

Brent Safeguarding Adults Board Hoarding and Self-Neglect Practitioner Toolkit



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If printed, please also refer to the electronic version when completing the document. This Toolkit has been prepared in colour and categories of risk are colour coded.

WE ARE BETTER TOGETHER

1. Introduction

This Practitioner Toolkit accompanies the full Brent Safeguarding Adults Board (BSAB) Strategy and Guidance Document for self-neglect and hoarding developed in the context of duties set out in the Care Act 2014. If a referral to the High Risk Panel is necessary, this toolkit should also be read in conjunction with the amended High Risk Panel Referral Form and [Brent High Risk Panel Protocol Guidance](#) Notes.

It is intended as a toolkit for practitioners from a range of agencies to support management of cases where an adult is deemed to be at risk due to self-neglecting and/or hoarding behaviours.

All of these policies and procedures referred to above should be read in conjunction with the Pan-London Safeguarding Arrangements.

The Pan-London information sharing agreement applies, this was agreed by all partner agencies at the Safeguarding Adults Board. A link to the Pan-London procedures can be found below.

<https://londonadass.org.uk/safeguarding/review-of-the-pan-london-policy-and-procedures/>



2. A multi-agency approach

The BSAB strategy and guidance outlines that responding to individuals with self-neglect/ hoarding behaviours must be a multi-agency priority and there is a presumption that:

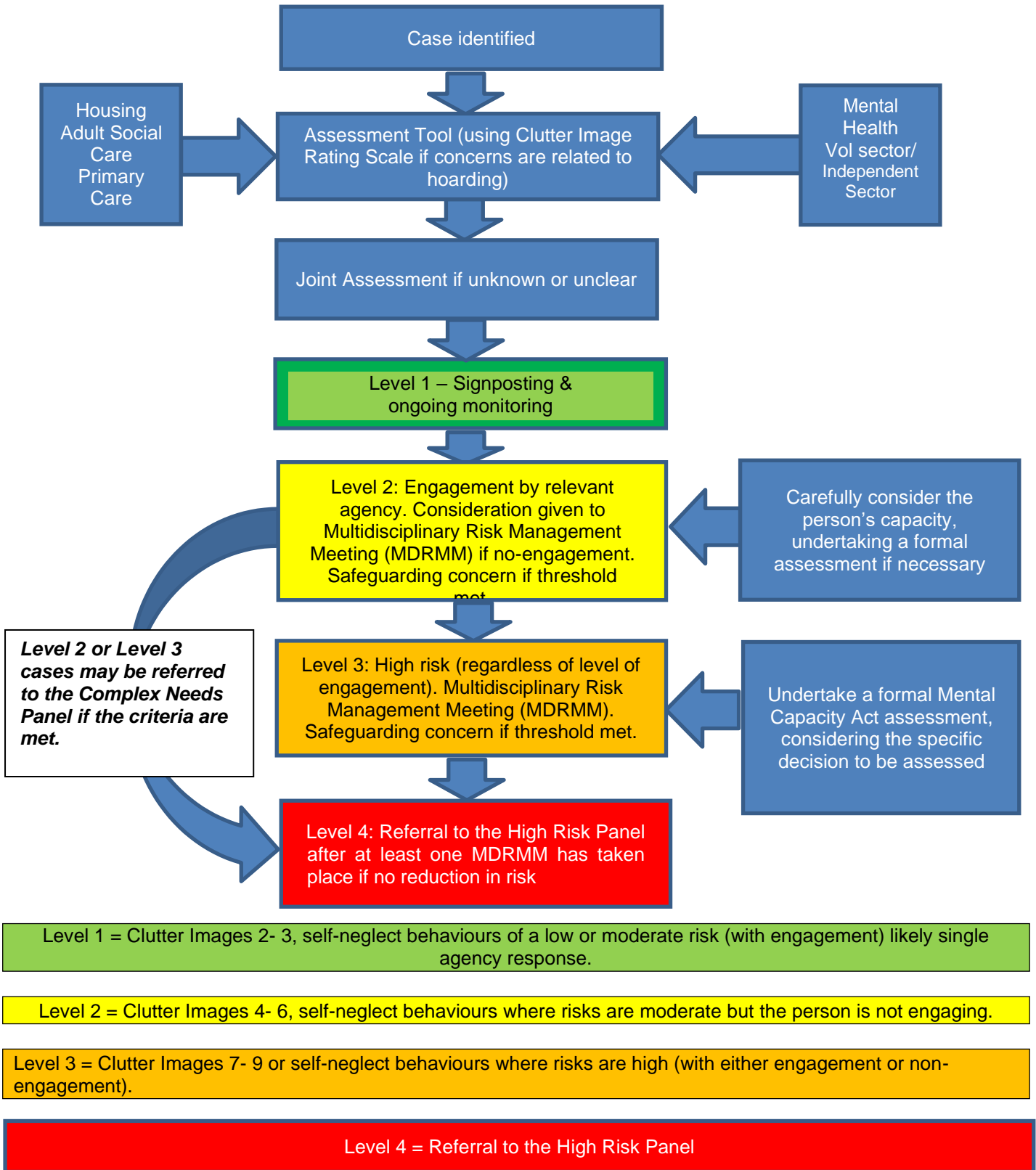
- All partner agencies will actively engage when this is requested by the lead agency as appropriate or required; and
- The agency holding the case, will take responsibility for initiating a multi-disciplinary partnership meeting within the agreed framework of the full strategy and guidance.
- All partner agencies will maintain a robust data information system in regard to self-neglect and hoarding, with the aim that this should inform service delivery, justify decisions taken, identify trends and gaps, identify the need for resources and a tool to benchmark trends/practice across the borough.
- The agency holding the case, will have actively explored opportunities to work with the individual and other partners prior to requesting a multi-disciplinary meeting. However, this should not prevent a partner organisation from bringing a case at an early stage.
- That partner agencies will seek consent prior to bringing the case for multiagency discussion. Where consent was refused, clearly document the reason and legal justification why it is necessary to share the information against the person's wishes.

