

The Healing Minds consortium has been set up by Kensington and Chelsea Mind to bring together Kensington and Chelsea registered counselling services and the NHS Take Time to Talk service to work together on our response to the Grenfell Fire tragedy; an event that has proved greater than the scope, experience and resources of any one organisation or sector working alone.

Shock and distress are normal symptoms following an emergency event and in time, these symptoms should start to heal as people process their experience, often with the help of friends, family and community. Some people may need some additional mental health support to regain their equilibrium. There are many different types of mental health support available in Kensington and Chelsea and services specifically set up to respond to the needs of people affected by the Grenfell Fire disaster. If you are in need of support, it is important that you know there are people here to help - no one needs to struggle to cope on their own.

We recommend that your GP should be your first point of contact to discuss your mental health concerns. They can refer you to a number of mental health services, including talking therapies, such as counselling. There are also a number of voluntary organisations and helplines offering services that can help. A number of GPs in north Kensington are extending their opening hours to ensure that people can get appointments if they need one. You can also visit one of the mental health and wellbeing drop-in and pop-up services that have been set up in the north Kensington area, specifically to support people affected by the Grenfell tragedy. These are run by the NHS and are there to offer emotional support.

## Help in an emergency

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Listed below are list of NHS, statutory, voluntary organisations and helplines you can contact for mental health support. However, if you think you or someone you know, is in danger of hurting themselves or others, please seek immediate help by calling emergency services. Dial 999, free of charge and ask for assistance.

## Mental health support in Kensington and Chelsea

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This information is provided by Healing Minds, a community consortia of registered charities, health and statutory organisations, who provide local counselling services for adults and children in Kensington and Chelsea. For information about Healing Minds visit [www.kcmind.org.uk](http://www.kcmind.org.uk)

## Mental health and wellbeing support for Grenfell

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### Mental health support for adults and children

- **NHS: Grenfell Assistance Centre**  
The Curve, 4 Bard Road, W10 6TP  
Call 0800 0234 650
  - Walk in service: every day between 10am and 8pm
  - Family and Friends Assistance Centre: Monday to Friday 9am to 5pm By appointment – contact Family Liaison Officers
  - Community outreach: NHS workers are carrying out door-to-door visits to people at home and in their temporary accommodation to see if anyone needs further NHS help. NHS workers will always have identification

- **NHS: Health Pop up Clinics for Grenfell**  
Pop up clinics across a number of locations in north Kensington offering emotional support and training in Mental Health First Aid, bereavement sessions, how to recognise signs of post-traumatic stress
  - For information about times and locations visit <http://www.kcmind.org.uk/news-article.asp?ID=144#.WaLZGrJ97X4>
- **RBK&C: Care for Grenfell**  
Care for Grenfell is a team that has been established to provide additional support for any residents that have been directly affected by Grenfell.  
Available Monday to Friday 9am – 5pm  
Call: 020 7745 6414  
Email: [areforgrenfell@rbkc.gov.uk](mailto:areforgrenfell@rbkc.gov.uk)
- **Out of hours support**
  - Housing: call 020 7351 3008
  - Social Services: call 020 7351 3013
- **RBK&C: Grenfell Key Workers Hub**  
Call: 020 7745 6400  
Or visit [GrenfellTowerKeyWorkerHub@rbk&c.gov.uk](mailto:GrenfellTowerKeyWorkerHub@rbk&c.gov.uk)

## Bereavement support for Grenfell

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- **CRUSE**  
CRUSE bereavement care is providing bereavement support for people who were bereaved in the Grenfell fire. This service is accessed through the Grenfell Assistance Centre Family Assistance Centre, above.

## Support helplines for Grenfell

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- **Red Cross Helpline for Grenfell:**  
Available Monday to Friday  
9am – 5pm  
Call: 0800 458 9472
- **Mind Blue Light Infoline for Grenfell emergency services**  
Mind's Blue Light infoline is specifically for emergency service staff, volunteers and family, Offering support with staying mentally well at work, different types of mental health services, how and where to get help, medical and alternative treatments, advocacy, information about post-traumatic stress disorder, existing mental health support and mental health and the law.  
  
