

Grenfell Health and Wellbeing Services: An Introduction

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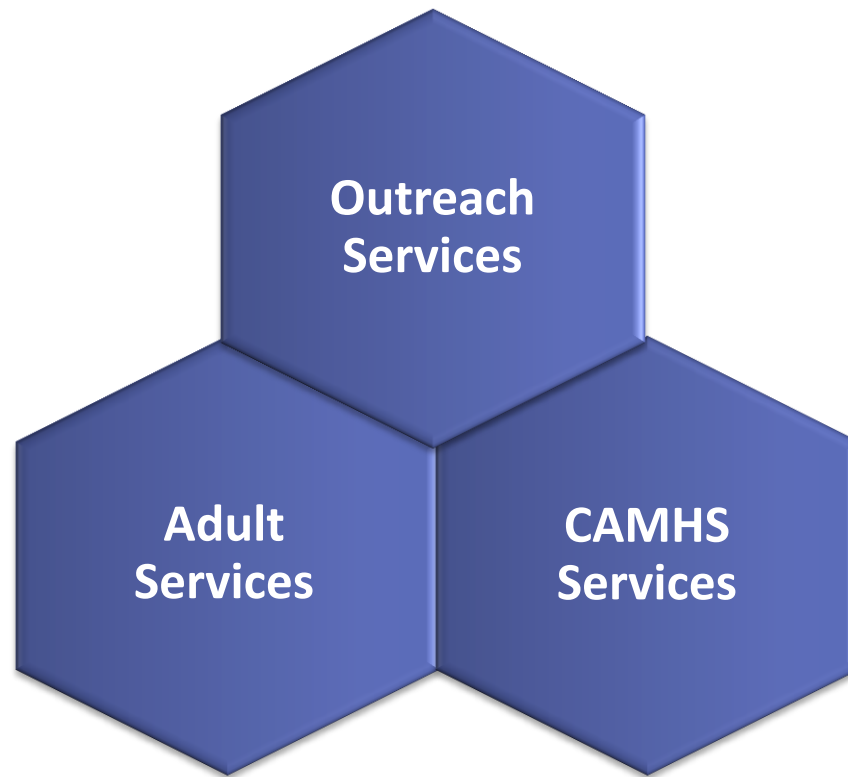
Immediately after the 14th June...