The aim is to prevent serious injury or even death of individuals who appear to be self-neglecting and/or hoarding by ensuring that:

- Individuals are empowered as far as possible, to understand the implications of their actions and/or behaviours on themselves and others
- There is a shared, multi-agency understanding and recognition of the issues including those involved in working with individuals who self-neglect and/or are deemed as hoarders
- There is effective and proactive multi-agency working, which challenges practice and ensures that concerns/ risks receive appropriate prioritisation
- That all interventions to work with an individual who has self-neglecting and/or hoarding behaviours are based on the principles of Making Safeguarding Personal (MSP)
- That all agencies and organisations uphold their duties of care
- There is a proportionate response to the level of risk to self and others.

3. Rating Tool (CIRT) flowchart

Please refer to the accompanying policy for self-neglect behaviours and the Clutter Image Rating Scale for Hoarding behaviours.



4. Assessment Tool Guidelines

- 1. Property structure services and garden area**
- Assess the access to all entrances and exits for the property. (Note impact on any communal entrances & exits). Include access to roof space.
- Can the occupant escape from all rooms in the event of a fire or other emergency?
- Is there a clear plan of what to do in the event of a fire or other emergency and does everyone in the home know it?
- Does the property have a working smoke alarm?
- Carry out a cursory visual assessment of the condition of the services within the property e.g. plumbing, electrics, gas, air conditioning, heating; this will help inform your next course of action.
- Are the services connected?
- Assess the garden; size, access and condition.
- 2. Household Functions**
- Assess the current functionality of the rooms and the safety for their proposed use. e.g. can the kitchen be safely used for cooking, can the occupier(s) properly use the bathroom/ WC or does the level of clutter within the room prevent their normal use.
- Select the appropriate rating on the clutter scale.
- Please estimate the % of floor space covered by clutter
- Please estimate the height of the clutter in each room
- 3. Health and Safety**
- Assess the level of sanitation in the property.
- Are the floors clean and are readily cleansed?
- Are the work surfaces clean?
- Are you aware of any odours in the property?
- Is there rotting food?
- Does the resident use candles, portable electric or gas heaters?
- Did you witness a higher than expected number of flies and other insects?
- Are household members struggling with personal care?
- Is there random or chaotic writing on the walls on the property?
- Are there unreasonable amounts of medication collected? (Prescribed or over the counter?)
- Is there evidence of illegal drug use?
- Is the resident aware of any fire risk associated to the clutter in the property?
- Is there faecal matter, urine or other body fluids visible within the property?
- 4. Safeguard of Children & Family**
- Do any rooms rate 7 or above on the clutter rating scale?
- Does the household contain young people or children?
- 5. Animals and Pests**
- Are there any pets at the property?
- Are the pets well cared for; are you concerned about their health?
- Is there evidence of any infestation? e.g. bed bugs, cockroaches, fleas, rats, mice, etc.
- Are animals being hoarded at the property? If so, are they healthy and being well looked after.
- Are outside areas seen by the resident as a wildlife area?
- Does the resident leave food out in the garden to feed foxes etc.
- 6 Personal health and safety**
- Following your assessment do you recommend the use of Personal protective equipment (PPE) at future visits? Please detail.
- Following your assessment do you recommend the resident is visited in pairs or with the Police?

5.1 Clutter Image Rating Scale – Bedroom

Please select the photo that most accurately reflects the amount of clutter in the room



1	2	3
LEVEL 1		



4	5	6
LEVEL 2		



7	8	9
LEVEL 3		

5.2 Clutter Image Rating Scale – Lounge

Please select the photo that most accurately reflects the amount of clutter in the room



1	2	3
LEVEL 1		



4	5	6
LEVEL 2		



7	8	9
LEVEL 3		

5.3 Clutter Image Rating Scale – Kitchen

Please select the photo that most accurately reflects the amount of clutter in the room



1	2	3
LEVEL 1		



4	5	6
LEVEL 2		



7	8	9
LEVEL 3		

6. Clutter Assessment Guidelines

Level 1 Clutter image rating 1-3	Household environment is considered reasonable. No specialised assistance is needed. If the resident would like some assistance with general housework or feels they are declining towards a higher clutter scale, appropriate referrals can be made subject to age and circumstances.
1. Property structure, services & garden area	<ul style="list-style-type: none"> • All entrances and exits, stairways, roof space and windows accessible. • Smoke alarms fitted and functional or referrals made to Norfolk fire and rescue service to visit and install. • All services functional and maintained in good working order. • Garden is accessible, tidy and maintained
2. Household functions	<ul style="list-style-type: none"> • No excessive clutter, all rooms can be safely used for their intended purpose. • All rooms are rated 0-3 on the Clutter Rating Scale • No additional unused household appliances appear in unusual locations around the property • Property is maintained within terms of any lease or tenancy agreements where appropriate. • Property is not at risk of action by environmental health.
3. Health and safety	<ul style="list-style-type: none"> • Property is clean with no odours, (pet or other) • No rotting food • No concerning use of candles • No concern over flies • Residents managing personal care • No writing on the walls • Quantities of medication are within appropriate limits, in date and stored appropriately.
4. Safeguard of children & family members	<ul style="list-style-type: none"> • No concerns for household members.
5. Animals and pests	<ul style="list-style-type: none"> • Any pets at the property are well cared for • No pests or infestations at the property
6. Personal health and safety	<ul style="list-style-type: none"> • No personal protective equipment(PPE) required • No visit in pairs required. • Referral to Trading Standards with person's consent

