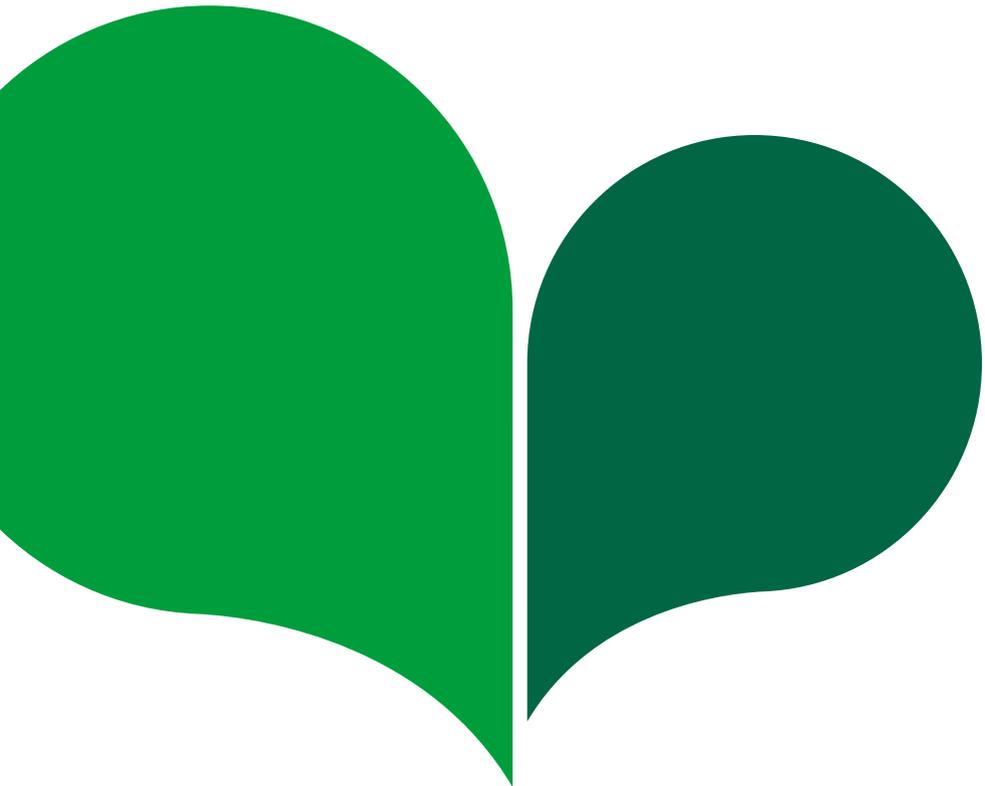


NHS Grenfell Dedicated Resource

Information for survivors and
bereaved of the Grenfell Tower Fire



Contacting the NHS Dedicated Resource



Telephone: 020 7938 8629

**Location: Friends and Family Assistance Centre (FFAC),
5 Floor, 17 Old Court Place, London, W8 4PL**

Current opening hours:

Mondays, Wednesdays, Fridays: 9am to 6pm

Tuesdays, Thursdays: 9am to 8pm

**The NHS Dedicated Service is not an emergency service.
In all cases where an emergency response is required you
should dial 999.**

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Introduction

The Royal Borough of Kensington and Chelsea (RBKC) Council, NHS West London CCG (WLCCG) and Central and North West London (CNWL) NHS Foundation Trust have set out their commitment to establish a dedicated service for the bereaved and survivors of the Grenfell Tower fire.

We have been working with the survivors and bereaved to design a long-term service which is aimed at recovery and resilience.

This NHS dedicated resource has now been established and is co-located with RBKC at the Friends and Family Assistance Centre (FFAC).

This leaflet provides an overview of what eligible individuals and families can expect from the service.

It sets out what is available through your caseworker and beyond.

We will update this leaflet regularly as the service continues to develop and evolve. It is also available in Arabic and Farsi; if you need a translated copy please speak with a member of staff.

We will continue to develop the service with the bereaved and survivors to make sure it adapts to your changing needs.



What is our approach?

The NHS Dedicated Resource is committed to:

- Providing **high quality, compassionate support** from clinical and non-clinical staff, from various professional healthcare backgrounds including nurses, social workers, systemic therapists, occupational therapist, arts therapists, psychologists, assistant psychologists and outreach support workers.
- Respecting you, taking time to get to know you, and building a working relationship of **trust and respect**.
- Showing **sensitivity and empathy** when discussing personal matters with you.
- Working in an **inclusive and flexible** way and demonstrating a **culturally sensitive approach**.
- **Working with you** to identify healthcare needs you want to focus on, and building a plan with you to find options to support you.
- Seeking your **consent and permission** to share information with other services unless there is a risk to your safety or another person.
- Keeping you **fully up to date** with latest developments and giving you notice in a timely manner.
- We believe all people are different and will always try to tailor our services to meet your particular needs.
- We will always see you as a whole person and hold in mind an awareness of your faith and cultural needs to underpin all aspects of the health offer.

- We provide a safe, caring and culturally appropriate supporting space to help victims cope with and come to terms with the effects of the tragedy.
- We will place an emphasis on making sure that those most in need are able to find and use services locally. We will develop relationships with the bereaved and survivors and support them to develop practical strategies for dealing with problems, and take up hobbies and other self-care activities to support their emotional wellbeing.
- We will focus on issues raised by people and help them develop ways of dealing with problems they are facing and provide them with a place where they can discuss their feelings with others who understand.



How the NHS Dedicated Resource can support you?