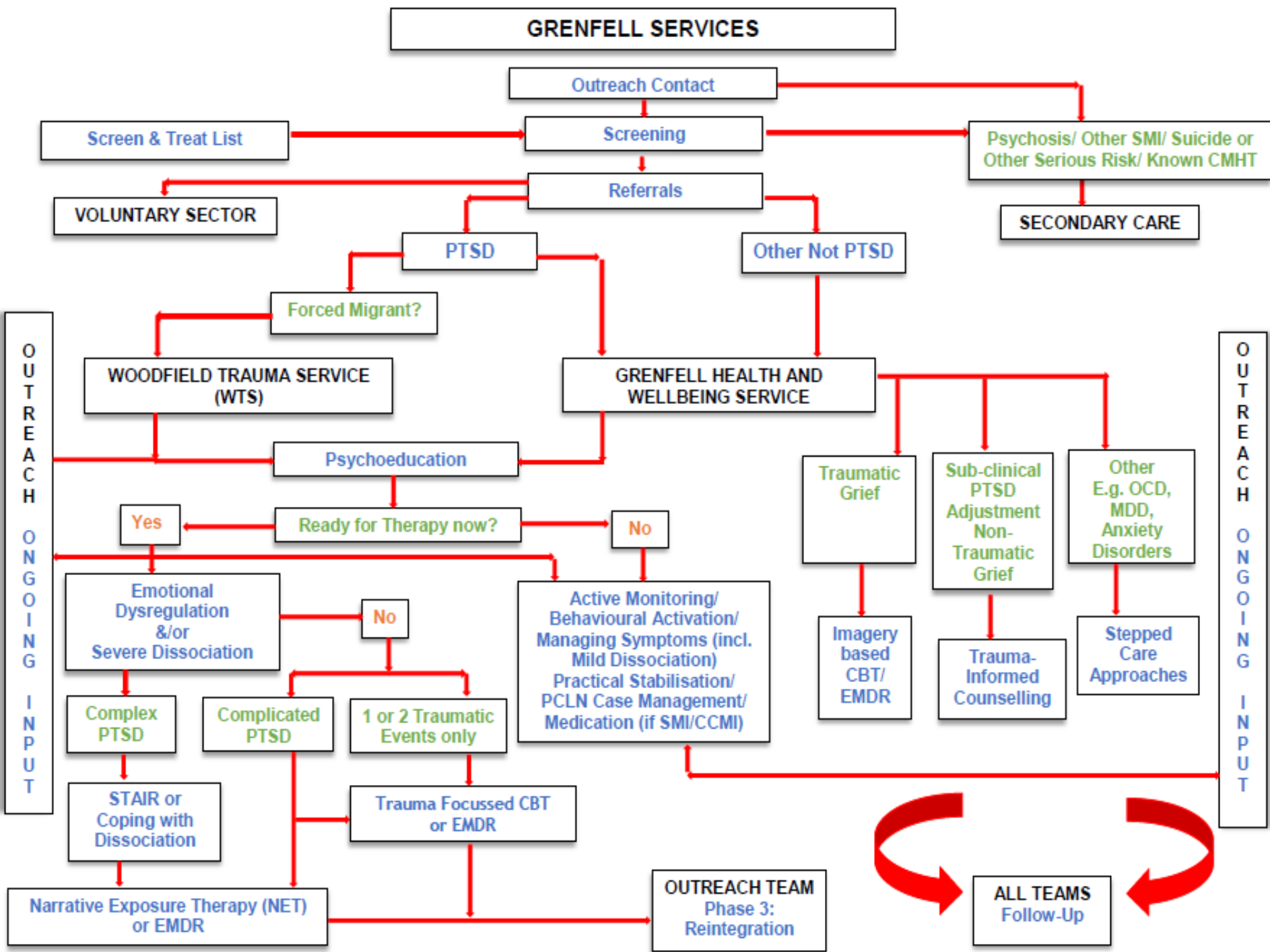
- **Working from the Westway Sports Centre – Rest Centre established during first day following the tower fire. Staff were pulled from across CNWL. Staffing a help desk at the Westway 24/7 in the initial weeks.**
- **The Curve – The Humanitarian Assistance Centre was then established at the Curve as the Westway wound down**
- **Community Venues and St Charles – The Services then established their admin and management bases in St Charles whilst offering therapy and outreach in the community**



Grenfell Health and Wellbeing Service

The evolving service model





3 Stage Model of Treatment

- **Phase 1: Stabilisation and Psychoeducation**
 - improving symptom management, self-soothing and addressing current life stressors to achieve safety and stability in the present.
- **Phase 2: Trauma Processing**
 - Trauma or bereavement -focused work using a range of evidence based treatments available across a range of sites and venues
- **Phase 3: Reintegration, reconnection and recovery**
 - Re-establishing social and cultural bonds, enabling people to develop greater personal and interpersonal functioning. Links with community events and networks



Therapeutic Services

Services offering **practical support** to people affected

NHS:

Take Time to Talk
Single Point of Access
CAMHS

Charities

MIND
CRUSE
Victim Support

RBKC

Grant-funded provision: new and expansion of existing providers

Educational Psychology
Support in Schools

Telephone Services

Samaritans
NSPCC
Childline

This is *not* intended to be an exhaustive list. See RBKC weblink for up to date provision:

<https://www.rbkc.gov.uk/kb5/rbkc/fis/advice.page?id=oOSYj1fnL14&localofferchannel=0>



1. Adults

- For those needing talking therapies

<https://take-time-to-talk.com/grenfell-self-referral-form/>

Tel: 020 8206 8700

- For those in crisis and severe symptoms

Call our Single Point of Access (SPA)

This is available 24 hours a day. Please let the operator know the reason for your call.

Tel: 0800 0234 650

Email: cnw-tr.spa@nhs.net

2. Children:

SPA CAHMS cnw-tr.camhsgateway@nhs.net Tel : 0203028847

- For Kensington & Chelsea CAHMS Referrals to Parkside 0208 383 6123
- For Westminster CAHMS 020 3204 5500
- Hammersmith and Fulham CAMHS (West London Mental Health Trust) 020 8483 1979
- Any referrals related to Grenfell copy: david.bailey4@nhs.net and jai.adhyaru@nhs.net



Self Refer

Grenfell Health and Wellbeing Service is a free and confidential NHS service for children and adults who were affected by the Grenfell Tower fire. We provide a range of psychological therapies and support to help you feel better if you or your children are feeling traumatised, unable to sleep, having memories or pictures of the event unexpectedly popping into your mind, or feeling anxious, stressed or worried. You can self refer below.