Clutter/ Hygiene Rating Level 1: Actions

Actions	Level 1
1. Agency holding the case	<ul style="list-style-type: none"> • Discuss concerns with resident • Raise a request to the fire and rescue service to provide fire safety advice • Refer for support assessment if appropriate. • Refer to GP if appropriate
2. Environmental health	No Action
3. Social landlords	<ul style="list-style-type: none"> • Provide details on debt advice if appropriate to circumstances • Refer to GP if appropriate • Refer for support assessment if appropriate. • Provide details of support streams open to the resident via charities and self-help groups. • Provide details on debt advice if appropriate to circumstances • Ensure residents are maintaining all tenancy conditions
4. Practitioners	<ul style="list-style-type: none"> • Complete Hoarding Assessment • Make appropriate referrals for support • Refer to social landlord if the client is their tenant or leaseholder
5. Emergency services	<ul style="list-style-type: none"> • Ensure information is shared with statutory agencies & feedback is provided to referring agency on completion of home visits.
6. Animal welfare	No action unless advice requested
7. Safeguarding adults	No action unless other concerns of abuse are noted.
8. Trading Standards	No action unless concerns about possible financial scam
9. MASH (children)	No action unless concerns about children

Level 2 Clutter image rating 4-6	Household environment requires professional assistance to resolve the clutter and the maintenance issues of the property.
Property structure, services & garden area	<ul style="list-style-type: none"> • Only major exit is blocked • Only one of the services is not fully functional • Concern that services are not well maintained • Smoke alarms are not installed or not functioning • Garden is not accessible due to clutter, or is not maintained • Evidence of indoor items stored outside • Evidence of light structural damage including damp • Interior doors missing or blocked open
Household functions	<ul style="list-style-type: none"> • Clutter is causing congestion in the living spaces and is impacting on the use of the rooms for their intended purpose. • Clutter is causing congestion between the rooms and entrances. • Room(s) scores between 4-5 on the clutter scale. • Inconsistent levels of housekeeping throughout the property • Some household appliances are not functioning properly and there may be additional units in unusual places. • Property is not maintained within terms of lease or tenancy agreement where applicable. • Evidence of outdoor items being stored inside
Health and safety	<ul style="list-style-type: none"> • Kitchen and bathroom are not kept clean • Offensive odour in the property • Resident is not maintaining safe cooking environment • Some concern with the quantity of medication, or its storage or expiry dates. • No rotting food • No concerning use of candles • Resident trying to manage personal care but struggling
Safeguard of children & family members	<ul style="list-style-type: none"> • Hoarding on clutter scale 4 - 7 doesn't automatically constitute a Safeguarding alert. • Please note all additional concerns for householders • Properties with children or vulnerable residents with additional support needs may trigger a safeguarding alert under a different risk.
Animals and Pests	<ul style="list-style-type: none"> • Pets at the property are not well cared for • Resident is not unable to control the animals • Animal's living area is not maintained and smells • Animals appear to be under nourished or over fed • Sound of mice heard at the property. • Spider webs in house • Light insect infestation (bed bugs, lice, fleas, cockroaches, ants, etc.) • Refer to RSPCA for advice and guidance.
Personal health and safety	<ul style="list-style-type: none"> • Latex Gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent. • Personal protective equipment required.

Clutter /Hygiene rating Level 2 Actions

Actions	Level 2
1. Agency holding the case	<ul style="list-style-type: none"> • Refer to landlord if resident is a tenant • Refer to environmental health • Raise a request to the fire and rescue service to provide fire prevention advice • Provide details of garden services • Refer for support assessment • Referral to GP • Referral to debt advice if appropriate • Refer to animal welfare if there are animals at the property. • Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.
2. Environmental health	<ul style="list-style-type: none"> • Refer to environmental health with details of client, landlord (if relevant) referrer's details and overview of problems where appropriate • At time of inspection, environmental health officer decides on appropriate course of action • Consider serving notices under Public Health Act 1936, Environmental Protection Act 1990, Prevention of Damage By Pests Act 1949 or Housing Act 2004 • Consider Works in Default if notices not complied with by occupier
3. Social landlords	<ul style="list-style-type: none"> • Visit resident to inspect the property & assess support needs • Refer for housing related support. • Ensure residents are maintaining all tenancy conditions • Enforce tenancy conditions relating to residents' responsibilities • Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.
4. Practitioners	<ul style="list-style-type: none"> • Refer to "Guidance for Hoarding Guidance Questions to Ask" • Complete practitioners' assessment tool • Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.
5. Emergency services	<ul style="list-style-type: none"> • Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution. • Provide feedback to referring agency on completion of home visits.
6. Animal welfare	<ul style="list-style-type: none"> • Visit property to undertake a wellbeing check on animals at the property. • Educate client regarding animal welfare if appropriate- seek advice from the RSPCA. • Provide advice / assistance with re-homing animals
7. Safeguarding adults	<p>No action unless other concerns of abuse are noted. If other concerns of abuse are of concern or have been reported, progression to safeguarding referral and investigation may be necessary.</p>
8. MASH	<p>No action unless other concerns of abuse are noted</p>
9. Trading Standards	<p>No action unless concerns about possible financial scam</p>