Call: 0300 303 5999  
Text: 84999  
Email: [bluelight@mind.org](mailto:bluelight@mind.org)  
Website: [www.mind.org.uk](http://www.mind.org.uk)

## Mental health and wellbeing support ~ universal services

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### NHS: Single Point of Access (SPA)

If you or someone else you know is in need of more support than can be provided by the organisations on this list you can call the dedicated NHS response service number where your needs will be assessed and appropriate mental health support and information and advice will be provided. This is available 24 hours a day.

- Call 0800 0234 650 or email [cnw-tr.spa@nhs.net](mailto:cnw-tr.spa@nhs.net)

### Community Living Well (Primary Care)

Community Living Well is a new primary care service that offers easy access to a range of wellbeing and clinical services, including; information on self-help, peer support, employment support and support to navigate access to housing and benefits. Community Living Well also offers specialist support from mental health nurses and talking therapies.

- Community Living Well (North Hub), St Charles Centre for Health and Wellbeing, Exmoor Street, London, W10 6DZ  
Call: 0208 206 8700
- Community Living Well (South Hub), Violet Melchett Centre, 30 Flood Street, London, SW3 5RR  
Call: 0203 028 7805

Community Living Well Talking Therapies and Mother Tongue Service is delivered by Take Time to Talk. It is a free and confidential NHS service for people aged 18 and over who are registered with a GP in Kensington and Chelsea, Queens Park Paddington area. They provide a range of psychological therapies and support:

- Call 020 8206 8700 or visit [www.take-time-to-talk.com](http://www.take-time-to-talk.com)

## Crisis support

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For help in a crisis, please contact the Single Point of Access Crisis and Advice Line:

- **Single Point of Access**

Call 0800 0234 650 or visit <http://www.cnwl.nhs.uk/service/single-point-of-access-north-west-london-adult-community-mental-health-services/>

For listening support, there are a number of crisis support helplines you can call.

- **The Listening Place**

The Listening Place offers face-to-face support for those who think life is no longer worth living. Free, confidential, non-judgemental support. Call 020 3906 7676 or visit [www.thelisteningplace.org.uk](http://www.thelisteningplace.org.uk)

- **The Samaritans**

The Samaritans can be contracted for free, confidential support, 24 hours a day, 7 days a week: Call the Samaritans on 07725 90 90 90 or visit [www.samaritans.org](http://www.samaritans.org)

- **SANEline**

SANE is a UK mental health charity who work to improve the quality of life for anyone affected by mental illness. SANE runs an out-of-hours mental health helpline offering specialist emotional support and information to anyone affected by mental illness, including family, friends and carers. SANEline is open 7 days a week every day of the year from 4.30pm – 10.30pm.

Call 0300 304 7000 or visit [www.sane.org.uk](http://www.sane.org.uk)

## Voluntary organisations

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Mental health support, advice and information, counselling, psychotherapy and emotional support.

- **Al Mannar: Muslim Cultural Heritage Centre**

Al Manaar, have been are the forefront of providing practical, spiritual, pastoral and emotional support in response to the Grenfell tragedy. In partnership with Inspirited Minds, they are providing help, support and counselling: Call 020 8964 1496 or visit [www.almanaar.org.uk](http://www.almanaar.org.uk)

- **Al Hasaniya Moroccan Women's Centre**

Al Hasaniya provide practical and emotional support for women and their families. A programme of advice, advocacy and referral helps the women to deal with their problems and access mainstream NHS and voluntary services:

Call: 020 8969 2292 or visit <http://al-hasaniya.org.uk/support/mental-health>

- **Cruse Bereavement Care**

Cruse Bereavement Care is a national charity for people who have been bereaved. CRUSE offers support to adults, young people and children to understand their grief and cope with their loss. CRUSE can offer individual and group sessions. CRUSE also provide support groups for people bereaved by suicide:

Call: 020 8964 3455 or visit <http://www.kchf-cruse.org.uk>

- **Help Counselling**

Help Counselling Service offers low cost counselling and psychotherapy to a wide range of people, mainly in the west London area. As well as their core counselling service, Help is offering free listening support for people in temporary accommodation, individuals, and staff groups. Help is also working with organisations and staff groups who may have been affected and can provide information sessions about on how to look after your emotional and mental wellbeing following a major incident:

Call 020 7221 9974 or visit [www.helpcounselling.com](http://www.helpcounselling.com)

- **Hestia**

Hestia provides housing and mental health day services, including a free counselling service for people who need emotional support:

- Grove Resource Centre: 020 7221 0052
- The Oremi Centre: 020 8964 0033

Visit [www.hestia.org](http://www.hestia.org)

- **Kensington and Chelsea Mind**

A local charity affiliated to national Mind that provides advice, information and signposting to local services and recovery focused support services for people who are experiencing mental health difficulties.

Call: 020 8964 1333 or visit [www.kcmind.org.uk](http://www.kcmind.org.uk)

- **Midaye Somali Development Network**

Midaye is a registered charity providing advice, advocacy, mental health support and education services for members of the Somali community. Midaye is the co-ordinating group for Grenfell Community Forum.

Call: 020 89697456 or visit [www.midaye.org.uk](http://www.midaye.org.uk)

- **Mind and Soul Foundation**

The Mind and Soul Organisation is a Christian org that aims to educate people about mental health, help people recover from mental distress and engage people with the local church and emotional health services.

Call Premier Lifeline: 0300 111 0101

Or visit: <http://www.mindandsoulfoundation.org>

- **The Refugee Support Centre**

The Refugee Support Centre offers multi lingual counselling and psychotherapy services for refugees under 65:

Call: 020 7820 3506

- **SMART**

SMART is a day service offering a range of support services located in the south of the Borough, with outreach locations in north Kensington. Drop in hours are Monday to Sunday 10am to 4pm, and Monday, Wednesday and Thursday 6pm to 9pm.

Call: 020 7376 4658 or visit [www.smartlondon.org.uk](http://www.smartlondon.org.uk)



- **West London Action for Children**

West London Action for Children offers a range of counselling and therapy services for children in need, and their families. They support families under stress to develop their confidence and skills to cope with the ordinary and extraordinary challenges of family life:

Call: 020 7352 1155 or visit [www.wlac.org.uk](http://www.wlac.org.uk)

## Online support

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- **Elefriends**

Elefriends is an online, moderated, peer support forum run by Mind. Elefriends is a supportive community where people can give and gain support and share experiences with people who understand, based on their own lived experience of mental health problems:

Sign up for Elefriends at: [www.elefriends.org.uk](http://www.elefriends.org.uk)

- **Easy Life**

The Easy Health website provides videos and easy-read leaflets which help people with learning disabilities understand mental health issues and mental health care:

Visit [www.easyhealth.org.uk](http://www.easyhealth.org.uk)

## Volunteering

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### The Volunteer Centre

The Volunteer Centre recruits, supports, manages and develops volunteers. Grenfell Home-Start provides support and practical assistance for people affected by the Grenfell tragedy. The Volunteer Centre also provides support for the Grenfell area through the Kensington and Chelsea Ambassadors, Community Champions projects and Project Cup of Tea.

Healing Minds is encouraging local volunteers to register with the Volunteer Centre, to ensure they receive the training and support they need to look after themselves and others safely. Kensington and Chelsea Mind is offering free, Mental Health First Aid training to Grenfell volunteers registered with and referred by the Volunteer Centre.

- Call 020 8960 3722 or visit [www.voluntarywork.org.uk](http://www.voluntarywork.org.uk)

## Support with drug and alcohol problems

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- **The Alcohol Service**

The Alcohol Service (TAS) is a free and confidential alcohol service for adults, families, carers and affected others.

Call: 0800 014 7440

Email: [thealcoholservice.info@cgl.org.uk](mailto:thealcoholservice.info@cgl.org.uk)

or visit <https://www.changegrowlive.org/content/the-alcohol-service-hammersmith-fulham-kensington-chelsea-westminster>

- **Drugs and alcohol Wellbeing Service**

The Drug & Alcohol Wellbeing Service (DAWS) is the substance misuse treatment service for Kensington and Chelsea.

