

## By Question

### Question 5 - Pathways

#### Table 1

- 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 rekey 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
  - Fear
  - Unknown
  - Shame
  - Life
  - Relationships
  - Loss
  - Judgement
  
- Role Approved
  - Social worker (Legal power and duty, confidentiality)
  - Housing/Landlord (Fire, safeguarding, health and safety, enforcement)
  - Hoarder (Personal space, building wall for safety, do not 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)

- 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 communication
  - When 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
  - Fear
  - Necessary and proportionate information sharing
  - Care act
  - MCA
  - Information sharing
  - Social care
  - Does this person have case 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

## Table 2

- Identify - Door step experience
- Investigate - Home audit/clutter rating
- Assess risk/support required/reasons
- Multi agency working - create an action plan
- Identify tasks required and who is going to take responsibility
- Ensure the client has an advocate/family member is able to put across their thoughts and feelings
- Safety/risk (doors, cooker, electrics)
- Capacity (health/mental)
- Function (wash, sleep, eat)
- Support/Trusted person/Engagement
- Lead agency (Who client has rapport with. Bring in agencies to table)
- Assessment . Who does what and when - funding?
- What does client want/what do professionals want, prioritise areas/clutter image
- Timescales/expectations
- Risks (homes risk assessment)
- Fire risks (to person/neighbors/FF)
- Slip, trips, falls
- Escape routes
- Structural
- Action plan/support plan
- Relevant agencies to take responsibility for actions
- Aftercare (what is the client left with?)
- Build relationship of trust
- Dialogue not dictate
- Not to reinforce stigma/non-judgemental
- Assess need, willingness to engage, identify tenure
- Use of support and subtle language
- Explicit consent eg information (photograph, explanations)
- Person centred approach
- Transparent process
- Balanced flexible approach
- MDT approach (outcomes/ownership)
- Never do anything for someone they can do for themselves
- Never take ownership of someone
- Recovery (building rapport so people build insight into their own recovery)
- Want understanding that the client wants support, not just clearance
- Client needs to have control
- Responsibility for safety and risk
- Services for working together
- Sign posting
- Limitations (eg: time/workload, being able to touch things in someone's home)
- Legal
- Person with Hoarding disorder



- Family/friends
- Social services
- Housing
- Emergency services
- Mental health
- Environmental health
- Charity
  
- Time
  - Non engagement
  - Rapor
  - Financial
  - Legal vs non legal enforcement
  - Lack of understanding/training
  
- Housing
  - Tenancy agreement (monitored time frame)
  - Revisits/Audit
  - Legitimate access to properties
  
- Health Visitor
  - Prescriptive
  - Trusted person - open door to other agency
  - Clutter image rating scale
  - Make safe
  - Trusted person - not necessarily a professional could be a family member
  - Maintain a list of those you think can help
  - Detective work
  - Build relationships
  
- Adult care/Locality coordinator
  - Enabling not doing
  - Expectations
  - Lack of ownership
  
- Professional and/or Personal:
  - S.A Perspective
  - Care act 2014/MCA
  - Professionals guidance (thresholds, good practice documents)
  - Difficulties (capacity, consent, resources, inflexible services, communications)
  
- Fire
  - Fire safety of hoarder and others
  - Equipment
  - No enforcement/no entry (power of entry)

- Revisits
- Confidentiality Vs Info sharing
  
- Local Authority
  - Environmental health involvement (legislation)
  - Safeguarding
  
- Family
  - Consent
  - Ready/acceptance
  - Living with it
  - Clear boundaries
  - Keeping informed
  
- Charity
  - Safeguarding
  - MH act
  - Duty of care
  - Consent
  
- Owner Occupied
  - Engagement
  - Lack of authority
  
- Council Property
  - Aggressive approach (sometimes)
  - Fear of eviction
  
- Hoarding System
  - Access, trust, rapport
  - Assess, risk, hazards
  - Explain, reassurance, cooperate
  - Minimise risks
  - Look at other agencies for support. For your self and the service user
  
- First conversations
  - Plan PC (risks S/G)
  - Smart goals (time management, yes or no)
  - Multi agency group learning
  - Outcome measurement (CIR, Progress form, Photo's)
  - With prior knowledge/consent of client
  - In home with a trusted person
  - At clients own pace
  - Exploratory conversation

- What assessment do we use? Have a common framework?
  - Pets/animals
  - Fire alarms/smoke detectors
  - Social isolation
  - alcohol/substance misuse
  - What does client want
  - advocate/family/friends
  - 6 principles of safeguarding
  - Clients ability to make decisions
  - Neglect of health
  - Persons understanding
  - Mobility issues
  - Can rooms be used for purposes intended
  - Are other people at risk within or outside of property
  - Shared understanding of risk
  - Coordinated
  - Clear communication
  
