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Title of paper	Grenfell Emotional Health and Wellbeing – Overnight support
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1. Purpose of the report

1.1 The purpose of this report is to brief the Royal Borough of Kensington and Chelsea (RBKC) Adult Social Care and Health Select Committee on the overnight support available to those affected by the Grenfell Tower fire. The report has been prompted by recent changes to the Grenfell Telephone Night Service as provided by the Central North West London NHS Foundation Trust (CNWL). It describes the original service offer, together with recent changes and concludes with a summary of the services currently available. The paper focuses on provision which supports individuals' emotional health and well-being, rather than their physical health care.

2. Background

2.1 The Grenfell Night Service was first established in September 2017 to provide access to dedicated out of hours mental health support. Initially a walk-in service was provided from temporary premises. This subsequently operated from Notting Dale Methodist Church. CNWL worked alongside Hestia Housing and Support to provide all round advice and guidance for those who could not sleep and needed somewhere to go out of hours.

2.2 Over time the uptake decreased and in October 2018 the walk-in service ceased. RBKC de-commissioned services from Hestia. At the same time WLCCG and CNWL took a joint decision to create a more targeted offer i.e. a dedicated telephone service with capacity for home visits to be undertaken as needed. This telephone service operated 10pm – 7am, 7 days a week.

2.3 Since October 2018, usage of the Grenfell Telephone Night Service also declined. Numbers reduced to less than a handful of calls per month. As a result consideration was given to merging the Grenfell-specific Night Service into CNWL's Single Point of Access.(SPA) The SPA provides a more broad ranging telephone response service 24/7, 365 days a year.

3 Community engagement in service change

3.1 WL CCG led a process of consultation about the service and the reasons why changes were being proposed. The consultation period commenced in July 2019 and continued through to September 2019, lasting a period of 8 weeks in total. A set of consultation slides were produced together with a set

of consultation questions, all for discussion with interested community organisations and individuals.

3.2 Overall feedback from the consultation was one of supporting the proposed direction of travel, although a number of issues were raised about implementation. These are summarised as follows:

- Communications about any service change would need to be effective and well managed. This to include very clear information about the service change, with information being disseminated by a range of methods to both service users and the broader community
- Community representatives were seeking full assurance that the SPA staff understood the Grenfell context and that there would be good working links between SPA and GHWS going forward. This to include clear arrangements for making a home visit the following morning if needed
- The impact of any new service would be monitored and reviewed using both quantitative and qualitative data.

4 Implementing the service change

4.1 An action plan was developed to ensure that all areas were covered before the merger took place: This included ensuring:

- All SPA staff were fully briefed and trained on Grenfell related matters. This was done through a mixture of face to face briefings and providing SPA staff with the information they need to recognise and refer Grenfell related callers to appropriate services.
- Ensuring that previous callers to the Grenfell Telephone Night Service were contacted individually so they knew about the merger, when it happened and what to do in the future.
- Carrying out as widespread communication exercise to ensure that as many individuals and stakeholders knew about the change. This included the development of a simple flyer/poster that could be used to advertise the merger and providing updates through the CCG and CNWL websites and twitter, e-bulletins, letters and other forms of communications.
- Ensuring health professionals, especially general practice, knew about the change and what services are available.
- Carrying out a small number mystery shopping calls to the SPA. This will continue post-merger.

4.2 Following the successful completion of the implementation plan the decision was taken to proceed with the merger and this took place at 8pm on Monday 20 January 2020.

5 Services now available

5.1 The emotional health and wellbeing services now available are detailed in appendix 1.

5.2 Given the service change is so recent it is too soon to assess the impact, other than to note that at the time of writing the report no areas of concern have been identified.

5.3 The intention is to review the situation initially on a monthly basis, moving to quarterly reporting going forward. This to include data on the number of Grenfell related calls to the SPA, together with any qualitative feedback. A commitment has been made to report back to the community via the Health Partners Board.

Appendix 1

Emotional Health and Wellbeing Services – available support

Who to contact when?