The service will:

- Understand cultural and linguistic barriers to healthcare.
- Be co-produced with the bereaved and survivors.
- Provide emotional and psychological support and advice to you your children and all members of your family.
- Support all dedicated service staff to deliver trauma informed support and advice.
- Coordinate care.
- Support wellbeing.
- Provide a family approach and provide individual psychological care.
- Show you how to find and use physical health care.
- Be co-located at the Friends and Family Assistance Centre (FFAC).
- Be available at the base.
- Help you with relationships with other providers.
- Provide creative ways of engagement (for example Art Therapy).

- Provide a mentor within CNWL for anyone considering a career in healthcare.
- We will provide you with consistent psychological and emotional support with realistic and appropriate cultural boundaries.
- Give you more time with your GP through longer appointments and an Enhanced Health Check.
- Long term monitoring of your lung health and breathing.
- Access to specialist health services if needed.
- Annual appointments for children with a paediatric consultant.

The service does not:

- Replace existing services you may be using (for example, from the Community Mental Health team, Adult Social Care, Children's Services).

Who is eligible for the NHS Dedicated Resource?

The NHS Dedicated Resource has been created to support the survivors and bereaved of the Grenfell Tower fire for their healthcare.

The service is for:

Survivors

- Adults and children who lived at Grenfell Tower as their main home at the time of the fire, including children born since.
- People who were visiting Grenfell Tower on the night of the fire.

Closely bereaved:

You will be eligible for the service, and considered as being closely bereaved, if you are related to the deceased in one of the following ways:

- Spouse/partner
- Sibling
- Parent
- Grandparent
- Child.

The household of the closely bereaved

We will work with the whole household in which a closely bereaved person lives.

Residents of Grenfell Walk

Adults and children who lived at Grenfell Walk as their main home at the time of the fire, including children born since. If you fit any of the above definitions, this service is for you.

Please see the RBKC Dedicated Service website for more information on the offer from RBKC.

Please remember that if you are not in one of these groups of people and you need help you can still use the Grenfell Health and Wellbeing Service, your GP and all the other support available for people affected by the Grenfell Fire.

How can the NHS Dedicated Resource support you?

NHS Dedicated Resource Staff come from various professional backgrounds, that include nurses, occupational therapists, family practitioners, social workers, and emotional wellbeing practitioners.

NHS Dedicated Resource Staff will:

- Offer relationship building and an exploration of healthcare need. In the NHS Dedicated Resource all aspects of wellbeing are considered
- Support and explore with you pre-existing or new and emerging health issues. Both emotional and physical healthcare problems, for example, diabetes, asthma, or anxiety or low mood
- Offer relationship support or support within the family
- Work alongside your dedicated worker, advising on issues that relate to your emotional and physical health
- Offer occupational therapy which could help with your day to day life, how to manage a new home and new surroundings
- Visit you at home
- Co-ordinate with you all of the care and support that you and your family need.

We will be working very closely with the bereaved and survivors to make sure that we are meeting your needs.

We can help you use the Grenfell Health and Wellbeing Service and all of the therapeutic treatments that are on offer to help with symptoms of trauma, anxiety and low mood.

For more information on the Grenfell Health and Wellbeing Service please see our website: www.grenfellwellbeing.com

Contact The NHS Dedicated Service

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Long term monitoring

Long term monitoring of respiratory (lung) conditions for adults, children and young people is also available for people who were in the Grenfell Tower and the Grenfell Walk at the time of the fire due to their increased risk from smoke inhalation:

- All adults will be offered an annual appointment with a specialist respiratory consultant.
- All children and young people will be offered an annual appointment with a paediatric consultant and paediatric respiratory consultant.

The consultants will then be able to offer advice, guidance and treatment to ensure the survivors' long term health is monitored closely.

Enhanced Health Checks

This health check is designed to detect the early signs of health problems and underlying health conditions. If anything is identified, people will be referred on to a specialist service.

The Enhanced Health Checks include a respiratory examination and mental health screening, much more than a standard NHS health check.

For adults, the three key parts include:

Respiratory examination:

- Spirometry (lung testing)
- Oxygen levels in your blood
- Physical examination of chest
- Smoking cessation intervention

Spirometry is a test of the lungs, conditions that can be picked up and monitored include asthma and chronic obstructive pulmonary disease (COPD). If anything needs further investigation you will be referred on to a specialist Respiratory Service.

Mental Health:

- Anxiety screening
- Depression screening
- Post-Traumatic Stress Disorder (PTSD) screening
- Insomnia/sleep review
- Alcohol use screening
- Substance misuse

Anything you need further support with, the Grenfell Health and Wellbeing service can help.

Physical examination and health promotion:

- Weight (BMI)
- Blood pressure and pulse
- Physical activity reviews with onward referral to gyms, personal trainer, etc.
- Dietary review with onward referral to various weight loss management programmes.
- Health advice around dental and eye care
- Bloods tests – to assess conditions such as diabetes, high cholesterol, thyroid function test and renal function if indicated.

For children, Enhanced Health Checks include:

- Checking concerns around breathing.
- Emotional health screening.
- Weight monitoring and links to local weight management services.
- Focus on physical activity and exercise programmes within the community.



This document is also available in other languages, large print, Braille, and audio format upon request. Please email communications.cnwl@nhs.net

هذه الوثيقة متاحة أيضاً بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة برايل للمكفوفين وبصيغة سمعية عند الطلب

Arabic

این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.

Farsi

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও টেপ আকারেও অনুরোধ পাওয়া যায়

Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

Somali

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

Portuguese

நீங்கள் கேட்டுக்கொண்டால், இந்த ஆவணம் வேறு மொழிகளிலும், பெரிய எழுத்து அச்சிலும் அல்லது ஒலிநாடா வடிவிலும் அளிக்கப்படும்.

Tamil

Este documento también está disponible y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

Spanish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabecie Braille'a lub w formacie audio.

Polish

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

Gujarati

Be belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

Turkish