

Self- Neglect and Hoarding Safeguarding Pathway Toolkit

EXAMPLE MRS RED

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 an 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](#).

Vulnerability			
<i>Select one from the list below</i>			
Rating	Guidance	Tick As Appropriate	Rationale For Decision
Standard	No 'care and support needs' as defined by Care Act 2014, no concerns over mental capacity with regard to accommodation and support needs.		
Moderate	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.	X	<p>Mrs Red is morbidly obese with chronic hip pain and arthritis; patient has to mobilise with crutches. Lives in a flat provided by housing association she has loose flooring, clutter and property is unclean. Mrs Red reports that the cause of the mess is her son."</p> <p>Mrs Red is obese and is a hoarder she has not had access to the kitchen and bathroom in over a year. She also needs carers. Radion have hired to skip to get rid of all the rubbish and they would like Wokingham ASC to assign a social worker".</p> <p>Info identifies struggling with mobility, ADL's, transfers. Has not used bath or shower for over a year.</p> <p>Reluctance to engage with services.</p> <p>SG concern received via family member; concerns son is abusing AR. Alleged he has thrown a glass bottle and phone at his mother, that she is scared of him, that her needs are not being met, that he is hoarding in her flat, that he took her bank card and withdrew £100.</p>
High	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.		
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Property

Select one from the list below

Rating	Guidance	Tick As Appropriate	Rationale For Decision
Standard	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		
Moderate	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		
High	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>Referral notes stated “she has received notice to quit due to the alleged condition of the property.</p> <p>Living in a mobile home, temporary housing but been there 4 years. Assessment refers to general household debris, semi-disconnected handrail not repaired, partial access along corridor and to kitchen area due to general household items and debris, access not possible to general living area due to items to a depth of two feet.</p> <p>Access to first bedroom not possible. Unable to access bathroom due to son reported to be using it for the duration of the visit as his own bathroom was unusable.</p> <p>Debris reported to belong to son who had moved it there due to rat infestation in own property. Holes in internal walls reported to be caused by son.</p> <p>Second bedroom being used by AR was hoarded but able to sit on bed to do assessment.</p>

			<p>Support with Confidence provider stating could clean bathroom in about 3hrs with 2 people. Makes following comments: cannot put dirty washing anywhere, washing machine works but cannot be used, there are numerous buckets with soiled water with clothes soaking in them, the bath is full of water with a duvet in it. Bathroom, kitchen and living rooms are really dirty, kitchen is completely full, and you cannot enter without cleaning. This address is particularly soiled, workers will need protection of their clothing and selves.</p> <p>Son has moved most of his possessions back to his property – he has not had electric for over a year.</p> <p>Mrs Red mainly living in her bedroom with her cat. Conditions poor due to limited mobility and motivation. Rather than hoarded, items are discarded around the property resulting in the kitchen no longer being functional, the wet room, bedroom and hallway requiring deep clean, soiled furnishings requiring replacement. AR not completing ADLs due to condition of environment.</p> <p>Mrs Red says cannot afford to heat property.</p>
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EXAM

Health & Safety

Select one from the list below

Rating	Guidance	Tick As Appropriate	Rationale For Decision
Standard	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		
Moderate	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		
High	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>Mrs Red is mainly living in her bedroom with her cat. Conditions poor due to limited mobility and motivation.</p> <p>Kitchen and bathroom are in a very poor state. Food preparation can not be undertaken without risk of serious health risks.</p> <p>Mrs Red has not used the bath for over a year and cannot access the kitchen safely. Inability to attend to personal care could cause health problems.</p> <p>Property state of cleanliness very poor and this could cause significant health problems.</p> <p>Mrs Red not completing ADLs due to condition of environment which is a health and safety issue.</p> <p>Property hoarded and rooms and exits blocked which could create a safety hazard should MRs Red need to evacuate the building quickly due to her poor mobility for example in the event of a fire.</p>

Household Functions

Select one from the list below

Rating	Guidance	Tick As Appropriate	Rationale For Decision
Standard	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		
Moderate	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		
High	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, property not maintained in accordance with lease or tenancy agreement and risk of notice being served by Environmental Health	X	<p>Mrs Red has very cluttered entrances and exits to the property and hallways. The cooker and washing machine do not work and the kitchen worktops are very unhygienic.</p> <p>Mrs Red is unable to access the kitchen or do laundry and as such there are huge amounts of soiled clothes and bedding throughout the property.</p> <p>Mrs Red does not access or sleep in her bedroom due to clutter.</p> <p>Multiple broken and discarded items throughout the house.</p>

Impact for Others

Select one from the list below

Rating	Guidance	Tick As Appropriate	Rationale For Decision
Standard	There are no other people or animals in the household. Or others are present but there are no concerns around impact on them		
Moderate	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	Mrs Red's son stays with her intermittently and brings more items into the property which adds to the hoarding issues. Mrs Red's son also reportedly lives in a hoarded home.
High	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
Standard	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		
Moderate	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		
High	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	<p>Mrs Red refused to engage with services for many months. She stated that she was concerned about catching covid, however this seems to be a method of not having social care staff visit her at home.</p> <p>Mrs Red was taken into hospital having been found in a very bad state. Her health had been deteriorating for many years and much of this was exacerbated by her living conditions and lack of managing her activities of daily living adequately.</p>

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	6	Yes the entrance/exit is compromised	Up to four feet high	
Bedroom 2	7	You cannot enter this room	Up to eight feet	
Bedroom 3				
Bedroom 4				
Hallway	6	Access restricted by items piled on the floors. Mostly soiled clothing and bedding.	Up to four feet high.	
Kitchen	6	Access restricted by items piled on the floors. Mostly soiled clothing and bedding.	Up to three feet high.	
Bathroom	5	No access issues but hoarding and cleanliness concerns.	Low level.	
Cloakroom				
Lounge	6	Access is compromised to sitting room and to garden from sitting room.	Up to two feet high, but particularly in doorways.	
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	X		
Health & Safety	X		
Household Functions	X		
Impact on others	X		
Impact on self			It is unsure whether Mrs Red really understood the risks her living conditions posed to her health and well-being. There was also some evidence of coercive control which may have impacted her capacity regarding the impact to herself.

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 your organisations Mental Capacity Lead or 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
Standard		If the person concerned is scored as Standard 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.
Moderate		If the person concerned is scored at Moderate 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.
High		If the person concerned is scored at High 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.
<p>Reminder: Use of this tool is not a substitute for using your professional judgement. This completed document should accompany any referral or safeguarding concern to Adult Social Care.</p>		

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