

Inquiry Support from the NHS

NHS Inquiry Support Line 020 8962 4393

(9am to 7pm; from 3 October overnight too, from 10pm to 7am)

The NHS with Hestia has been supporting people attending the Public Inquiry.

This support will continue but the NHS is offering additional help.

This is because bereaved, survivors and local residents are about to give their evidence.

We know that this will be emotionally distressing for those giving evidence, those watching the live stream, and those present at the Inquiry (but not giving evidence) who want to be there.

The NHS Grenfell Health and Wellbeing Service offers you support at the Inquiry in partnership with Hestia, so please talk to one of the NHS or Hestia staff members at the Inquiry. NHS staff wear green t-shirts and ID badges. Hestia wear green and orange scarves.

Personalised support before, during and after you give evidence

If you are due to give evidence and you would like to have some additional emotional support, before, during and after you give evidence, please contact us.

You can do this by:

- Speaking to your NHS therapist (if you are seeing or have seen someone)
- Speaking to a member of the NHS team at the Inquiry
- Emailing us – grenfell.wellbeing@nhs.net
- Referring yourself via our website www.grenfellwellbeing.com
- Calling us direct on 020 8962 4393 from 9am to 8pm or 10pm to 7am (note that this overnight number will be live from Wednesday 3 October)
- Ask your legal team to contact us.

We will also try to contact you, if we know when you are giving evidence and we have your contact details.

We will offer support tailored to your individual needs. This may include:

- Preparation for giving evidence, including a discussion around hopes and fears for the day.
- Developing strategies for managing trauma symptoms, such as flashbacks, anxiety and panic – and helping you to use them on the day of the Inquiry, if needed
- Planning the time after giving evidence, when you might replay events in your mind.

Personalised support for all

If you are attending the Inquiry but not giving evidence or if you are having your statement read but will not be present at the Inquiry we also offer personalised support that is specific to your needs too. Please contact us, as above.

Out of hours support

We have set up a dedicated support line for anyone who would like to discuss the Inquiry and the emotional impact it has – this will be answered by a person from the NHS Grenfell Team.

You can also book a time to speak to the team on the support line, (see the contact methods above.)

This support line number is 020 8962 4393 from 9am to 8pm, and 10pm to 7am (overnight live from Wednesday 3 October).

This is a free and confidential service for the community.

Looking after yourself at the Inquiry

Avoiding emotional fatigue

Some of the signs of emotional fatigue are:

- Unable to switch off from thinking about what you have seen and heard
- Having difficulty sleeping
- Feeling that you need to watch or attend the Inquiry all the time despite feeling exhausted and/or overwhelmed by it
- Neglecting other things in your life including family, friends, work or leisure
- Feeling numb or unable to concentrate
- Feeling unable to do relaxing or comforting things like take a walk or see friends
- Thinking you aren't able to talk about the feelings that you have
- Finding you can't stop talking about what you have seen and heard
- Noticing that you are drinking or smoking more than usual
- Not having the energy to keep going with day to day activities

These are some positive coping skills you might try:

- If you notice any of the signs listed above, think about the amount of time you spend at or watch the Inquiry and limit it to the parts that are most relevant to you
- Take things one step at a time
- Spend more time doing the things you usually enjoy
- Try and ensure you get enough sleep and rest
- Talk to people you trust
- Ask for help

If you feel you need to talk more about anything to do with your emotional wellbeing, NHS and Hestia staff are available daily at the Inquiry. Support is available at www.grenfellwellbeing.com