

## Self- Neglect and Hoarding Safeguarding Pathway Toolkit

### EXAMPLE MR BROWN

This is an example of a completed toolkit, on a fictitious scenario to support completion of the toolkit.

A blank toolkit can be found [here](#).

This toolkit, based on the Wokingham Borough Council toolkit, has been approved by the West of Berkshire Safeguarding Adults Board, to support professionals across the West of Berkshire in their decision making when considering if a safeguarding concern should be raised in response to concerns in regards to vulnerable adults that are or are at risk of self-neglecting and/or hoarding.

The toolkit will ask you to consider the following areas of vulnerability by assessing them under Standard/Moderate/High, guidance is provided throughout:

- Vulnerability
- Property
- Health & Safety
- Household functions
- Impact for Others
- Impact for Person Concerned
- [Clutter Scale Tool](#) – using the Clutter Image Rating provided by Hoarding Disorders UK
- Mental Capacity

On completion of the toolkit a total risk score will be obtained and advice on what action should be taken in regard to the total score is provided.

Use of this tool is **not** a substitute for using your professional judgement. This completed document should accompany any referrals and or safeguarding concerns to Adult Social Care (ASC).

Further information on the partnerships safeguarding policy in regards to self-neglect can be found [here](#).

<b>Vulnerability</b>			
<i>Select one from the list below</i>			
<b>Rating</b>	<b>Guidance</b>	<b>Tick As Appropriate</b>	<b>Rationale For Decision</b>
<b>Standard</b>	No 'care and support needs' as defined by Care Act 2014, no concerns over mental capacity with regard to accommodation and support needs.		
<b>Moderate</b>	Has 'care and support needs' as defined by Care Act 2014, may have mental illness or cognitive decline, may or may not have mental capacity with regard to accommodation and support needs, may have some insight into the problems they face and may be accepting of care and treatment.		
<b>High</b>	Has 'care and support needs' as defined by Care Act 2014, has mental illness or cognitive decline, lacks or is likely to lack mental capacity with regard to accommodation and support needs, lacks insight into the problems they face and may nor may not be accepting of care and treatment.	X	Mr Brown has a personality disorder and mood swings. History of agoraphobia, hypertension, type 2 diabetes and mobility issues relating to previous leg injury. Previous addiction to pain killers. Isolated from family.  Referrer states "half the house is not habitable due to hoarding".  Long history of childhood sexual abuse.

## Property

*Select one from the list below*

Rating	Guidance	Tick As Appropriate	Rationale For Decision
<b>Standard</b>	Entrances, exits all accessible, functional smoke alarm in situ <i>or</i> Fire Service referral made, household services functional and no concerns about safety, garden is accessible and functional		
<b>Moderate</b>	Only main entrance blocked, interior doors missing or blocked open, one household service is not functional or may not be safe, no functional smoke alarm in situ, garden not accessible, indoor items stored outside, evidence of light structural damage or damp		
<b>High</b>	Limited access due to extreme clutter, interior doors missing or blocked open, garden inaccessible and extremely overgrown, lack of functional smoke alarm, more than one household service not functional or may not be safe, clutter impacting on ventilation, structural damage or outstanding repairs including damp, indoor items stored outside	X	<p>Front garden overgrown and old furniture stored. Rear garden so overgrown unable to see beyond first 10 feet. Entrance to home partially blocked.</p> <p>Property reported to be the worst it's been, and some rooms are completely inaccessible due to clutter. BFRS have installed 3x smoke detectors. No sign of infestation. Surfaces "filthy".</p> <p>Hoarded to point unable to access most rooms. Most rooms uncleaned. Food not stored safely and rear garden is hazardous. Environmental Health have been involved and RBFRS have installed smoke alarms.</p> <p>Clutter level above index options.</p>

