

AWARENESS SESSION ON SELF-NEGLECT AND HOARDING

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Awareness raising and a basic understanding of the features, signs and symptoms of hoarding and self-neglect, identifying risk factors, sign posting to support and understanding when to take action.



Types of abuse	Behaviours include
Physical	Hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
Sexual	Rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
Psychological	Emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
Financial or material	Theft, fraud, exploitation, pressure in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions, or benefits.
Neglect and acts of omission	Ignoring medical or physical care needs, failing to provide access to appropriate health, social care, welfare benefits or educational services, withholding the necessities of life such as medication, adequate nutrition and heating.
Discriminatory	Racism, sexism, or acts based on an adult's disability, age or sexual orientation or other protected characteristics. It also includes other forms of harassment, slurs, or similar treatment such as disability hate crime.
Domestic abuse	Psychological, physical, sexual, financial, emotional abuse and so called 'honour' based violence by those who are or have been intimate partners or family members.
Organisational abuse	Neglect and poor care practice within a care setting such as a hospital or care home or in relation to care provided in someone's own home ranging from one off incidents to on-going ill-treatment. It can be neglect or poor practice as a result of the structure, policies, processes, or practices.
Modern slavery	Encompassing slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive, and force individuals into a life of abuse, servitude, and inhumane treatment.
Self-Neglect	Covers a wide range of behaviour including neglecting to care for one's personal hygiene, health or surroundings and behaviour such as hoarding.

TYPES OF ABUSE

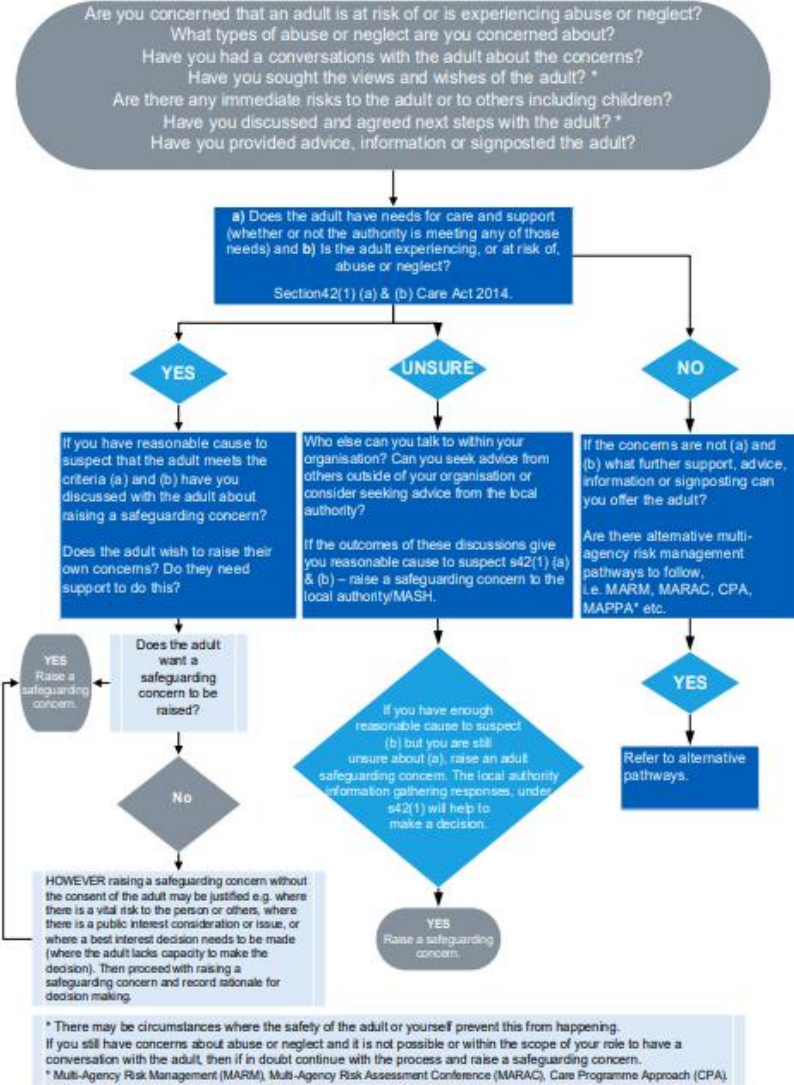
Where there is reasonable cause to suspect that an adult who has or may have needs for care and support and is at risk of or experiencing of abuse or neglect. Care Act 2014 Section 42 (1) (a) and (b).

