

Update on Grenfell Tower

Briefing for Health and Wellbeing Board

Overview

- Over 100 families have been allocated a dedicated social worker
- Providing initial practical support, housing, arrange money, childcare, clothing, anything they need.
- 220 people have been placed in accommodation
- On Thursday London Gold was evoked
- Ealing have taken on the lead in managing the rest centres
- Humanitarian Assistance Centre is being set-up to take over from the emergency rest centre
- We are receiving advice from an officer from Haringey who set up a similar centre after the Tottenham riots.
- Westminster are taking a lead in communications

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General

- Local NHS organisations in West London have joined together to provide a community based response, including support to casualties, their families and friends.
- Many of the casualties have been treated in hospitals across London.
- GPs, nurses and clinicians from mental health services have been on the ground providing physical and emotional support to those attending the Emergency Rest Centre and those who are helping.
- Director of Quality, Nursing and Patient Safety, for the CCGs and the Managing Director, West London CCGs have been leading the local community NHS response attending the Humanitarian Steering Group (Chaired by the Deputy LA 'Gold Command') and Chairing the NHS Health and Well Being Sub Group
- Response from GP's, nurses and mental health professionals has been overwhelming.
- Local NHS will continue to support the residents of Grenfell Tower, their families and friends, and all those affected for as long as is needed. Now moving towards a humanitarian relief phase. The NHS will play a central and proactive role (working with partners) that is likely to last weeks and months.

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On site care

- A multidisciplinary team of GPs, Community Nurses, Mental Health professionals, supported by staff from local Clinical Commissioning Groups has been on site 24/7 since the fire occurred and this will continue as long as is needed.
- Care has focused on the Emergency Rest Centre at the Westway Sport Centre with a focus on helping families and individuals who have been staying there and those who 'drop in' needing assistance and support.
- Health professionals now moving to a more proactive phase (focussing on 'assistance'), visiting the areas where people are naturally congregating to help them and signpost them to NHS services.
- On site health professionals have been working closely together, coordinating care and making sure their efforts are focused on the needs of the individual and family.

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Primary Care

- Communications sent to GPs regarding
 - Notification of incident
 - Seeking clinical primary care staff volunteers
 - Update briefing
- GPs asked to report any logistical issues impacting on their ability to deliver services. Other than some problems for staff getting to work no problems were identified
- GPs advised that they might have patients arriving from the incident with exacerbation of long-term conditions and were asked to prioritise these patients
- GPs were asked to consider deferring planned appointments to accommodate urgent requests
- In order to support victims of the fire who may experience distress and post-traumatic symptoms over time the Primary Care Liaison Service is working with third sector and community partners, faith groups and the Red Cross, to develop culturally sensitive peer support which will include group therapy

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Care Homes

- Joint commissioning team members supported the following activities:
 - Communication and liaison with Chelwest and Imperial Hospitals in respect of community bed capacity across health and social care
 - Supporting operational staff at Imperial Discharge Team to facilitate discharge
 - Support and co-work with West London CCG to support hospital discharges from Chelwest
 - Liaison with CLCH continuing care teams to ensure packages of care in place in affected areas
 - Liaison with Care Homes to make available capacity ready and accept telephone based assessment to expedite discharges
 - Liaison with Community Learning Disabilities Team to ensure appropriate support mechanisms in place to support this group
 - Liaison with carer and third sector organisations to ensure a coordinated approach to supporting local community
 - Work with partners continues in order to monitor the impact of the incident on other services to ensure that the needs of the vulnerable adults and older people and their families that CCGs are responsible for a met adequately.

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Acute Services

- Supported acute providers to manage patient discharges to create capacity

Mental Health

- Mental health Single Point of Access services across North West London operating as normal.
- Adults with mental health needs will be provided with a named coordinating lead worker from Adult Care Services who will work in conjunction with mental health clinicians.
- Adults who also need support from a mental health practitioner will have a named clinician. Central North West London Trust have received offers of help from wider MH providers, to ensure they have the capacity to respond as needed by local residents. Also close working in place with West London Mental Health Trust as a close neighbour and provider of Mental Health services in Hammersmith and Fulham, Hounslow and Ealing.
- Known service users have enhanced packages of care and support.
- Children will be a priority in the NHS' response with Central North West London Child and Adolescent Mental Health service taking a leading role. Discussions taking place with Kensington and Chelsea's Education Department on how they can link into schools in the borough. A named mental health professionals will be allocated to each school affected. School Nursing is provided by the same Trust. This will ensure an integrated approach will be developed.

Social Care

- We are ensuring all families have an allocated social worker
- Working closely with Children's Services (lead agency)
- Established daily conference calls, working meetings, rota cover and weekly team meetings system
- Agreed Business as Usual plan to ensure resources for crisis response are in place
- ASC presence at Crisis Response Centre/Westway
- Providing comprehensive, wrap around management starting with a joint assessment of needs with Housing and the overarching lead liaison person that will be aligned to police liaison work.
- Initial guidance issued to staff by Housing and Children's on services and resources that are available to meet needs.
- Contacting all residents known to ASC not on the directly affected list but in proximity to Grenfell who may need advice, assurance and support (phone and letter. All residents in the K&C North Team to be first priority.
- Further develop the long term holistic model for rehousing and recovery with all partners
- Rapid and responsive access to practical support, social care and health services and community support
- Considering how informal community support that has been provided can be supported so that this is part of the longer term.
- Communications and Support for Staff

Public Health

The public health team's response to this major incident has been at several levels:

- Liaising with Public Health England (PHE) and other relevant authorities at London level to contribute to the risk assessment of the situation with regards to population health and wellbeing and to ensure appropriate information from PHE (e.g. air quality assessment and safe debris removal) reaches both local service managers and the affected population as well as gathering and putting into practice locally the learning from experts and colleagues experienced in trauma management
- Reaching out to other relevant RBKC directors offering support when and as they may need it.
- Volunteering on the ground from day one
- Galvanising our commissioned services and partners to provide stepped up support and safeguarding (e.g. Health Visiting and School Nursing, Community Champions on the ground)
- Taking an active part in the Humanitarian Assistance Steering Group and the NHS response group, leading on the humanitarian needs assessment data collection, collation and subsequent dissemination of results as well as creating a single master database of victims of the incident to be used by all agencies involved to facilitate slick and secure access to all agencies operating on the ground now and in the future as the population needs change.
- The team is developing its thinking about how a public health approach can support the rebuilding of the community, specifically in relation to good mental health
- Developing a database to act as the single list of people requiring support

Education

- 8 schools have been directly effected in relation to their children or parents. All these school are located in RBKC.
- Burlington Danes school is hosting Kensington Academy who have been displaced.
- Educational Psychology teams in situ since 8am Monday to provide support
- Breifings from Ian Higgs have been circulated to RBKC school heads, these have also been circulated to LBHF heads.

Staffing

- LBHF have provided a number of social workers who volunteered (currently circa 20). They will be involved in supporting LBHF housing department and being allocated to the effected and dispersed residents.
- They will be part of a team allocated to each family which will also include a Police welfare officer, a Housing officer, and a member for the Red Cross. A number have all ready had families allocated to them from Monday.