

Self- Neglect and Hoarding Safeguarding Pathway Toolkit

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). Each Local authority is able to provide advice and guidance on supporting your decision making on the appropriate referral pathway, please contact the local authority that the individual lives in directly.

The partnership has completed 2 example toolkits based on fictitious cases [Mr Brown](#) and [Mrs Red](#), please refer to for best practice examples of completed toolkits.

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

| | |
|--|--|
| Name/role and organisation of Person completing this form | |
| Name/DoB/Address this toolkit referers to | |
| Date toolkit completed | |
| Any other comments | |

Vulnerability

Select one from the list below

| 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. | | |
| 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. | | |

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 | | |

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 | | |

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 | | |

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/neighbours are present but there are no concerns around impact on them | | |
| Moderate | There are children or other adults in the household or neighbours 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 | | |
| High | There are children or other adults with care and support needs in the household or neighbours 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 | | |

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 | | | | |
| Bedroom 2 | | | | |
| Bedroom 3 | | | | |
| Bedroom 4 | | | | |
| Hallway | | | | |
| Kitchen | | | | |
| Bathroom | | | | |
| Cloakroom | | | | |
| Lounge | | | | |
| 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 | | | |
| Health & Safety | | | |
| Household Functions | | | |
| Impact on others | | | |
| Impact on self | | | |

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. |
| 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. | | |

END