This definition directs us to all work together to improve our understanding of the risks and experiences of adults who have needs for care and support:

- it will improve our ability to prevent or intervene early when there are concerns of abuse or neglect
 - it will enhance joint working to prevent, reduce or delay the risk of harm to the adult
 - it will ensure that safeguarding concerns are identified and reported to support the adult
- it will ensure that those who have a statutory duty to enquire, act in a timely, person centered and coordinated way.

A SAFEGUARDING CONCERN IS:

Deciding if you need to raise a safeguarding concern to the Local Authority/ Multi-Agency Safeguarding Hub (MASH)



DECIDING IF YOU NEED TO RAISE A SAFEGUARDING CONCERN

IDENTIFYING AND RECOGNISING RISK

- Where a person with needs of care and/or support is refusing support and in so doing is placing themselves or others at risk of serious harm, advice and information should be shared with the adult about the risk(s) of involvement or noninvolvement. Professional judgement will determine whether or not the level of risk has reached an unmanageable level for your organisation.
- All professionals have a vital role to play to make early, positive interventions with individuals and families so as to make a difference to their lives, preventing the deterioration of a situation or breakdown of a vital support network.
- Where professionals perceive the risk to be too high to work in the environment due to hoarding/squalor it is vitally important to not make this decision in isolation. This will need to be communicated with both managers and LA. Your own organisation will determine what level of risk is manageable.
- If the person refuses support this is a complex decision-making process, again not to be made in isolation. It is likely to need LA support in relation to whether the person is putting themselves or others lives at risk.
- Things you may need to consider when managing these risks:

Human Rights
Act 1998

Care Act 2014
Care needs
assessment
section 9

Safeguarding
Section 42
Care Act
2014

Care Act
2014
Carers
Assessment
Section 10

Mental
Capacity
Act 2005

Environmental
health

Advocacy -
Care Act /
IMCA / IMHA

Equality
Act 2010

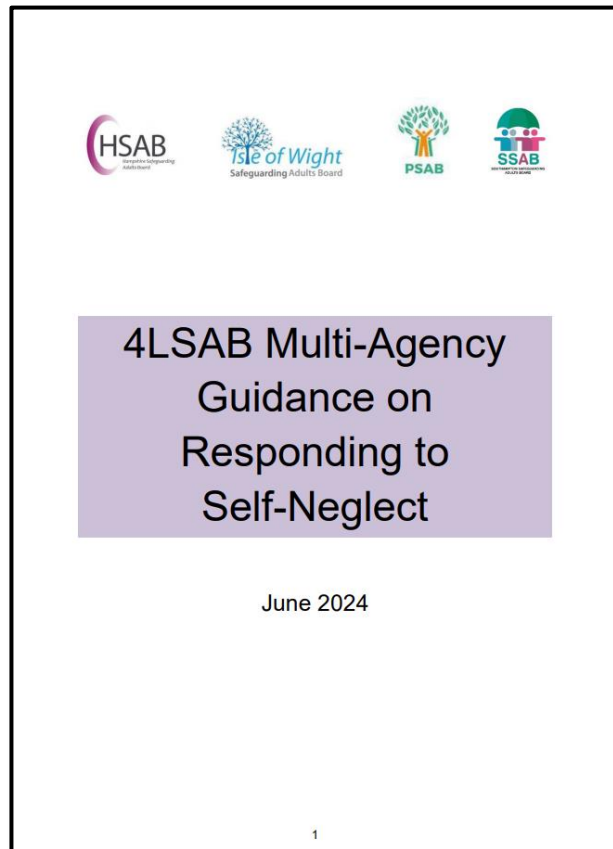
Tenancy and
housing law

Own Policies
and
Procedures

Mental
Health
Act 1983

Domestic
Abuse

SELF-NEGLECT GUIDANCE



Updated 2024:

- Includes more guidance on Mental Capacity
- Incorporating/signposting to existing 4LSAB resources – eg Hoarding Guidance
- Incorporates learning from recent SARs, thematic reviews, staff surveys
- Includes additional tools, resources and case studies to support professionals:
 - Case studies / good practice
 - Directory of support
 - Practical tips and conversation starters
 - Cycle of change



PSAB



Recognising Self-neglect

The Care Act 2014 Statutory Guidance defines that self-neglect is a “wide range of behaviours” including “neglecting to care for one’s personal hygiene, health or surroundings” and can include certain behaviours such as “hoarding”. Often this is a situation in which someone demonstrates a “lack of care for themselves and or their environment and refuses assistance or services”.

