

## By Question

### Question 4 - Boundaries

**Table 1**

- 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)

## Table 2

- Person
- Not ready
- Non engagement
- Trust
- Non recognition
- Services
- Supportive language
- Listening
- Person centred approach
- No recognised support pathway
- MDT approach
- Not joined up
- Family and visitors to your home
- Who you let into your home
- Other people



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