What does self refer mean?

Self refer is where you sign up to receive the help and support you want and need. You can sign up by clicking on the self refer button and filling in and submitting the form. This is the most direct way of referring in, if you'd prefer to speak to your GP about your needs first, you can - it's completely up to you.

What happens next?

Once we have received your form we will give you a call to talk about your needs; this usually happens within three working days of us receiving and processing your form. We will then offer an appointment within a week of contacting you if you require ongoing support from the service.

Complete Grenfell self refer form

Your Own Reactions Now to the Grenfell Tower Fire

Please consider the following reactions which sometimes occur after the Grenfell Tower Fire. This questionnaire is concerned with your personal reactions to the traumatic event which happened a few weeks ago. Please indicate whether or not you have experienced any of the following AT LEAST TWICE IN THE PAST WEEK:

- Upsetting thoughts or memories about the event that have come into your mind against your will
 - Yes, at least twice in the past week
 - No
- Upsetting dreams about the event
 - Yes, at least twice in the past week
 - No
- Acting or feeling as though the event were happening again
 - Yes, at least twice in the past week
 - No
- Feeling upset by reminders of the event
 - Yes, at least twice in the past week
 - No
- Bodily reactions (such as fast heartbeat, stomach churning, sweatiness, dizziness) when reminded of the event
 - Yes, at least twice in the past week
 - No
- Difficulty falling or staying asleep
 - Yes, at least twice in the past week
 - No
- Irritability or outbursts of anger
 - Yes, at least twice in the past week
 - No
- Difficulty Concentrating
 - Yes, at least twice in the past week

Trauma Screening Questionnaire



"Yes " to more 6 symptoms(a least twice in the last week) access questionnaire via self refer form



https://take-time-to-talk.com/grenfell-self-referral-form/

http://www.corc.uk.net/outcome-experience-measures/child-revised-impact-of-events-scale/



Further resources



1. National Centre for PTSD (USVD)

https://www.ptsd.va.gov/professional/materials/apps/pfa_mobile_app.asp

Mobile App: PFA Mobile

Following disasters or emergencies, the PFA Mobile app can assist responders who provide Psychological First Aid (PFA) to adults, families, and children. Materials in PFA Mobile are adapted from the Psychological First Aid Field Operations Guide (2nd Edition).

2. Royal College of psychiatrist

Has information leaflets and other resources in different languages, for adults and children , there is an app that can be downloaded and useful video clips.

<http://www.rcpsych.ac.uk/healthadvice/problemsdisorders.asp>

X

3. Northumberland Tyne and Wear NH Foundation Trust

Has very thorough and detailed self help leaflets

<https://web.ntw.nhs.uk/selfhelp>



You can order our leaflets individually or in bulk. Find out how.

Northumberland, Tyne and Wear  NH Foundation Trust

Mental Health Self Help Guides

The self help guides have been written by NHS clinical psychologists with contributions from service users and healthcare staff.

The guides offer users the opportunity to find out more about the causes of mental health issues and provide tools to work through feelings and emotions.

They are available in a range of formats including Easy Read, BSL and audio.

Titles include:

	
Bereavement	Controlling Anger
	
Anxiety	Depression and Low Mood
	
Stress	Social Anxiety



Wellbeing for life

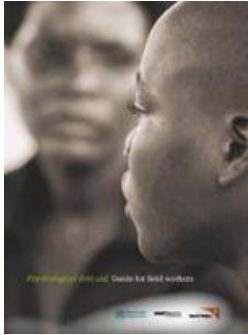
London | Milton Keynes | Kent | Surrey | Hampshire

Further Resources

Central and North West London



NHS Foundation Trust



- http://www.who.int/mental_health/publications/guide_field_workers/en/

Psychological first aid guide for fieldworkers and other leaflets and resources in many languages

- This is for immediately after a crisis but some chapters may be useful for working directly with people after a disaster
- **Audio exercises download**
<http://wellbeing-glasgow.org.uk/stressed/stress-2-2/>



- **E- learning for Health**

Mental Health awareness for health & social care staff.

<https://www.e-lfh.org.uk/programmes/mental-health-awareness-programme/>



Wellbeing for life

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CNWL Grenfell Training offer

- Mental Health First Aid
 - Trauma Awareness
 - Bereavement
 - Relationship Issues
 - Problems with Sleeping
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- Available to Staff, Volunteers or the Community
 - Contact claudiasalazar@nhs.net