Types of Self-neglect

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one’s personal hygiene, nutrition, health or surroundings, leading to increased risk of fire due to hoarding.
- Failure to seek help or access services including non-attendance at appointments

Indicators of Self-neglect

- Very poor personal hygiene,
- Unkempt appearance, lack of appropriate clothing
- Malnutrition/dehydration, lack of essential food
- Living in hoarding, squalid or unsanitary living conditions, neglecting household maintenance
- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services, inability or unwillingness to take medication or treat illness or injury

Things to consider be professionally curious

- What is the adults view of the neglect, do they recognise it, see it as a risk?
- Is this a long-established behaviour or a recent decline as a response to a change in life, trauma, relationship breakdown, coping mechanism, etc.
- What strengths does the person have – what are they managing well and how can this be built on? What motivation for change does the person have?
- Are there links between the self-neglect and health, disability, substance use or the person’s life history, family or social relations?
- Self neglect behaviours maybe hidden for years and therefore agencies may only become aware when risks have increased.

Reasons for self-neglect

- Self-neglect can be a result of a diverse range of issues and challenges faced by individuals, so it is important to look at the neglect or hoarding in the context of the individual’s life.
- Often the reasons for the self-neglect have stemmed from problems such as health difficulties, injury, trauma, homelessness, loss or social isolation.
- The Care Act Statutory Guidance 2023 recognises it can be difficult to distinguish between whether a person is making a capacitated choice to live in a particular way (which may be described as an unwise choice or decision) or whether: The person lacks mental capacity to make the decision; or there is concern regarding the adult’s ability to protect themselves by controlling their own behaviour.
- Consider if the person has the functional capacity to make a particular decision and executive capacity which is the ability to carry out the decision.

Multi-Agency Roles and Responsibilities

- Successful intervention is more likely when different services work together to identify solutions and look at a person's needs/risks as a whole. While things like cleaning interventions may provide a short-term solution to self-neglect and/or hoarding, longer-term solutions should be sought as part of an integrated multi-agency plan.
- The aim is to prevent serious injury or death of the individuals by ensuring that:
 - The person is empowered as far as possible to make their own decisions and to make changes to their circumstances that lead to positive outcomes
 - There is a shared, multi-agency understanding and recognition of issues
 - There is effective and practical multi-agency working, which challenges practice and ensures that concerns/risks receive appropriate prioritisation
 - There is a proportionate response to the level of risk to self and others

Raising a Safeguarding Concern

Make a Safeguarding Referral to Local Authority detailing concerns – click links below to take you to safeguarding adult contact information for the individual 4LSAB areas:

[Southampton](#)

[Portsmouth](#)

[Isle of Wight](#)

[Hampshire](#)

Useful Links

- [4LSAB Multi-Agency Guidance on Responding to Self-Neglect and Persistent Welfare Concerns](#)
- [Multi-agency Hoarding Guidance 2022](#)
- [4LSAB Multi-Agency Safeguarding Adults Escalation Protocol](#)
- [4LSAB 7-Minute Guide to Professional Curiosity](#)
- [4LSAB Multi-Agency Risk Management Framework](#)

Language and Engagement

- Language (both that which is written and spoken) used by professionals about individuals who self neglect should be respectful of the person, not judgemental, and should also follow Making Safeguarding Personal principles.
- Using positive, respectful language can build trust and lead to better outcomes for the individual, as they are more likely to engage with any suggested changes, services or interventions.
- Individuals who self-neglect often decline support and may not identify that they need support. Due to the nature of self-neglect, be mindful that engagement may take time and fluctuate.

WHAT IS SELF-NEGLECT AND HOARDING?



- The Care Act 2014 Statutory Guidance defines that self-neglect is a “wide range of behaviours” including “neglecting to care for one’s personal hygiene, health or surroundings” and can include certain behaviours such as “hoarding”. Often this is a situation in which someone demonstrates a “lack of care for themselves and or their environment and refuses assistance or services”.
- Self-neglect can a combination of the above and this can make it complex to know where to start.
- ‘Hoarding is the excessive collection and retention of any material to the point that living space is not able to be used for its intended purpose.’
- Self-neglect/hoarding can also be symptoms of other medical disorders; it is not a lifestyle choice.