<p>Level 3</p> <p>Clutter image rating 7-9</p>	<p>Household environment will require intervention with a collaborative multi-agency approach, with the involvement from a wide range of professionals. This level of hoarding constitutes a safeguarding alert due to the significant risk to health of the householders, surrounding properties and residents. Residents are often unaware of the implication of their hoarding actions and oblivious to the risk it poses.</p>
<p>Property structure, services & garden area</p>	<ul style="list-style-type: none"> • Limited access to the property due to extreme clutter • Evidence may be seen of extreme clutter seen at windows • Evidence may be seen of extreme clutter outside the property • Garden not accessible and extensively overgrown • Services not connected or not functioning properly • Smoke alarms not fitted or not functioning • Property lacks ventilation due to clutter • Interior doors missing or blocked open • Evidence of structural damage or outstanding repairs including damp • There may be evidence of internal damp and / or mould. • Evidence of indoor items stored outside
<p>Household functions</p>	<ul style="list-style-type: none"> • Clutter is obstructing the living spaces and is preventing the use of the rooms for their intended purpose. • Room(s) scores 7 - 9 on the clutter image scale • Rooms not used for intended purposes or very limited • Beds inaccessible or unusable due to clutter or infestation • Entrances, hallways and stairs blocked or difficult to pass • Toilets, sinks not functioning or not in use • Resident at risk due to living environment • Household appliances are not functioning or inaccessible • Resident has no safe cooking environment • Resident is using candles, electric or gas heating appliances • Evidence of outdoor clutter being stored indoors. • No evidence of housekeeping being undertaken • Broken household items not discarded e.g. broken glass or plates • Concern for declining mental health • Property is not maintained within terms of lease or tenancy agreement where applicable • Property is at risk of notice being served by environmental health
<p>Health and safety</p>	<ul style="list-style-type: none"> • Human urine and or excrement may be present • Excessive odour in the property, may also be evident from the outside • Rotting food may be present • Evidence may be seen of unclean, unused and or buried plates & dishes. • Broken household items not discarded e.g. broken glass or plates • Inappropriate quantities or storage of medication. • Pungent odour can be smelt inside the property and possibly from outside. • Concern with the integrity of the electrics

	<ul style="list-style-type: none"> • Inappropriate use of electrical extension cords or evidence of unqualified work to the electricians. • Concern for declining mental health
Safeguard of children & family members	<ul style="list-style-type: none"> • Hoarding on clutter scale 7-9 constitutes a Safeguarding Alert. • Please note all additional concerns for householders
Animals and pests	<ul style="list-style-type: none"> • Animals at the property at risk due the level of clutter in the property • Resident may not able to control the animals at the property • Animal's living area is not maintained and smells • Animals appear to be under nourished or over fed • Hoarding of animals at the property • Heavy insect infestation (bed bugs, lice, fleas, cockroaches, ants, silverfish, etc.) • Visible rodent infestation • Refer to RSPCA
Personal health and safety	<ul style="list-style-type: none"> • Visits where personal protective equipment (PPE) required: i.e. Latex Gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent.

