Grenfell Tower fire and the surrounding estates: Provision of cash grants for families after a needs assessment; provision of supplies; provision of therapists/doctors/translators when needed; provision of legal representation; provision of meals; support hotline number: 0203 670 6004.