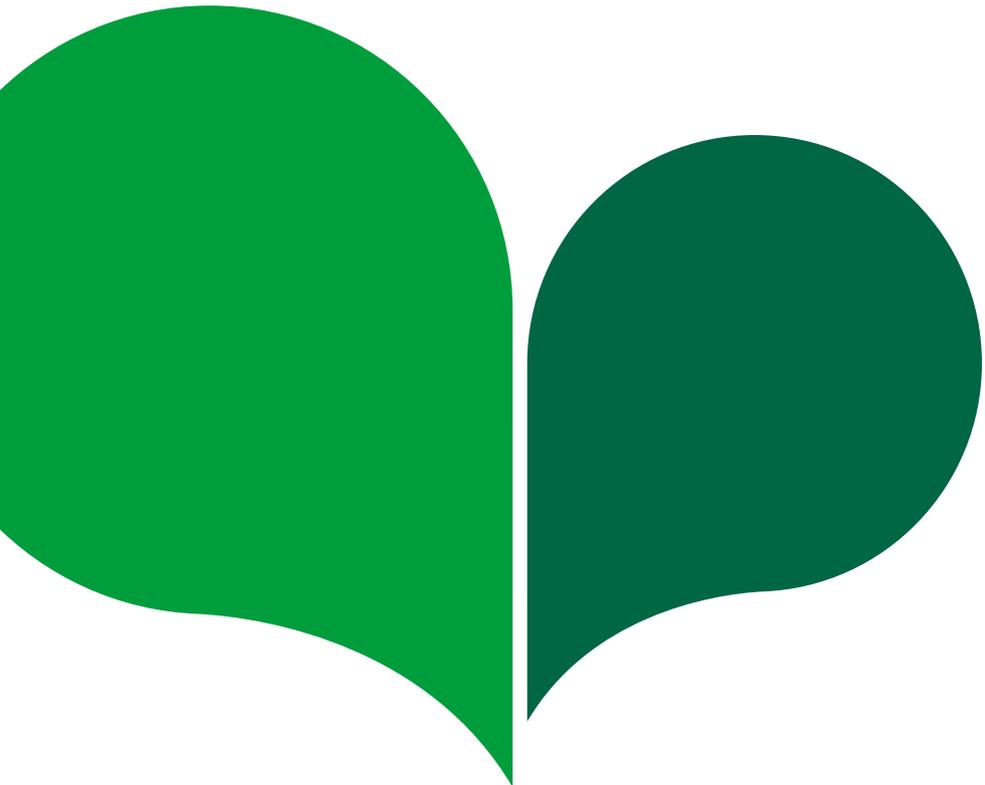


# NHS Grenfell Dedicated Service

Information for survivors and  
bereaved of the Grenfell Tower Fire



# Contacting the NHS Dedicated Service



**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 an emergency or where someone's life is at risk please  
phone 999.**

## Contents

Introduction	3
How the NHS Dedicated Service can support you	4
What is our approach?	6
Who is eligible for the NHS Dedicated Service?	8
Enhanced Health Checks	9
Long term monitoring	11
Visiting your GP	11

## 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 Service has now been established and is 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.

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.

CNWL NHS – Your local NHS provider  
WLCCG – Your local commissioning body  
which buys services for your community  
RBKC – Your local council

# How the NHS Dedicated Service can support you

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

## **The service will:**

- Work closely with the bereaved and survivors.
- Provide emotional and psychological support and advice to you your children and all members of your family.
- Coordinate the care and support that you and your family need.
- Support wellbeing.
- Provide a family approach and provide individual psychological care.
- Show you how to find and use physical healthcare.
- Provide you with consistent emotional support that is appropriate to your cultural needs.
- Understand cultural and language barriers.
- Provide creative ways of managing difficult feelings, for example art therapy.
- Support you to access longer appointments with your GP and an enhanced health check.
- Support you with pre-existing or new health issues, both emotional and physical, for example, diabetes, asthma, anxiety or low mood.
- Work alongside your dedicated service 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.
- Provide access to long term monitoring of your lung health and breathing.
- Access to specialist health services, if needed.
- Annual appointments for children with a paediatric consultant.

- Be located at the Friends and Family Assistance Centre (FFAC).
- Provide a mentor within CNWL for anyone considering a career in healthcare.

**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).

- 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](http://www.grenfellwellbeing.com)

**Contact The NHS  
Dedicated Service**

**T: 020 7938 8629**

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Assistance Centre (FFAC), 5 Floor,  
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# What is our approach?

## The NHS Dedicated Service 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 therapists, 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**.
- We will hold an awareness of your faith and cultural needs to underpin all aspects of the health service we offer.
- **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 of appointments and updates in a timely manner.

- We provide a safe, caring and culturally appropriate supporting space to help people 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 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 how they feel with others who understand.



# Who is eligible for the NHS Dedicated Service?

The NHS Dedicated Service 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 visit the RBKC Dedicated Service website for more information on the offer from RBKC: [www.rbkc.gov.uk/grenfell-response-and-recovery](http://www.rbkc.gov.uk/grenfell-response-and-recovery)

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.

# Enhanced Health Checks

The NHS is offering Enhanced Health Checks for residents who may be concerned about their health. They offer local people an assessment of their current health and wellbeing.

## Practices offering Enhanced Health Checks

The service is provided by the majority of the North Kensington GPs at the following practices:

- Barlby Surgery (AT Medics)
- Beacon Medical Centre
- Colville Health Centre (Drs. Blake, Mok, Chung & Parminder)
- Exmoor Surgery, The
- Foreland Medical Centre
- Golborne Medical Centre, The (Drs. Mohi & Razak)
- Golborne Health Centre, The (Dr. Ramasamy)
- North Kensington Medical Centre
- Portland Road Practice
- Notting Hill Medical Centre

## Making an appointment

If your practice isn't listed here your GP surgery will be able to offer you an appointment at an alternative practice in the area, speak to your practice reception.

Appointments are also available through our community provider Enhance, call **020 3434 2500** to book in.

The Enhanced Health Check looks at overall physical health and focusses on lung function, breathing and emotional wellbeing. If anything is identified, people will be referred on to a specialist service.

The checks are also an opportunity for people to raise any health concerns they may have and ask any questions.



## 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.

## Long term monitoring Visiting your GP

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.

GPs can help:

- Diagnose and help you manage common illnesses and injuries
- Refer to you a specialist service if you need one
- Prescribe appropriate medication if you need it

If you're not registered with a GP you can find out how to register by visiting [www.westlondonccg.nhs.uk](http://www.westlondonccg.nhs.uk) or talking to your dedicated service worker.

**Tell us,  
we're listening**

You can tell us what you think of this service by speaking directly to the service manager or by calling  
**020 7938 8629**

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