Call: 020 8960 5599 or visit <http://wellbeing.turning-point.co.uk/centrallondon/hubs/kensington-and-chelsea/>

- **Build on Belief (BoB)**

BoB is service user run organisation providing counselling support and social opportunities for people needing support for drug and alcohol problems.

Call: 0800 0234 650 or visit [www.buildonbelief.org.uk](http://www.buildonbelief.org.uk)

## Mental Health Helplines

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- **Anxiety UK**

Charity providing support if you've been diagnosed with an anxiety condition.

Call: 08444 775 774 (Mon-Fri, 9.30am-5.30pm)

Website: [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

- **Bipolar UK**

A charity helping people living with manic depression or bipolar disorder.

Contact via Website: [www.bipolaruk.org.uk](http://www.bipolaruk.org.uk)

- **B-EAT Eating Disorder Association**

Call: 08456 341 414

- **CALM**

CALM is the Campaign Against Living Miserably, for men aged 15-35. Dedicated to preventing men from committing suicide:

London helpline: call 0808 802 5858 (5pm to midnight)

Website: [www.thecalmzone.net](http://www.thecalmzone.net)

- **Men's Health Forum**

24/7 stress support for men by text, chat and email:

Website: [www.menshealthforum.org.uk](http://www.menshealthforum.org.uk)

- **Mental Health Foundation**

Provides information and support for anyone with mental health problems or learning disabilities:

Website: [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

- **No Panic**

Voluntary charity offering support for sufferers of panic attacks and OCD. Offers a course to help overcome your phobia/OCD. Includes a helpline:

Call 0844 967 4848 (daily, 10am-10pm)

Website: [www.nopanic.org.uk](http://www.nopanic.org.uk)

- **Mind**

Mind is the UK's largest mental health charity. It provides information and support to improve the lives of people suffering from mental distress. Call 020 8519 2122 or visit [www.mind.org.uk](http://www.mind.org.uk)

Mind also provides Helplines to make sure people get the help and support they need:

- **Mind Helplines**

All Mind helplines are available Monday to Friday, excluding Bank Hols – 9am – 6pm

- **Mindinfo**

Information on a range of mental health topics, types of mental health problems, where to get help, medication and alternative treatments and advocacy:

Call: 0300 123 3393 or text 85453

Email: [info@mind.org.uk](mailto:info@mind.org.uk)

- **Mind legal-line**

Legal and general information on mental health law:

Call: 0300 456 6453

Email: [legal@mind.org.uk](mailto:legal@mind.org.uk)

- **Mind Blue Light Infoline**

Mind's Blue Light infoline is specifically for emergency service staff, volunteers and family. The team provides information on a range of topics including; Staying mentally well at work, different types of mental health services, how and where to get help, medical and alternative treatments, advocacy, information about post-traumatic stress disorder, existing mental health support and mental health and the law.

Call: 0300 303 5999 (local rates) or text 84999

Email: [bluelightinfo@mind.org.uk](mailto:bluelightinfo@mind.org.uk)

- **Obsessive Compulsive Disorder Action**  
Support for people with obsessive compulsive disorder (OCD).  
Includes information on treatment and online resources:  
Call 0845 390 6232 (Mon-Fri, 9.30am-5pm)  
Website: [www.ocdaction.org.uk](http://www.ocdaction.org.uk)
- **Obsessive Compulsive Disorder UK**  
A charity run by people with OCD, for people with OCD. Includes facts, news and treatments:  
Call 0845 120 3778 (Mon-Fri, 9am-5pm)  
Website: [www.ocduk.org](http://www.ocduk.org)
- **PAPYRUS**  
Young suicide prevention society.  
Call: HOPElineUK 0800 068 4141 (Mon-Fri, 10am-5pm & 7-10pm. Weekends 2-5pm)  
Website: [www.papyrus-uk.org](http://www.papyrus-uk.org)
- **Premier Lifeline**  
The National Christian Helpline. Being there at the end of the phone. A place where faith and compassion meet.  
Call: 0300 111 0101 (9am-midnight, 7 days a week)
- **Rape and Sexual Abuse Support Centre**  
Call: 0808 802 9999 (Tuesday and Wednesday 12 – 2.30pm. 7 – 9.30pm)
- **Survivors UK**  
For male abuse victims:  
Call: 0845 122 1201 (Tuesday and Wednesday 7 – 9.30pm)
- **National Self Harm Network**  
Call: 0800 622 6000 (Daily 7 – 11pm)
- **Rethink Mental Illness**  
Support and advice for people living with mental illness:  
Call: 0300 5000 927 (Mon-Fri, 9.30am-4pm)  
Website: [www.rethink.org](http://www.rethink.org)

