

Emotional wellbeing

October – December 2024

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

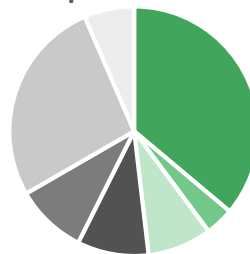
GHWS aims to provide relevant health and wellbeing information from our service as well as partners to all clients and wider community in a variety of formats, languages and platforms

41

Communication requests received Oct – Dec 2024

Compared to Jul - Sep 2024

7



- Social Media graphics/posts
- News story/ content/ editing/ translation
- Website
- Poster
- Leaflet
- Content review/edit
- Other design/work

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

14

Workshops Oct – Dec 2024

5

Compared to Jul - Sep 2024

100%

Rated workshops good or above

Workshops covering:

Resilience, self-harm, self compassion, self-discovery, neurodiversity, siblings and anxiety

Interesting and supportive

Informative and beneficial

26

Referrals to employment support Oct – Dec 2024

2

Compared to Jul - Sep 2024

Employment specialists who work with GHWS and NHS Dedicated Service clients resulted in 9 employment outcomes Oct – Dec 2024.

927 Contacts by community connectors

23

Events attended by community connectors

In the lead up to the festive period the community connectors were very busy with a significant increase in contacts compared to the 492 in Q2.

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: Kensington Leisure Centre, Morley College, The Volunteer Centre, Lancaster West Residents Association + Neighbourhood Team, The Space, Notting Hill Methodist Church, BME Health Forum, Together for Grenfell, Midaye, WAND, Latimer Veteran's Football Team, Clement James, Youth Action Alliance and Latymer Community Church

11 Collaboration requests received
Oct – Dec 2024

5 Compared to Jul - Sept 2024

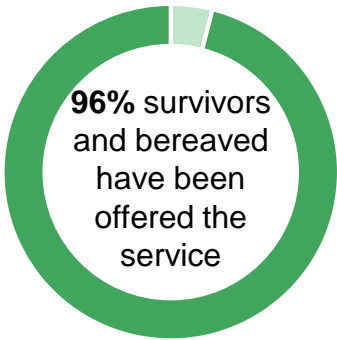
Interventions

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.

493 Open Cases
(including 83 children)

164 Survivors and Bereaved
(including 49 children)

with the GHWS Dec 2024

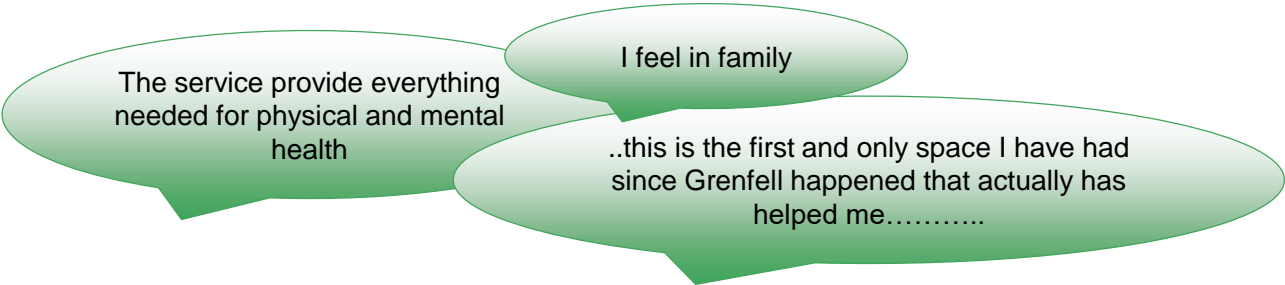


71% accepting and 64% seen

The 4% that have not been offered are not contactable

7 Groups run Oct – Dec 2024
2 Compared to Jul - Sept 2024

Group work activity in this quarter includes:
Older Adults, Gardening, CFT for Teenagers, Wellbeing Swimming for Women



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.

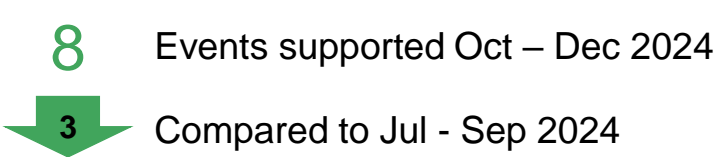
76% Children have goals set. 0.9% compared to Jul – Sept 2024

61% Adults have goals set. 8% compared to Jul – Sept 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.



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, meetings between RBKC and the Bereaved and Survivors, Festive Christmas Party – Community Access Scheme, Futures Fair

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)

13 General PEQs collected Oct to Dec 2024.

These numbers are lower than those in Q2 where 37 PEQs were collected during the feedback week.

PEQ numbers are historically low particularly in periods where there are holiday periods such as Christmas.

Digital Feedback Devices

26 responses Oct – Dec 2024

93% said experience of the service was good or very good



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

A parent gave positive feedback about the service her child received with us and about the accessibility of our service.