## Health & Safety

*Select one from the list below*

Rating	Guidance	Tick As Appropriate	Rationale For Decision
<b>Standard</b>	Property clean with no odour, no rotting food, no flies or insects, no concerning use of candles, occupants self-caring or receiving appropriate support, appropriate quantities of medication stored and within use by date, use of personal protective equipment not required		
<b>Moderate</b>	Kitchen and bathroom not clean, evidence of offensive odours, unsafe cooking environment, no rotting food, no concerning use of candles, occupants struggling to maintain personal care, some concerns over quantity of medication or storage or use by date, light insect infestation, personal protective equipment required		
<b>High</b>	Human or animal urine or faeces present, excessive odour, evidence of rotting food and/or food waste, unwanted or discarded household items, glass or crockery, inappropriate quantities or storage of medication, concerns over integrity of gas or electric supply, heavy insect infestation or visible rodent infestation	X	<p>Fly infestation in property. Cat faeces build up at entrance to house. Fire concerns due to poor state of the property and hoarding to all rooms.</p> <p>Neighbours complaining of smell and flies.</p> <p>Environmental Health and Fire Service involved.</p> <p>Hole in kitchen roof with water leaking into the room.</p> <p>Electrical cables situated 'all over' the kitchen floor which is very wet.</p>

## Household Functions

*Select one from the list below*

Rating	Guidance	Tick As Appropriate	Rationale For Decision
<b>Standard</b>	All rooms can be safely used for intended purpose, all rooms rated 0-3 on clutter index, property maintained in accordance with any lease or tenancy agreement, no risk of action by Environmental Health		
<b>Moderate</b>	Kitchen and bathroom not clean, evidence of offensive odours, unsafe cooking environment, no rotting food, no concerning use of candles, occupants struggling to maintain personal care, some concerns over quantity of medication or storage or use by date, light insect infestation, personal protective equipment required		
<b>High</b>	Clutter blocking access or causing obstruction and preventing use of rooms for intended purpose, room(s) rated 6-9 on clutter index, bed(s) inaccessible due to clutter or infestation, toilets/sinks not functioning/usable, no safe cooking environment, household appliances not functioning, occupant using candles, no evidence of housekeeping, broken items not discarded,	X	Kitchen unusable due to hole in roof and appliances no longer working due to electrical wires being exposed. Sinks full of detritus and sides covered in rotting food and flies. Environmental Health involvement due to the state of the property. No electricity to kitchen. All rooms severely hoarded including rubbish being left in all rooms.

	property not maintained in accordance with lease or tenancy agreement and risk of notice being served by Environmental Health		
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<b>Impact for Others</b>			
<i>Select one from the list below</i>			
<b>Rating</b>	<b>Guidance</b>	<b>Tick As Appropriate</b>	<b>Rationale For Decision</b>
<b>Standard</b>	There are no other people or animals in the household. Or others are present but there are no concerns around impact on them		
<b>Moderate</b>	There are children or other adults in the household and the current situation may be impacting on their health or wellbeing. Hoarding likely to be on clutter scale 4 to 7. A multiagency approach may be helpful	X	Neighbours complaining of odour and flies in property which could cause them health concerns.
<b>High</b>	There are children or other adults with care and support needs in the household and the current situation is impacting on their health or wellbeing. Hoarding likely to be on clutter scale 7 to 9		

## Impact for Person Concerned

*Select one from the list below*

Rating	Guidance	Tick As Appropriate	Rationale For Decision
<b>Standard</b>	Person concerned is accepting support and accessing appropriate services. No carer issues. Person concerned has access to community and social interaction and is able to contribute to activities of daily living (with appropriate support). Personal hygiene is adequate		
<b>Moderate</b>	Access or engagement with support is limited or sporadic. There are some concerns around the health or wellbeing of the person concerned. Limited social interaction, no carer present. Ability to contribute to activities of daily living is compromised and personal hygiene is becoming an issue		
<b>High</b>	Person concerned is not engaging with appropriate services and/or is refusing care and support. Health is deteriorating and wellbeing is affected on a daily basis. Person is isolated and is not managing activities of daily living. Hygiene is poor and causing problems	X	Intermittent engagement with services. Unable to use the kitchen or bathroom. Mr Brown has significant physical health issues – type 2 diabetes, leg injury leading to mobility issues and hypertension.