The 3 main types of hoarding

- **Compulsive / Generalist hoarding:** Clinical compulsive hoarding - This is the most common. This could consist of one type of object or collection of a mixture of objects, such as old clothes, newspapers, food, human waste. This will often manifest from an emotional attachment creating conflict in disposal.
- **Bibliomania:** Books and written information – such as newspapers, magazines, DVDs and videos, and Data Hoarding. It could present with the storage of equipment such as computers, electronic storage devices or paper. A need to store copies of emails, and other information.
- **Animal hoarding:** Often accompanied with the inability to provide minimal standards of care. The hoarder is unable to recognise that the animals are at risk because they feel they are saving them. The homes of animal hoarders are often destroyed by the accumulation of animal faeces and infestation by pests.





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General Characteristics of Hoarding

- Reasons for saving items may include:
 - Instrumental saving pattern – ‘What if I or someone else needs it’
 - Sentimental saving – ‘It means so much’
 - Aesthetic saving – ‘I love it’
 - Fear and Anxiety
 - Long term behaviour pattern
 - Excessive attachment to possessions
 - Indecisiveness
 - Socially Isolated
 - Churning behaviour – going over things again and again but not throwing away
- A person who hoards may see nothing wrong with their behaviour and have little insight on the impact it has on them and others.

IDENTIFYING THE RISK LEVEL OF HOARDING

- We use the clutter image rating which is widely used around the world to assess the level of hoarding behaviour being displayed.
- This was initially developed by The International OCD Foundation and were originally a study by Frost RO.

Clutter Image Rating Scale – Bedroom



TYPES OF SELF-NEGLECT/INDICATORS OF SELF-NEGLECT



Lack of self-care to an extent it threatens personal health and safety



Neglecting to care for one's personal hygiene, nutrition, health or surroundings, potentially leading to increased risk of fire due to hoarding



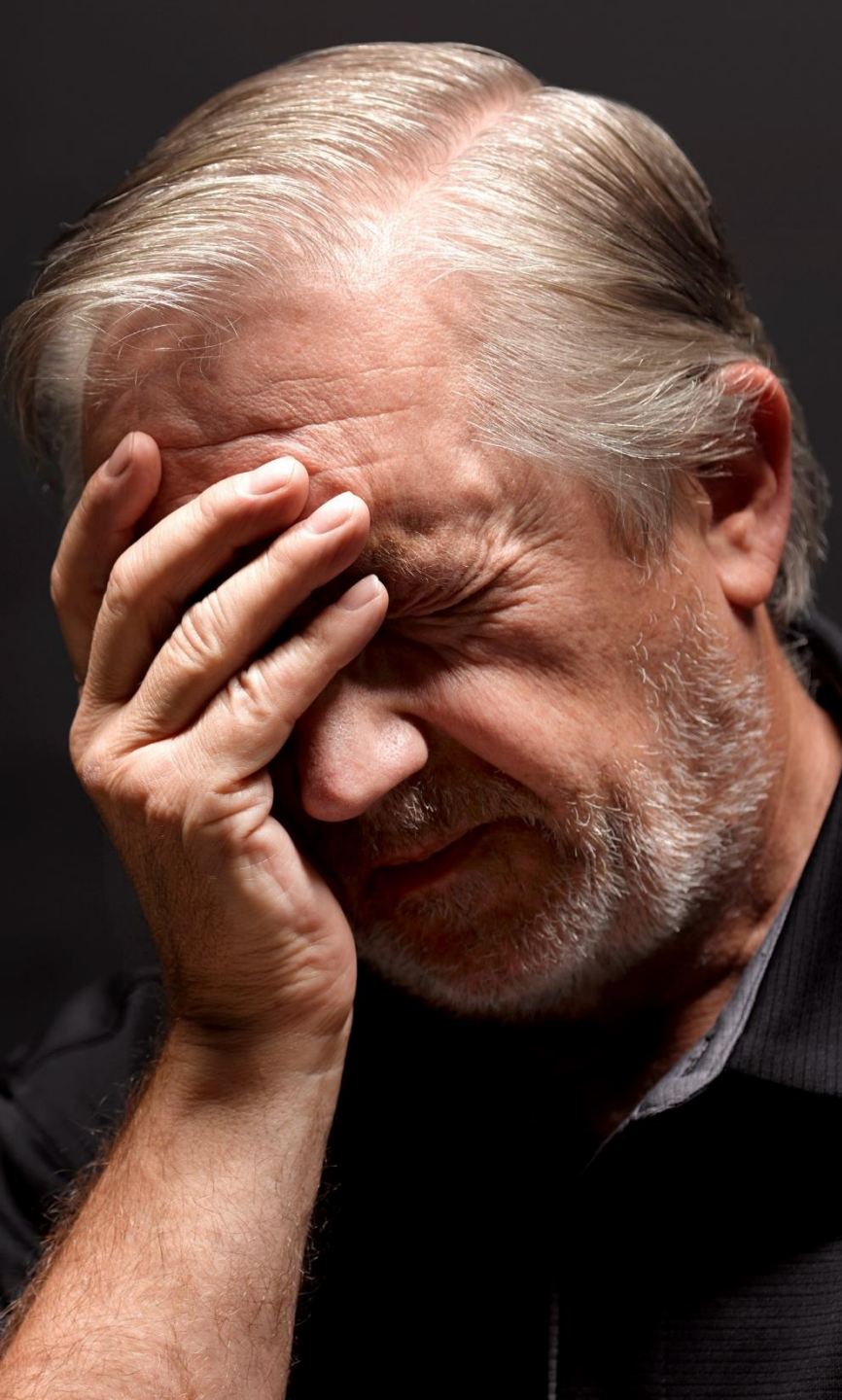
Failure to seek help or access services including non-attendance at appointments