- Deliver - 6 weeks start up
  - Assess progress
  - Agree boundaries/targets
  - PM multi agency
  
- Monitor
  - Time/cost
  - Engagement
  - Outcomes
  
- Goals
  - Motivation
  - Outcome
  - Down sizers
  - Mindset hobbies
  - Outside focus
  
- No Cost
  - Bringing people together
  - Respect
  - Listening actively Assessment:
  - Risk (positive risk, perception of risk)
  - List of priorities
  
- Assessment
  - De clutter scale
  - H.O.M.E.S risk assessment
  - Financial assessment



- Health risks
- Family/friends support
- Fire risk?
- Structural risk?
- Community risk?
- Partner agencies involved
  
- Actions/Delivery
  - Action plans/Smart goals
  - Apply for funding
  - Follow up visits
  - Manage and set expectations
  - Other agency visits
  - GP and MH support
  - Boundaries on both sides
  - Safeguarding
  - Timescales
  
- Solutions support Hoarding volunteer
  - Knowing there is help out there
  - Taboo subject (stigma)
  - Mental health in todays society
  - Coping with change
  - Assessed (what/how/assessment types)
  - One size doesn't fit all
  - Medical condition (using the right language)
  - Help the PERSON
  - Assume nothing (worker, frustrated, hoarder, traumatised)
  - Taking the right steps together
  - Relevant multi agencies sharing (with permission)
  - Ensure money/funding is there to help
  - Keep the Hoarder and relevant persons informed
  - Monitor and carry on with goal and stability and purpose
  - Safe in their own environment
  
- Housing team
  - Have a flexible plan including the person who hoards
  - Referral from various GP's, family members, service provider etc
  - Social services (assessments needed to check capacity)
  - SAFE team
  - Social services. Children's services (protecting children from neglect, unsafe environment)
  - Emergency services (support)
  - Active listening (not jumping in with actions)
  - Using resource that is already there
  - Communication
  - Use services that already exist

- Outcomes
  - Safe property (defined)
  - Building a relationship
  - Meet tenancy standard
  - Avoid legal action
  - Maintain home/sustain tenancy
  - Reduce risk to neighbours
  - Be happy/Wellbeing
  - Health and safety
  - Reduce ongoing cost
  
- Possible Approaches
  - GP, Fire Brigade, Signpost
  - People to choose who they engage with where possible
  - Initial meeting not at home
  - Clear explanation given to person
  - MDT meetings - hoarding
  
- First Step
  - Early intervention
  - not being afraid to raise concerns
  - LISTEN
  - Training on listening skills Assessment:
  - Clear communication
  
- Approach
  - Consider who the person wants to approach them
  - Sometimes people don't trust certain agencies
  
- Housing concerns
  - Eviction
  - Don't send threatening letters
  - Careful about language
  
- Priority
  - Risk to person, safeguarding
  - Property (fire, repairs)
  - Others
  - Clutter ratings
  - Clear guidelines
  - Timescales? (for service users/agency)
  - Review and monitoring
  
- Access
  - Being persistent
  - Be understanding/friendly



- Housing Difficulties
  - Tenancy agreement
  - Health and safety
  - Awareness
  - Processes
  - Engagement
  - Social responsibilities
  
- Delivery
  - Peer support
  
- Objectives
  - Tenancy (Person safety/risk to self and others)
  - Vulnerability (Recognising that there is support requirement)
  - Data protection (GDPR, Kept inform)
  - Safeguarding
  - Environmental health (where the hoarding impacts the external environment, communal area, other residents etc)
  - Mental capacity
  
- Initial contact
  - Professional identification
  - Other residents
  - Self identification or family member
  - (GP, Housing Officer, Single point of access social services, Internet)
  
- Identification of who takes lead
  - MCA, MHA (barriers)
  - Fire brigade
  - Housing
  - Social services
  - MH
  
- Local protocol/Understanding (with relevant services)
  - Safeguarding
  - Enforcement used to get ball rolling
  - Person centred, non judgemental, enabling generic risk assessment tool risk management
  - Generic social care assessment > funding
  - Care plan to set person centred goals



## Table 11

What are we going to do?

- Use Hoarding UK
- Might not be a hoarder myself
- Consider setting up informal self help group
- Involved in setting up group in Cardiff
- Talk to counselling groups in college



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