Actions	Level 3
Agency holding the case	<ul style="list-style-type: none"> • Raise safeguarding referral within 24 hours • Raise a request to the fire and rescue service within 24 hours to provide fire prevention advice.
Environmental health	<ul style="list-style-type: none"> • Refer to environmental health with details of client, landlord (if relevant) referrer's details and overview of problems • At time of inspection, EHO decides on appropriate course of action • Consider serving notices under Public Health Act 1936, Environmental Protection Act 1990, Prevention of Damage By Pests Act 1949 or Housing Act 2004 • Consider Works in Default if notices not complied by occupier
Landlord	<ul style="list-style-type: none"> • Visit resident to inspect the property & assess support needs • Attend multi agency HRP meeting • Enforce tenancy conditions relating to residents' responsibilities • If resident refuses to engage serve Notice of Seeking Possession under Ground 13 to Schedule 2 of the Housing Act 1988
Practitioners	<ul style="list-style-type: none"> • Refer to "Hoarding Guidance Questions for practitioners" See Appendix 1 • Complete practitioners' assessment tool • Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.
Emergency services	<ul style="list-style-type: none"> • Attend multi agency HRP meeting on request • Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution. • Provide feedback to case holding agency on completion of home visits.
Animal welfare	<ul style="list-style-type: none"> • Notify the RSPCA for further advice and guidance. • Visit property to undertake a wellbeing check on animals at the property. • Remove animals to a safe environment • Educate client regarding animal welfare if appropriate • Take legal action for animal cruelty if appropriate • Provide advice/assistance with re-homing animals
Safeguarding adults	<p>Safeguarding alert should progress to referral for multi-agency approach and further investigation of any concerns of abuse.</p> <p>safeguardingadults@brent.gov.uk</p>
Multi-Agency Safeguarding Hub (MASH)	<p>Refer to MASH if children or young people present within 24 hours</p> <p>Family.FrontDoor@brent.gov.uk</p>
Trading Standards	<p>No action unless concerns about possible financial scam</p>

Actions	Level 4 Complex Needs Panel
<p>Agency holding the case</p>	<ul style="list-style-type: none"> • If assessed as level 2 or level 3 and despite joint work the risks are not reducing or are escalating, consideration should be given to referring to the Complex Needs Panel. In order for the referral to be accepted, at least one Multi-Disciplinary Risk Management Meeting must have taken place and attempts must have been made to work with the person to reduce the risks. • The referrer must complete the referral one week before the panel sits and must present the case in person. The referrer must complete the referral to the fullest possible extent and clearly explain why referral to the Complex Needs Panel is necessary, what has been attempted and why the action has not been successful. • If the subject has not agreed to a referral to the Complex Needs Panel and they are unlikely to in future due to non-engagement, please explain why you are referring without their agreement. i.e. if this is based on the risks posed, please explain what the risks are, the severity of them and why the referral is necessary. <p>Please see amended Complex Needs Panel guidance and referral forms to refer.</p>



7. Guidance for practitioners (from all agencies)

Hoarding insight characteristics

Use this guide as a baseline to describe the client's attitude towards their self-neglect and hoarding. Provide additional information in your referrals and reports to enable a tailored approach that is relevant to you client.

Good or Fair Insight

The client recognises that their self-neglect / hoarding – related beliefs and behaviours (relating to difficulty discarding items, clutter or excessive acquisition) are problematic. The client recognises these behaviours in themselves.

Poor Insight

The client is mostly convinced that their self-neglect / hoarding – related beliefs and behaviours (relating to difficulty discarding items, clutter or excessive acquisition) are not problematic despite evidence to the contrary. The client might recognise a storage problem but has little self – recognition or acceptance of their own hoarding behaviour.

Absent (delusional) insight

The client is convinced that their self-neglect / hoarding- related beliefs and behaviours (relating to difficulty discarding items, clutter or excessive acquisition) are not problematic despite evidence to the contrary. The client is completely accepting of their living environment despite it being a hoard and possibly a risk to health.

Detached with assigned blame

The client has been away from their property for an extended period. The client has formed a detachment from the property and is now convinced a third party is to blame for the condition of the property. For example, a burglary has taken place, squatters or other household members.