- Very poor personal hygiene
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SELF-NEGLECT - HOARDING, SQUALOR OR COLLECTING



- **Self neglect** can present in the environment and all circumstances have things in common and importantly may cause the adult to be nervous to disclose.
- **Hoarding** - Those who are displaying hoarding behaviour will likely be reluctant to allow any changes to their home, removing items or cleaning.
- **Squalor** – Those whose property has descended into squalor may be more relieved to have someone offer to help them sort the situation out.
- **Collecting** – Collecting needs to be considered in relation to what is being collected, is it causing a risk, breach of tenancy, is it well managed and not impacting on the use of the home.



UNDERSTANDING LIVED EXPERIENCE

- Embedded negative self-image
- Different standards – these could have been always there, or they could have developed later, society changes its standards ‘norms’ over time
- Inability to care – beyond own control – physical barriers – psychological barriers
- Stronger reaction to the positive value of collecting/hoarding
- People may be making this decision consciously or unconsciously
- Other factors may be driving this – alcohol – Domestic Abuse - Homelessness

DO'S AND DON'T'S

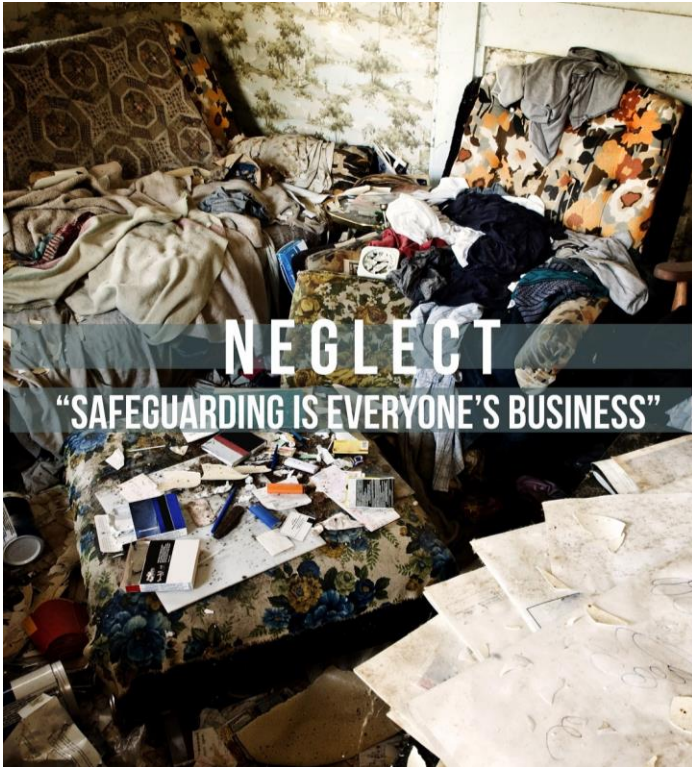
- Balance enforcement with support
- Make key referrals
- Be clear about your expectations
- Focus on escape routes first
- Do set clear times when you will visit, consistency is key
- Do think creatively about how to meet and build a rapport with the adult.
- Always work with the person, empower them in the process, set actions jointly
- Keep the process moving, even if there's resistance
- Start with small steps, could be as much as a square foot, they need to be reasonable and achievable
- Celebrate successes however small
- Visiting unannounced may not always work
- Don't touch the person's items without their permission
- Never remove possessions without this being agreed in writing
- Don't expect a quick change, this will take time, these cases are complex
- Don't try and catch them out
- Don't make negative comments about their items
- Ensure you stay clear about your aims
- Making decisions in isolation is a risk, keep talking to your colleagues

