

Case study: London Terrorist Incident response – Fishmonger Hall: Outreach, Screen and Psychological Support service for London terror incidents (SLAM)

Background

Following the four terror incidents that took place in London in 2017, NHS London founded a service that provides a single point of access. The service is now providing response to the Fishmonger's Hall terror attack (2019). Those affected by these incidents can contact the service through the website, telephone (0800 number), email.

Proactive outreach

The service also provides proactive outreach to people that their contact details were provided by the police and Victim support. Proactive outreach is carried out via email, letters phone calls and community events. The outreach consists of providing information, offering a standardised screen for mental health difficulties and substance misuse and offer of repeated screening following a negative screen. The Outreach service provides in-house treatment for cases where local services are not able to offer timely, NICE recommended treatments.

The service used Communication to GPs and disseminated information about the service to other relevant agencies (e.g. Family Liaison officers, Faith and community leaders, Victim Support, Borough Market, Fishmongers Hall, etc.) as well as used media and social media as part of its outreach.

Services offered

Positive screens are followed with diagnostic assessment with specialist psychologists. The psychologist provides agreed treatment plan, referral to other relevant agencies and bridge to treatment with appropriate local service that can provide timely NICE recommended treatment.

The team continue to provide support during waiting time for treatment and follow up appointments to check engagement with treatment and outcomes as well as assessment of whether further support is required post treatment. The psychologists provide support around key dates such as anniversary, inquest as well as personal anniversaries.