- **Samaritans**  
Confidential support for people experiencing feelings of distress or despair:  
Call: 116 123 (free 24-hour helpline)  
Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)
- **Sane**  
Charity offering support and carrying out research into mental illness:  
Call: 0845 767 8000 (daily, 6-11pm)  
SANE email: [sanemail@org.uk](mailto:sanemail@org.uk)  
Website: [www.sane.org.uk](http://www.sane.org.uk)
- **Winston's Wish**  
National charity for bereaved children
- **Young Minds**  
Information on child and adolescent mental health. Services for parents and professionals.  
Call Parents' helpline 0808 802 5544 (Mon-Fri, 9.30am-4pm)  
Website: [www.youngminds.org.uk](http://www.youngminds.org.uk)

## NHS Support tools and resources for Grenfell

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### NHS: Trauma Leaflet

If you are worried about your mental health the [NHS trauma leaflet](http://bit.ly/2sbZoxE) (<http://bit.ly/2sbZoxE>) may be of help. It outlines common reactions, simple suggestions for how to cope, including ways in which children may be supported to cope during the next few days:

- [Arabic Translation](http://bit.ly/2rFKdsR) (<http://bit.ly/2rFKdsR>)
- [Bengali Translation](http://bit.ly/2tSc9Kz) (<http://bit.ly/2tSc9Kz>)
- [Urdu Translation](http://bit.ly/2suhJoD) (<http://bit.ly/2suhJoD>)
- [Somali Translation](http://bit.ly/2umlVVM) (<http://bit.ly/2umlVVM>)
- [Farsi Translation](http://bit.ly/2skj5nN) (<http://bit.ly/2skj5nN>)

### Coping with stress after a traumatic event

Healthwatch (Central West London) and the West London Clinical Commissioning Group have developed two easy read leaflets on how to cope with stress after a traumatic event and how to support children:

- [Coping with stress after a traumatic event](http://bit.ly/2s3os5z) (<http://bit.ly/2s3os5z>)
- [Supporting children after a traumatic event](http://bit.ly/2rYVWqv) (<http://bit.ly/2rYVWqv>)

### NHS: Choices: your health your choices

If you are under 18, or are concerned about someone who is under 18, please look on [NHS Choices](#) for your local children and young people's mental health service. Children and young people may also access NHS help by visiting their GP, and schools may be able to provide support or refer them to local services:

- <http://www.nhs.uk/livewell/mentalhealth/Pages/Mentalhealthhome.aspx>

## Healing Minds ~ Trauma and DoNoHarm

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### Trauma

There is no specific definition of what might be a traumatic event. When thinking about critical incidents, we often focus on the more extreme events that can occur, such as the recent tragic events at Grenfell Tower and London Bridge. However, on a smaller scale, exposure to traumatic events can also affect people deeply, for example, having an accident, being a victim of crime, losing a loved one or witnessing a traumatic event.

Following a traumatic event, people can struggle to know what help and support they need and what assistance they can offer to friends, family, colleagues or volunteers exposed to trauma.

In any emergency situation, the first priority is physical safety. It is only when safety issues have been addressed that we can begin to think about psychological support and this is where specialist advice is most helpful.