WHEN SELF-NEGLECT BECOMES A SAFEGUARDING CONCERN



- Self-neglect can affect more than the individual: it can affect the whole family and it is vitally important the whole family is considered in these circumstances.
- The person must have care and support needs – however if they don't this does not mean nothing further can be done.
- The information provided by the referrer is important to help the local authority begin to assess whether the criteria within this S42(1) duty are met.
- Only the LA can apply the S42 duty if it meets the threshold and there is cause to suspect that the three statutory criteria are met.
- A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support.

CONTINUED



- When considering the steps to take it's important to recognise that adults sometimes have complex needs and may be ambivalent, unclear or unrealistic about their personal circumstances.
- It is about people and organisations working together to prevent, and stop, both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.
- Understanding the process can help make the decision on whether it's a safeguarding concern for the LA or for the GP and ongoing mental health support, potentially via CMHT.
- Importance of clear referral to services: is the self-neglect behaviour so serious that you believe there is a risk to life, and is the person unable to keep themselves safe?

THINGS TO SUPPORT YOUR DECISION

Keep the person at the centre of the process and any decisions being made

What are the wishes and expectations of the adult and what outcome are they seeking?

What are the expectations of the organisation?

Sign posting and referral options

Be professionally curious

Other multi agency interventions

What's already in place

Importance of early intervention even if it hasn't 'got that bad' yet

MULTI AGENCY RESPONSE



- It is recognised that self-neglect is complex and that a variety of agencies may come into contact with the same person.
- Often the response can be to advise the relevant agencies involved to co-ordinate the Multi-agency risk management framework (MARM). This framework is designed to support cases relating to adults where there is a high level of risk but the circumstances may sit outside of the statutory adult safeguarding framework (S42) but for which a multi-agency approach would be beneficial.

WHAT IS A MARM MEETING AND WHEN WOULD YOU CALL ONE

MARM - Multi Agency Risk Management, a meeting of professionals to address presenting risks to an adult in a joined up and holistic way.

MARM is a proactive, person centred approach to focusing on prevention and early intervention to manage risk.

MARM can be initiated by any agency or professional.

MARM is likely to be useful to any professional who is working with Adults who are experiencing a high level of risk from events and circumstances that result in risk of harm to them.

MARM recognises that in complex cases, professionals are often dealing with long term and entrenched behaviours to which responses require a commitment to a longer term, solution-based approach which has at its core, a focus on building trust and a rapport with the adult.

MARM relies on engagement and cooperation between services. Appropriate challenge and escalation is an essential part of partnership working and professional responsibilities to achieve high standards. When this doesn't happen, there is a 4LSAB Escalation Protocol.

POLICY AND GUIDANCE



- [4LSAB Multi Agency Safeguarding Adults Policy and Guidance 4LSAB Adult Safeguarding Policy Process and Guidance July 2023 \(hampshiresab.org.uk\)](https://www.hampshiresab.org.uk)
- [4LSAB Safeguarding Concerns Guidance 4LSAB Safeguarding Concerns \(hampshiresab.org.uk\)](https://www.hampshiresab.org.uk)
- [4LSAB Multi Agency Risk Management Framework \(MARM\) 4LSAB MARM \(Multi-Agency Risk Management\) Framework June 2020 \(hampshiresab.org.uk\)](https://www.hampshiresab.org.uk)
- [4LSAB Multi Agency Guidance on Responding to Self-neglect https://www.hampshiresab.org.uk/wp-content/uploads/4LSAB-Guidance-on-Responding-to-Self-Neglect-June-2024.pdf](https://www.hampshiresab.org.uk/wp-content/uploads/4LSAB-Guidance-on-Responding-to-Self-Neglect-June-2024.pdf)
- [4LSAB Hoarding Guidance 4LSAB Multi-agency Hoarding Guidance 2022 \(hampshiresab.org.uk\)](https://www.hampshiresab.org.uk)
- For all other Policies and Guidance please head to our websites:
 - [Hampshire Safeguarding Adults Board | Working together to safeguard adults at risk \(hampshiresab.org.uk\)](https://www.hampshiresab.org.uk)
 - <https://www.portsmouthsab.uk/procedures/>

ANY QUESTIONS?

THANK YOU