

Appendix 9 Hoarding assessment reference guide

Factors	Guidance			
1. The vulnerability of the person	Less vulnerable	More Vulnerable		<ul style="list-style-type: none"> Does the person have capacity to make decisions with regard to care provision / housing etc? Does the person have a diagnosed mental illness? Does the person have support from family or friends? Does the person accept care and treatment? Does the person have insight into the problems they face?
2. Types of Seriousness of	Low risk	Moderate	High / Critical	<ul style="list-style-type: none"> Refer to the table overleaf. Types and Seriousness of Hoarding. Look at the relevant categories of hoarding and use your knowledge of the case and your professional judgement to gauge the seriousness of concern. Incidents that might fall outside invoked Adult Protection procedures (Low Risk) could potentially be addressed via preventative measures such as engaging with the person, developing a rapport, supporting the person to address concerns, getting the person to engage with community activities and develop / repair relationships, access to health care and counselling If a Social Worker or nurse is involved in the care report concerns to them as part of preventative measures. <p>This tool does not replace professional judgement and does not aim to set a rigid assessment for intervention. Note professional decision making reflects the fact that the type & seriousness of hoarding may fall within the low risk category, other factors may make the issue more serious and therefore warrant progression via safeguarding procedures.</p>
Hoarding Property				
Hoarding household				
Hoarding Health and				
Hoarding Safeguarding				
3. Level of hoarding (See clutter image rating scale for hoarding)	Low risk	Moderate risk	High risk	<p>Determine if the hoarding is:</p> <ul style="list-style-type: none"> A fire risk? Impacting on the person's wellbeing (Care Act 2014 definition)? Preventing access to emergency services? Affecting the person's ability to cook, clean and general hygiene? Creating limited access to main areas of the house? Is the person at increased risk of falls?
4. Background to hoarding	Low impact		Seriously affected	<ul style="list-style-type: none"> Does the person have a disability that means that they cannot care for themselves? Does the person have mental health issues and to what extent? Has this been a long standing problem? Does the person engage with services, support and guidance offered? Are there social isolation issues?
5. Impact on others	No one else affected	Others indirectly affected	Others directly affected	<p>Others may be affected by the hoarding. Determine if:</p> <ul style="list-style-type: none"> Are there other vulnerable people (Children or adults) within the house affected by the persons hoarding? Does the hoarding prevent the person from seeing family and friends? Are there animals within the property that are not being appropriately cared for?
6. Reasonable suspicion of abuse	No suspicion	Indicators present	Reasonable suspicion	<p>Determine if there is reason to suspect:</p> <ul style="list-style-type: none"> That the hoarding is an indicator that the person may be being abused The person may be targeted for abuse from local people That a crime may be taking place That the person is being neglected by someone else That safeguarding is required
7. Legal frameworks	No current legal issues	Some minor legal issues not currently impacting	Serious legal issues	<p>Try to determine whether:</p> <ul style="list-style-type: none"> The person is at risk of eviction, fines, non-payment issues There is an environmental risk that requires action – Public health issues There are safeguarding and animal welfare issues Fire risks that are a danger to others

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Types and Seriousness	<p>Examples of concerns that do not require formal safeguarding procedures and can be dealt with by other systems e.g. Health / GP intervention, community engagement, counselling, developing a rapport. It is likely that only concerns in the second column need to be reported – Use professional judgement</p> <p>The examples below are likely to indicate the need for a referral for formal procedures. If there is any immediate danger of a crime or abuse to an individual evident, call 999 straight away and make a safeguarding referral.</p>		
Level of Risk	Minimal Risk	Moderate	High / Critical
Hoarding Property	<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 fire brigade to visit and install. • All services functional and maintained in good working order. • Garden is accessible, tidy and maintained 	<ul style="list-style-type: none"> • Only major exit is blocked • Only one of the services is not fullyfunctional • 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 	<ul style="list-style-type: none"> • Limited access to the property due to extreme clutter • Evidence may be seen of extreme clutter through 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 • Evidence of structural damage or outstanding repairs including damp • Interior doors missing or blocked open • Evidence of indoor items stored outside
Hoarding – 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. 	<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) score between 4- 6 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 	<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 and not used for intended purpose • 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 and no safe cooking environment • Resident is using candles • 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 and is at risk of notice being served.

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Hoarding – 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. Personal protective equipment is not required 	<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 Resident trying to manage personal care but struggling No writing on the walls Light insect infestation (bed bugs, lice, fleas, cockroaches, ants, etc.) PPE – e.g. Latex Gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent. 	<ul style="list-style-type: none"> Human urine and or excrement may be present 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 Inappropriate use of electrical extension cords or evidence of unqualified work to the electrics. Heavy insect infestation (bed bugs, lice, fleas, cockroaches, ants, silverfish, etc.) Visible rodent infestation
Hoarding – Safeguarding of children, family members and / or animals	<ul style="list-style-type: none"> No Concerns for household members 	<ul style="list-style-type: none"> Hoarding on clutter scale 4 -6 does not 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 	<ul style="list-style-type: none"> Hoarding on clutter scale 7-9 constitutes a Safeguarding Alert. Please note all additional concerns for householders
RESPONSIBILITY	<p>All workers to engage with the person, develop a rapport, supporting the person to address concerns, getting the person to engage with community activities and develop / repair relationships, access to health care and counselling, improve wellbeing – Preventative measures</p>	<p>Workers to follow the processes identified by local procedures for Safeguarding. Consult with Local Authority Safeguarding Adults for advice and guidance. Inform Social Worker or Nurse if involved with person.</p>	<p>Referral to Social Services Safeguarding Adults and follow Local Authority Safeguarding Procedures.</p>

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