



# NHC Wales – Feb 2020

## Workshop Feedback



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## By Table

### TABLE 2

#### Media: One word now?

- Sensationalising
- Ridicule
- Entertainment
- Back story
- Revisit
- Physical disability
- Misunderstanding
- Patronising
- Demonising

#### Media: What do we want?

- Understanding
- Spectrum
- Disorganisation Vs Collection
- Not a lifestyle choice
- Focus on different people in society

#### What's working?

- Holistic approach
- Look at person not the home
- When agencies work together
- Focus with help of CBT
- Need to know what you need
- Gradual informing of agencies
- Educating hoarders
- Networking
- Organisation skills

#### Who are we working with?

- Supporter
  - Self directed
  - Anxious about visitors
  - Worried about domestic disruption that will stop process already ongoing
- Hoarder clearer
  - Waste disposal issues
  - Cannot cope with embarrassment
  - Closed off to visitors
- Hoarder
  - Consent about removal
  - Understand why
  - House not a home
  - No provisions to organise, due to building disruption, so replaces items with stuff already got
  - Loss of status in community



- Financial physical limitations
- Time of day

### Value driven process:

- Getting rid of bread making machine and duplicates
- Organise content so building repairs can start

### Boundaries

- 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 in to your home
- Other people

### Pathways

- 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 (home risk assessment)
- Fire risks (to person/neighbours/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 dictating
- Not to reinforce stigma/non-judgemental
- Assess need, willingness to engage
- 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 agencies
  - 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 yourself 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 purpose 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
- 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



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