Using the [Clutter Scale Tool](#), please score each room below

To complete this section please refer to the [Clutter Scale Tool](#) created by Hoarding Disorders UK which will provides example images to rate the clutter scale.

Score – Risk Key **Standard** 1-3, **Moderate** 4-5, **High** 6-9

Room	Clutter Score	Is access /exits compromised?	How high does the clutter reach?	Risk
Bedroom 1	9	Unable to access	Above 5ft	
Bedroom 2	9	Unable to access	Above 5ft	
Bedroom 3	9	Unable to access	Above 5ft	
Bedroom 4				
Hallway	8	Small pathway – very unsafe access	3 ft with small accessible pathway	
Kitchen	9	Unable to access and unable to use the kitchen	Worktop height	
Bathroom	9	Unable to access and unable to use any aspect of bathroom	Sink height	
Cloakroom				
Lounge	8	Very small pathway to sofa which is unsafe to use	Three feet high with small walk way with one foot of clutter	
Dining room				

Other room (please specify)			

## Mental Capacity

Does the person concerned have mental capacity in respect of the issues / risks identified in relation to:

	Yes	No	Unsure (explain why)
Property			? Capacity questionable regarding Mr Brown's understanding of the unsafe state the house is in.
Health & Safety			? Capacity questionable about Mr Brown's understanding of his safety within the house as he is choosing not to engage with all services. Eg lack of engagement with cleaning of property and continence service.
Household Functions			? Mr Brown did not appear to be aware of the fact that he could not use his home in a manner that would support his safety and wellbeing. For example washing clothes, preparing food.
Impact on others			? Mr Brown did not seem to understand the risk his living conditions were posing to his neighbours but this was not formally assessed.
Impact on self			? Although the SCAS crew did not take Mr Brown to hospital as they stated he <u>had</u> capacity to understand the risk to his life if he stayed in the property, it is unclear if he had the capacity to really understand the risk at which he was placing himself.

**Note:** if a person has capacity to make decisions, even if those decisions appear unwise, then you do not have permission to share information or intervene without their consent *unless*:

- There may be a crime
- There may be risk to others (public interest)
- There may be a risk of significant harm or death (vital interest)
- There is a reasonable concern the person may be experiencing coercion or undue influence around their decision making

If you are unsure whether the person concerned has capacity, you should take advice from Adult Social Care. You should always make sure you advise the person concerned that you may have to share information with for example; Police, Adult Social Care, Children's Services, Environmental Health, Fire & Rescue Service or the RSPCA in certain circumstances.

## Overall Risk Rating

	Total Number of Risks	What to do
<b>Standard</b>		If the person concerned is scored as <b>Standard</b> risk throughout, it does not require referral to Adult Social Care (ASC), unless specific unmet needs are identified. Those workers involved should continue with preventative work, to; engage with the individual, build rapport, support them to address concerns including increasing engagement with the community, developing / repairing relationships, accessing health care and improving wellbeing.
<b>Moderate</b>		If the person concerned is scored at <b>Moderate</b> risk against 1 or more indicators, a multiagency approach is likely to be required and may need to involve agencies, such as; landlord, Environmental Health, Fire Service, RSPCA etc. The person leading should risk assess, engage available resources, consider, and refer to therapeutic services as appropriate and explore other support networks available. Legal processes may need to be used if appropriate. A referral to ASC may be required and the person leading should consult with that agency for advice and guidance.
<b>High</b>		If the person concerned is scored at <b>High</b> against one of more indicators, a referral to ASC is required and it may (depending on circumstances) require raising a safeguarding concern – Adult Social Care will be able to advise on this.
<b>Reminder:</b> Use of this tool is <u>not</u> a substitute for using your professional judgement. This completed document should accompany any referral or safeguarding concern to Adult Social Care.		

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