

Risk Management in Hoarding and Self- Neglect

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Worker)

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Outcomes

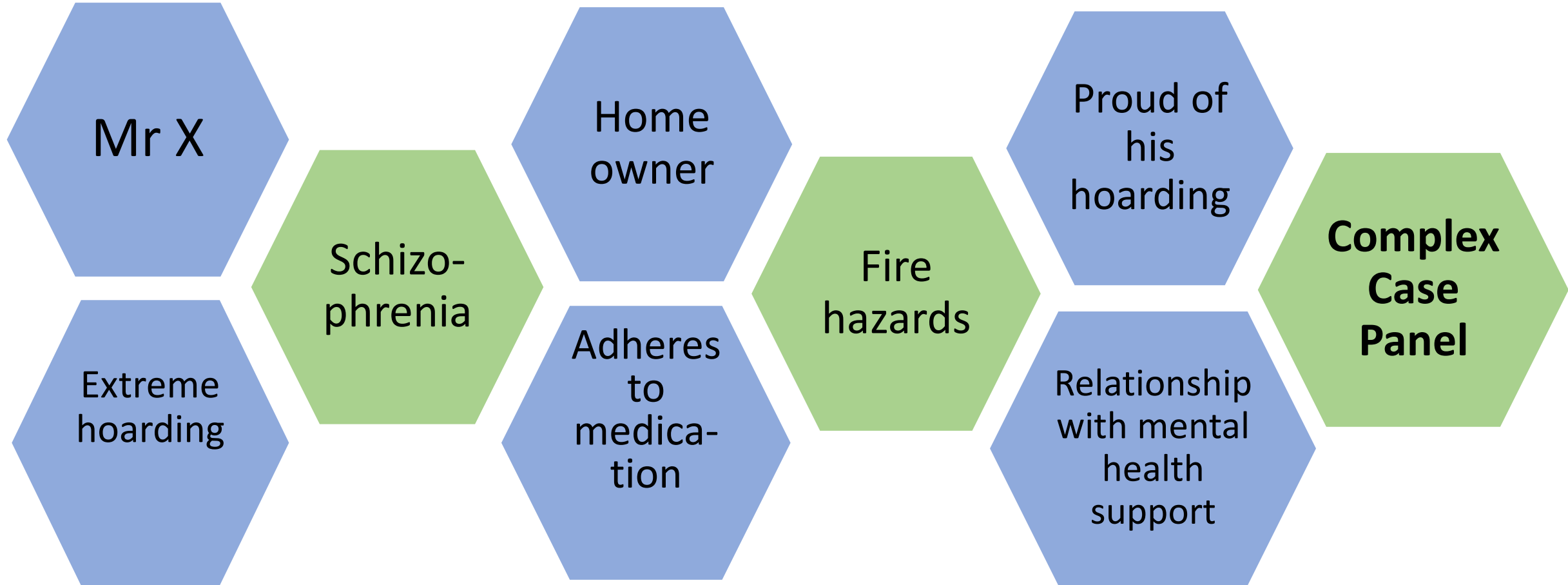
- Why are we here?
- How will this conference make a difference to people with lived experience?
- How will professionals know it has made a difference to people with lived experience?

PS: Case confidentiality



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Why? (Organisational Memory...)



Barking and Dagenham Mechanisms

Policy:

- Hoarding and Self-Neglect Policy for B&D resident
- Clutter Scales used to identify risks
- Complex Case Panel Policy
- Guidance on Self-Neglect and Hoarding (ADASS, SCIE)
- London Safeguarding Policy and Procedure
- Statutory Care Act 2014 Guidance
- Mental Capacity & DoLS Codes of Practice
- SAR Policy

Multi-Agency mechanisms:

- Multi-agency Safeguarding Adults Meetings
- Complex Case Panel (Public Health, ASC, Housing, Fire, Health NHS and CCG, Police = SAB Reps)
- Safeguarding Adults Board
- Strategic Meetings with Health (Frequent callers or cases of concern)
- Service User Mortality Review Meetings
- Safeguarding Adults Reviews

Workforce:

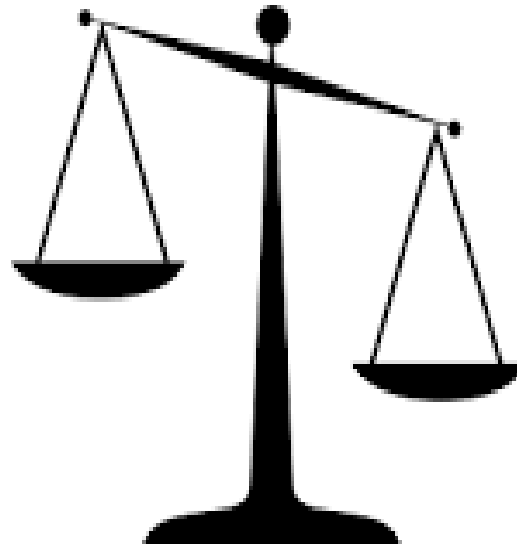
- Best Practice Forums (Interaction between SAB and ASC, Enquiry Officers and SAMs S42s)
- Masterclasses on research with Hoarding and self-neglect
- Directors Case Briefing – reflective practice

Social Work (ASC) and Community Solutions:

- Build relationships with people who hoard
- 'Stickability' with practitioner helping them – SW
- Outcome focussed – safer and MSP
- Community Based Support – ILA, the Collective and other local groups
- Work to support them and balance with housing enforcement

Balancing Act: Braye et al (2014)

Person's Choice &
Freedom



Safety &
Duty of Care



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Liana says use the RAMmPSs: when paralysis sets in...

- 1) **Risks** - Identify, assess, manage, review
- 2) **Assess** - Mental Capacity, record
- 3) **Mitigate** the risks, provide support, Make Safeguarding Personal (**MSP**)
- 4) **Proportionate** - Intervention and response
- 5) **Safeguard** the Adult at Risk, ensure they are **Supported** with an Advocate / Family or Friend



* Learned Helplessness (Skinner, 1957)



Stories in Barking and Dagenham

Story 1: 'SW: I had to throw away my shoes after the visit'



Story 2: 'SW: I can work with them, I just need time'



Table Discussion

- 1) What processes have you got locally to manage self-neglect and hoarding?
- 2) What do you do in your organisation to support staff who manage the relationship with the resident and support their 'stickability'?



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Suggested Reading List

- Braye S, Orr D and Preston-Shoot M (2015) *Serious case review findings on the challenges of self-neglect Indicators for good practice.* *Journal of Adult Protection* 17,2, 75-87.
- Braye S, Orr D and Preston-Shoot M (2014) *Self-neglect policy and practice: Building on evidence base for adult social care.* London: Social Care Institute of Excellence.
- Department of Health (2016) *Care and Support Statutory Guidance issued under the Care Act 2014,* London: Department of Health.
- Research in Practice for Adults: Frontline Briefing. *Working with People who Hoard.*
- Pertusa A and Fonseca A (2014) 'Hoarding behavior in Other Disorders' in Frost RO and Steketee G (eds) *The Oxford Handbook of Hoarding and Acquiring.* Oxford: Oxford University



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