



NHC Wales – Feb 2020

Workshop Feedback



Suite 103, Davina House
137-149 Goswell Street
London EC1V 7ET

Tel: 020 3239 1600
Email: info@hoardinguk.org
Web: www.hoardinguk.org

By Table

TABLE 1

Media: One word now

- Sensational
- Disrespectful
- Entertainment
- Unrelatable
- Influential

Media: What do we want to say?

- You're not alone
- Do we really want it in the media?
- Show the person not the problem
- To tell the 'before' story/reason behind hoarding disorder
- To show how little support is available
- Program to be client led
- Person centred
- Solutions
- 'Language' - the use not the word 'hoarding'
- Positive outcomes

What's working?

- Establish a relationship with client
- Non-judgemental approach
- Common ground
- Being empathetic
- Having a client led approach
- Realistic about time, change and accepting parameters
- Having a specialist team
- Learning from past experiences
- Chasing mindsets/sharing best practice
- Hoarding forum South Wales
- Not being afraid to challenge
- Assessing risks (person/neighbours/home/family/obligations)
- Taking clients feedback and implementing it
- Being persistent 'dog with a bone'

Who are we working with?

- Our role is to sustain tenancies and empower people
- Boundaries; finances; funding; mindsets; lack of resource/waiting list; mental health; non-engagement/fear of people judging; processes and procedures; work politics/top down approach; health and safety/risk
- Tenancy agreements/conflict of priorities



Value driven process

- Develop/create local support group for 'hoarders'
- Expand hoarding forum/invite new members
- Champion our service
- Break barriers by building trust

Boundaries

- Getting the right people together
- Virtual conference calls
- Getting commitment from partners
- Improving communication between partners (circulate papers ahead of meetings)
- Asset - home - protecting - safety - tenant - person
- Mental health services
- Access, enable contact
- Professionals and staff
- MDT
- Action plan - enforce if not followed
- GDPR - information sharing
- Not letting anybody in
- IT systems - duplication
- No one talks
- Owner/occupier Vs tenancy agreement
- Service level agreements
- Funnelling
- Data collection
- CARE PLAN VS PERSONAL BUDGET
- Legal side
- Access
- Initial engagement
- Resistance to change
- Other agencies who are needed
- Time money

- Support worker
 - Boundary - Level of responsibility escalating; Safeguarding
 - Service user
 - Self-owner of property and trauma in removing items
 - Working with the condition
 - Flexibility



- Potential for huge effect and individual regarding hoarding
- Adult social care
- Referral too late
- Safety being felt by the service user

- Hoarders boundaries
 - Mental capacity
 - Understanding
 - Trust
 - Finances

- Cobweb of issues
 - Stigmatised
 - Media
 - Cultural awareness

- HA Boundaries
 - Budget
 - Trust
 - Understanding from other professionals

- EH Boundaries
 - Time
 - Legislation
 - Engagement with hoarder and professionals

- Service users and Professionals
 - Gaining trust
 - Disruption
 - Consistency with user
 - Building trust continuous support
 - Understanding and user not reliving experiences each appointment
 - Lack of training
 - Coordinator
 - Communication between teams/departments

- Conflicts
 - Legal side
 - Access
 - Initial engagement



- Resistance to change
- Other agencies who are needed
- Time money
- Lack of recognition/acceptance
- Family
- Other professionals
- Inter-agency conflicts (passing on)

- Typical boundaries
 - Professional Vs Personal boundary
 - Ethical
 - Moral
 - Legal
 - Power base
 - Accountability
 - Holistic
 - SLA (for all to work together)

- Role Approved boundaries
 - Social worker (Legal power and duty, confidentiality)
 - Housing/Landlord (Fire, safeguarding, health and safety, enforcement)
 - Hoarder (Personal space, building wall for safety, don't want to feel judged)
 - Private business/ helping hoarder (Safeguarding, risk to individual, personal risk assessment, confidentiality)
 - Fire safety (Legal, risk assessment)
 - Family member (what prepared to tolerate, personal space from hoarder, respecting family members home)

Pathways

- Property - owner - no legal requirements/obligations - tenanted - tenancy agreement - Legal - Communal areas
- Fire service have no legal powers - just give help/support
- Nobody wants to take responsibility - who takes lead
- Building trust - on key worker giving support
- Communication



- Cost (lack of budget)
 - Staff
 - Resources
 - Justify expenditure
 - Recouping costs
 - Stops work progressing /who is responsible?
 - Prolongs the job for client
 - Prioritise other clients as more simple to complete their work
 - Sustainability
 - Client saving
 - More money/funding application support
 - National guidance consistent approach
 - Unknown
 - Fear
 - Shame
 - Life
 - Relationships
 - Loss
 - Judgement

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- Top down
 - Safeguarding
 - Presentation
 - Early treatment
 - Early diagnosis
 - Knowledge
 - Education
 - Resources
 - Awareness (professionals and public)
 - Availability of services
 - Awareness of how to access services



- Ice breaker form
- Appropriate pathways - flowchart
- Provision of information
- Format of information
- Based on individual assessment
- Person centred intervention assessment language
- Flexibility - engagement

- No choice
Clarity
 - Expectation
 - Respect
 - Space to give an opinion
 - Autonomy
 - Build a relationship
 - Person centred
 - Given tools to do it yourself
 - Different mediums of communicationWhen the support ends what happens next when services have to withdraw?
 - Mental preparation
 - Onward referral
 - Increasing networks
 - Involved in something
 - Avoid isolation
 - Support groups
 - Continuing safe and well visits
 - Reduce visits slowly

- Local Knowledge
 - Reuse
 - Repurpose
 - Recycle
 - Charity shops
 - Good causes - women's refuge

- Celebrate
 - Success
 - Use of space
 - Photos



- Changing behaviours
 - Bringing items in
 - Habits

- Who do I approach?
 - Family dynamics
 - The person
 - Psychology
 - Family
 - Engagement
 - Consent
 - Necessary and proportionate information sharing
 - Care act
 - MCA
 - Information sharing
 - Social care
 - Does this person have care needs?
 - Practical help
 - Working with tenancy funding
 - Advocacy
 - Guidance in person-centred manner
 - Lack of training and information

- Cost Base: - GP/Physical health
 - Benefits and finance
 - Fire and Police and Ambulance (emergency)
 - Environment, structure
 - Housing
 - Environment health
 - Mental health (Psych, wellbeing, trauma, anxiety, loss)
 - Social care
 - Family, friends, pets
 - Advocacy
 - Legal
 - Support groups
 - Police
 - Occupational therapy



- Assess the problem
 - What is the underlying problem?
 - When did it become a problem (who decides)
 - Coping strategies
 - Workshops
 - Promotion of help available
 - Support
 - Education
 - Early intervention
 - Early naming
 - Emotion
 - Why?
 - Drivers
 - Values
 - Emotion (high)
 - Comfort
 - Fill a void
 - Unhappy
 - Fear
- Tips
 - Take it step by step. Realistic goals
 - Need support, not just authority
 - Some accountability
 - Tailored service, individually based
 - ALL parties need to listen
 - Good communication, clear exploration
 - Being you
 - Do what you say
- Define Solution
 - Create a plan
 - Timeline. Goals. Accountability



- Tools
 - Listen
 - Ice breaker for where to go for help
 - Landlord checks
 - Conversations
 - Keep calm nook
 - Single point access advocate
 - Support groups



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