8. Example screening questions to assess decisional and executive function of capacity for self-care and self-protection

Domains of self-care and self-protection	Decisional capacity		Executive capacity (verification of task performance)
	Appreciation of problems	Consequential problem solving	
<p>Personal needs and hygiene: Bathing, dressing, toileting, and mobility in home</p>	<p>Has it been difficult, or do you need assistance, to wash and dry your body or take a bath?</p>	<p>If you had trouble getting into the bathtub, how could you continue to bathe regularly without falling?</p>	<p>Physical or visual examination of hair, skin, and nails with consent. Gait evaluation and screening for balance problems and recent falls</p>
<p>Condition of home environment: Basic repairs/maintenance of living area and avoidance of safety risks</p>	<p>Do you have any trouble getting around your home due to clutter, furniture, or other items</p> <p>It is important to make basic repairs to one's home; do any parts of your home need repairs?</p>	<p>What if your heating [or hot water, washing machine, etc] stopped working; how would you fix the problem?</p>	<p>Third party reports of the home environment or a home safety assessment performed by an occupational therapist, fire service, domiciliary care agency, community health professional or other service.</p>
<p>Activities for independent living: Shopping and meal preparation, laundry and cleaning, using telephone, and transportation</p>	<p>Going to the store is important for buying food and clothing for everyday life. Do you have any problems going to the store regularly?</p>	<p>If you needed to call a friend [a taxi or other service] to take you to the store, how would you do that?</p>	<p>Ask individual to show you how they would use a phone to call a friend or other service to ask for a ride. [Individual should demonstrate all steps for making a call and getting information.]</p>

	Decisional capacity		Executive capacity (verification of task performance)
Domains of self-care and self-protection	Appreciation of problems	Consequential problem solving	
Medical self-care: Medication adherence, wound care, and appropriate self-monitoring	Check awareness that people who forget to take their medications may end up having a worse health condition or need to see the doctor more often. Do you have problems remembering to take medications?	Consider if you had to have someone give your medications to you and watch you take them [or not]. How would this affect your everyday life?	Ask to see all medication bottles from home, even empty ones. Health professionals and domiciliary carers can review medication fill and refill dates and pill counts or request a home medication assessment.
Financial affairs and estate: Managing cheque book, paying monthly bills, and entering binding contracts	What difficulties do you have paying your monthly bills on time? Who can assist you with paying your monthly bills or managing your finances?	How could asking [cite individual] to help you with paying your bills be better than managing your monthly income and paying bills by yourself? What would happen if things continued as they are? Are there any reasons why asking [cite individual] to manage your income might not help or might make things worse for you?	Third party reports of bank statements, uncollected debts, or bills. Can formally assess performance with routine financial tasks, such as 1- or 3-item transactions, including calculating change or conducting a payment simulation.

9. Self-neglect and Hoarding Assessment Triangle



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10. Practitioner Self Neglect and Hoarding Assessment

You may find this assessment tool helpful when working with cases of self-neglect and/or hoarding.

Date of home assessment							
Client's Name							
Client's date of birth							
Address							
Client contact details							
Type of dwelling							
Owner occupier	Leaseholder	Tenant - Name and address of landlord					
Household Members		Name	Relationship	Date of birth			
Pets - indicate what pets and any concerns							
Agencies currently involved - with contact details							
Non agency support currently in place							
Clients attitude towards hoarding							
Please indicate if present at the property							
Structural damage to property		Insect or rodent infestation		Large number of animals		Clutter outside	
Rotten food		Animal waste in house		Concerns over the cleanliness		Visible human faeces	

				of the property			
Concern of self- neglect		Concerned for children at the property		Concerned for other adults at the property			
Using the Clutter Image Scale please score each of the room below							
Bedroom 1		Bedroom 4		Separate toilet			
Bedroom 2		Kitchen		Lounge			
Bedroom 3		Bathroom		Dining room			
Please provide a description of the hoarding problem (presence of human or animal waste, rodents or insects, rotting food, are utilities operational, structural damage, problems with blocked exits, are there combustibles, is there a fire risk?)							
Please refer to the multi-agency hoarding strategy and guidance document tool, based on the information provided above, what level is your case graded?							
Level 1 Green		Level 2 Yellow – Consider convening a multi-disciplinary meeting under the self-neglect and hoarding procedures. Consider safeguarding referral			Level 3 Orange – Convene a multi-disciplinary meeting under the self-neglect and hoarding procedures. Consider safeguarding referral.		
Name of practitioner undertaking assessment							
Name of organisations							
Contact details							
Next actions to be taken							
List of agencies referred to with dates and contact names							