The services that are available for **adults** over the age of 18 are:

- **8am-8pm, Monday to Thursday and 8am-5pm on Friday:** Grenfell Health and Wellbeing Service on 020 8637 6279 or by e-mail Grenfell.wellbeing@nhs.net.
- **5pm-8pm on Friday and 8am-8pm at weekends:** Outreach on 020 8962 4393.
- **From 8pm, if you are 18 or over:** the NHS Single Point of Access for Adult Mental Health and the Grenfell Support line. You can contact this support line on 0800 0234 650 or e-mail cnw-tr.SPA@nhs.net.
- The person who answers the phone will be able to provide advice and support according to needs and if you wish will let the Grenfell Health and Wellbeing Service know so that they can provide further follow up support the next day if needed.

The services that are available for **children and young adults** up to the age of 18 are:

- **During the day (8am-5pm, Mon-Friday):** Children and Young Peoples Grenfell Health and Wellbeing Service on 020 8637 6279 or by e-mail Grenfell.wellbeing@nhs.net
- **After 5pm and at weekends:** If a child or a young person up to the age of 18 years of age needs help or anyone else has a concern they should call the CAMHS Gateway Service on 020 3028 8475.
- In both cases the person who answers the phone will be able to provide advice and support. This advice may be to go to A&E if the situation appears to be unsafe. Otherwise someone will talk about the immediate situation offering help and support where they can and arrange further follow up the next working day.

The NHS Single Point of Access for Adult Mental Health and the Grenfell Support Line

The NHS Single Point of Access for Adult Mental Health and the Grenfell Support Line provides a single point of access i.e. one number and one email address for referrals to secondary mental health services and support in a mental health crisis in the Boroughs of Brent, Harrow, Hillingdon, Kensington & Chelsea and Westminster, and also Milton Keynes (out of hours).

The team takes referrals from GPs and statutory services such as the Police or the London Ambulance services.

Non-statutory services such as housing associations, as well as other professionals can contact SPA for advice in relation to mental health support and signposting information for people that they are concerned about. People can make enquiries on behalf of a family member or friend, or for themselves; however people should be aware that due to confidentiality issues it may not be possible to share information about someone without their consent.

SPA can provide help and support in a crisis. In an urgent situation, patients may refer themselves; or referrals can be made on their behalf by family members, friends, or other services such as community, faith or support groups. It is best to make such a call in the presence of the patient, so they can be put on the line if required.

The team consists of qualified clinicians who are knowledgeable about different services and options. This helps callers to be directed to the most appropriate service to meet their needs.

The team provides advice and guidance through a triage process, where the urgency of care required is assessed. The team also have the ability to make appointments for new referrals to see one of the community mental health teams or refer onto Grenfell Health and Wellbeing Service

The Single Point of Access works closely, at times of mental health crisis, with our crisis resolution teams and our partner organisations from across the public and private sectors, to direct people to services most able to aid their recovery.

The CAMHS Gateway Service

The CAMHS Gateway Service is the night service for the CAMHS urgent care team. They work in conjunction with local hospitals and existing local CAMHS services to provide access for children and young people up to the age of 18 to a dedicated crisis and liaison service when they are experiencing an acute mental health or emotional crisis.

The aim is that young people are seen by a CAMHS clinician at first point of contact no matter what time of day or night. They provide rapid response, prompt assessment and where appropriate time limited brief interventions by CAMHS urgent care clinicians.

Reasons for urgent referral include:

- Following an overdose
- Following an incident and /or treat of self-harm
- Acute anxiety
- A dramatic and unexplained change in mood or behaviour
- They can also offer consultation on cases in which it may not be immediately clear what the presenting concerns and risks are to ensure that the safeguarding needs of children and young people are paramount.

The CAMHS Urgent team (UCT) in RBKC operates from Kensington, Chelsea and Westminster UCT (KCW) serving Chelsea & Westminster Hospital in Kensington & Chelsea and St Mary's Hospital in Westminster.

After 5pm on weekdays and After 5pm on weekdays and on weekends, people are advised to call the CAMHS Gateway on **020 3028 8475** to make a referral.