### Psychological support

There is good evidence, widely agreed upon by emotional-shock/psychological trauma specialists, that is most often unhelpful and potentially harmful, to apply talking-therapies, in-depth psychological techniques or psychological medications during the first four/six weeks after an emotional shock, unless specifically recommended for individual cases on medical advice.\*

For most of us, the desire to help following an emergency is very strong and very natural. Mental health professionals and trauma specialists, across many therapeutic disciplines recommend *emotional, practical and social support* in the hours, days, weeks and months following a traumatic experience; giving time and space to allow the mind-body system to work through, what is commonly referred to as “acute stress reactions”. These are natural and normal reactions to a very “abnormal” shocking situation.

\*Exceptions to this would include expectant mothers, individuals who are especially vulnerable due to a pre-existing mental or physical health problem or where an individual is experiencing severe or worsening symptoms of emotional-shock, in which case a medical doctor should be consulted.



## Emotional support

The role we can best play as helper, community leader, employer or friend in the first four/six weeks is to adopt the “Do No Harm” approach when offering emotional support. While holding back from applying formal or informal therapeutic interventions, we can comfort and console individuals by offering a supportive “vigil” to nurture and support the natural healing processes and wait to see if the individual fully heals without the need for the specialist, intervention that only a trained mental health professional or trauma-counsellor can provide. This is sometimes referred to as “watchful waiting.”

### “Do No Harm”

1. Allow a settlement period - experts recommend between 4/6 weeks
2. Listen to community - listen to what is needed before instigating a response
3. Welcome emotions - allow emotional authenticity and people's honest reactions
4. Expert partnerships - create effective partnerships and communication between organisations across all sectors
5. Invitation not imposition - any activity we may deem beneficial should be undertaken with the invitation of the community or in partnership with a pre-existing community organisation
6. Humanise not pathologize - 90% of people impacted by trauma will make a full recovery without any specified psychological support. Individuals should be respected and valued and not labelled as "victims of trauma"
7. Respect religious and cultural diversity - take extra care to value and respect the cultural and religious diversity of a community. The best trauma response is one in which we unite around our shared humanity
8. Healing comes from within community - Trauma responses that fail to value and invest in the community will be ineffectual and short-lived. Attempts should be made to nurture the emotional healing that the community itself will generate

## Practical assistance

In the days, weeks and months of the self-healing process, an individual's mind-body system may be particularly vulnerable. Offering practical assistance can be particularly helpful; offering to help with shopping, attend or give a lift to appointments or help with the school run can make an enormous difference to someone struggling to regain their equilibrium.

Employers can help by offering reduced or flexible working hours or occupational health support.

During this time, nurturing and help needs to be finely balanced, so as not to completely disempower individuals. A natural antidote to a shocking experience of being overwhelmed is for individuals to feel back in control of their thoughts, their behaviour and their life in general. With compassion and working at the individual's own pace, supporting them to feel a restored sense of being able to cope with their daily lives can assist a return to full health.

## Social support

Following a traumatic event, individuals may want to withdraw from others. This may feel necessary in the first few days but prolonged isolation can make things worse. Connecting with others face to face can help with the healing process. Connecting doesn't have to mean talking about the trauma. In fact, for some individuals, that can just make things worse. Comfort can be gained from feeling engaged and accepted by others. Often individuals find it difficult to ask for support. In the early days and weeks following an emotional shock, visiting someone or offering an invitation to do normal things, such as going for a coffee, or a walk in the park - things that have nothing to do with the trauma - can help someone start to reconnect with normal life.

**Finding community or someone to talk to:** If individuals live alone or are far from family and friends, helping people to connect with their community or groups of interest can help reduce feelings of isolation. Supporting someone to join a club to meet people with similar interests and accompanying them to their first meeting can be very supportive.

**Peer support:** Being with others who are facing the same problems can help reduce a sense of isolation and hearing how others cope can help inspire individuals in their own recovery.

Recovering from trauma takes time, and everyone heals at their own pace but if months have passed and your symptoms aren't letting up, it is wise to seek the help of a mental health professional by contacting your GP.

## Seek help for trauma if you are:

- Having trouble functioning at home or work
- Suffering from severe fear, anxiety, or depression
- Unable to form close, satisfying relationships
- Experiencing terrifying memories, nightmares, or flashbacks
- Avoiding more and more things that remind you of the trauma
- Emotionally numb and disconnected from others
- Using alcohol or drugs to feel better