11. Guidance Questions Which Could Be Used During An Assessment

Ask person to rate the following 0-10 (0 = not at all 10 = very much)

Feelings

How safe do you feel in your home?

Do you feel distressed when you imagine discarding items that you feel might have a use?

Do you often desire an item even if you do not have sufficient space to accommodate that item?

Do you often feel a need to save an item because it might have a use?

Thoughts

Do you generate lots of ideas when thinking about the use of items?

Do you focus on the non-essential detail of items?

Are you worried about mice / rats / pests?

Behaviours

Do you have difficulty discarding possessions regardless of value?

Do you have difficulty organising all of your possessions?

Do you often rely on visual cues to remember things?

Do you have problems deciding what to do with an item?

Please indicate using the same scale of 0-10, to the extent that clutter interferes with your ability to do each of the following activities-

Prepare food
Use your fridge
Eat at a table
Move around without obstruction
Exit your home quickly
Use the toilet
Use the shower / bath
Use kitchen appliances
Sleep in your bed
Sit on your sofa / chair
Clean the house
Find Important things

Please answer yes / no in relation to your circumstances:

Do you experience mental ill health?
Do you experience physical ill health?
Are you able to pay for services to clean / clear your home?
Have you ever had an accident / slipped / tripped or fallen in your home?
Do you ever use a candle / naked flame in the home?
Has a fire ever started by accident?
How do you get hot water, heating and lighting in your home?
Do your utilities work properly?
Are they due to be tested?
Are there items / obstructions which make it difficult to exit your home quickly? (overgrown garden / items outside)
Do you believe there is a problem with your home?
If yes what do you think would help you?

Name of practitioner undertaking assessment:

Name of organisation:

Contact Details:

Actions

List of agencies referred to with dates and contact names:

12. Guidance: Making Safeguarding Personal

What is it Making Safeguarding Personal (MSP)?

The Making Safeguarding Personal (MSP) programme has been running since 2010. The Care Act 2014 guidance required adult safeguarding practice to:

- Be person led
- Be outcome focused
- Enhance choice and control
- Improve quality of life, wellbeing and safety
- Aim towards resolution or recovery

MSP puts people more in control of their own safeguarding and generates a more person-centred set of outcomes. The key focus is to develop a real understanding of what the person wishes to achieve, recording their desired outcomes and seeing how well these have been met.

Aims

MSP is intended to make safeguarding more person-centred, develop more meaningful engagement of people in safeguarding and improve outcomes. It gives staff permission to spend time with people, asking them what they want by way of outcomes at the beginning and throughout the safeguarding process.

How is this achieved?

MSP requires the person at the centre of a section42 enquiry, to be consulted about what they would like to happen as a result of the enquiry and to have their views taken into consideration; Outcomes that people may wish to achieve as a result of a s42 enquiry include:

- For the abuse to stop and to feel safer
- To have help to protect themselves in the future
- To have help to feel more confident
- For the abuser to stay away from them
- To be involved in what happens next
- For people involved in their case to do what they say they will
- For the Police to prosecute

- To access any support available
- To make more friends

The person's desired outcome may not always be achievable (for example if they wish for the Police to prosecute, but there is no evidence that a crime has been committed). In these circumstances, the person's view should still be recorded, but practitioners need to talk to them about why their desired outcome may not be achievable.

Independent Advocacy

People who lack capacity or have substantial difficulty being involved in the s42 enquiry, who do not have an 'appropriate individual' to support them, should be referred for Independent Advocacy to support them to be able to express their views.

