

## By Table

### TABLE 11

#### Media: What did we want to say?

- Help (the person, not the house)
- Support (how best to?)
- Recognise/NOT discriminate
- Stereotype removal (show the broader individual)
- Address the CAUSE not the SYMPTOM
- Promote the help that DOES exist

#### What now?

- Recognised/ Clinical diagnosis
- Positive change
- Campaigns
- Publicity = good and bad
  - Good - raising awareness
  - Bad - Sensationalised headlines , social media , mis-understood

#### 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
- Talking about it more

#### What's working?

- Joined up working in some local areas
- Support groups/Peer support
- Professionals more aware of what not to do
- Of selling/giving things on internet
- Recognition that more suitable support is needed
- Professionals recognise promotion of recycling is a problem
- Professional declutterers
- Hoarding UK (advocacy, training, telephone support)



## Who are we working with?

- What is your role, boundaries, what gets in way, how can move forward?
- Trust
- Boundaries; can be difficult to set
- Unrealistic expectations
- Communication; not having own work mobile
- Difference between clients and professions
- Can become dependent
- Not there 24 hours
- Rapport Vs Boundaries
- CONSENT; keep checking, don't make assumptions, clear communication



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