

# Thoughts on Hoarding

“Negative results can occur when interventions are not carefully planned with a group of professionals with hoarding knowledge.”

Source:[http://dmh.lacounty.gov/cms1\\_046522.pdf](http://dmh.lacounty.gov/cms1_046522.pdf)

# hOarding uk

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# Introduction

- Megan Karnes (alphabetically!)
  - Activist
  - Advocate
  - Consultant
  - Counsellor
  - Counselling Supervisor
  - Trainer

# Virtual Realities

- Confidentiality
- Take part
- Agree to disagree at times

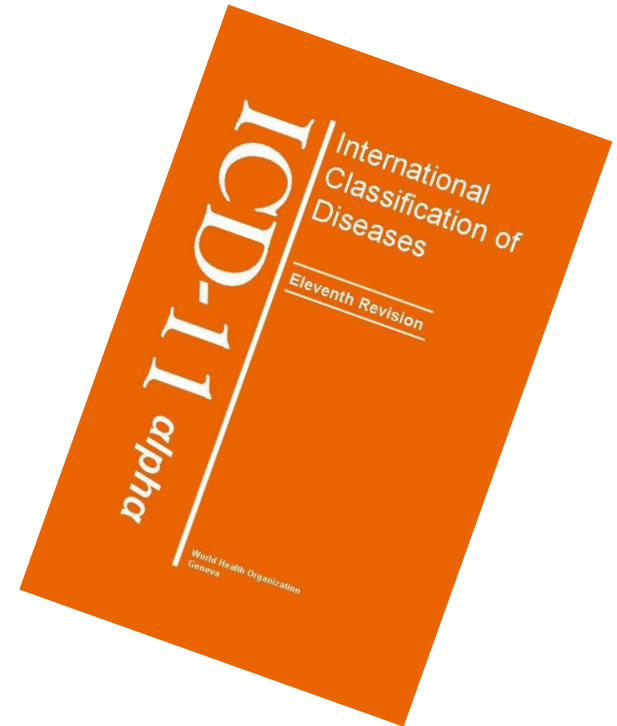
# Questions?

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# Clinically recognised disorder...



WHO



# Hoarding Disorder-ICD 11



- Hoarding disorder is characterised by **accumulation of possessions due to excessive acquisition of or difficulty discarding possessions**, regardless of their actual value.
- **Excessive acquisition is characterised by repetitive urges** or behaviours related to amassing or buying items.
- Difficulty discarding possessions is characterized by a **perceived need to save items and distress** associated with discarding them.

<https://icd.who.int/dev11/f/en#/http%3a%2f%2fid.who.int%2fcd%2fentity%2f1991016628>

# HD-Diagnostic Criteria (cont.)

- The **level of insight varies**.  
Some may recognise and acknowledge that they have a problem; others may not see a problem.



Source: Mataix-Cols, et. al. 2010 /  
<http://static1.squarespace.com/static/55af53d9e4b0b824e76d2646/t/568ff0b925981d5681b54093/1452273853167/newLevelOfInsight.png?format=500w>

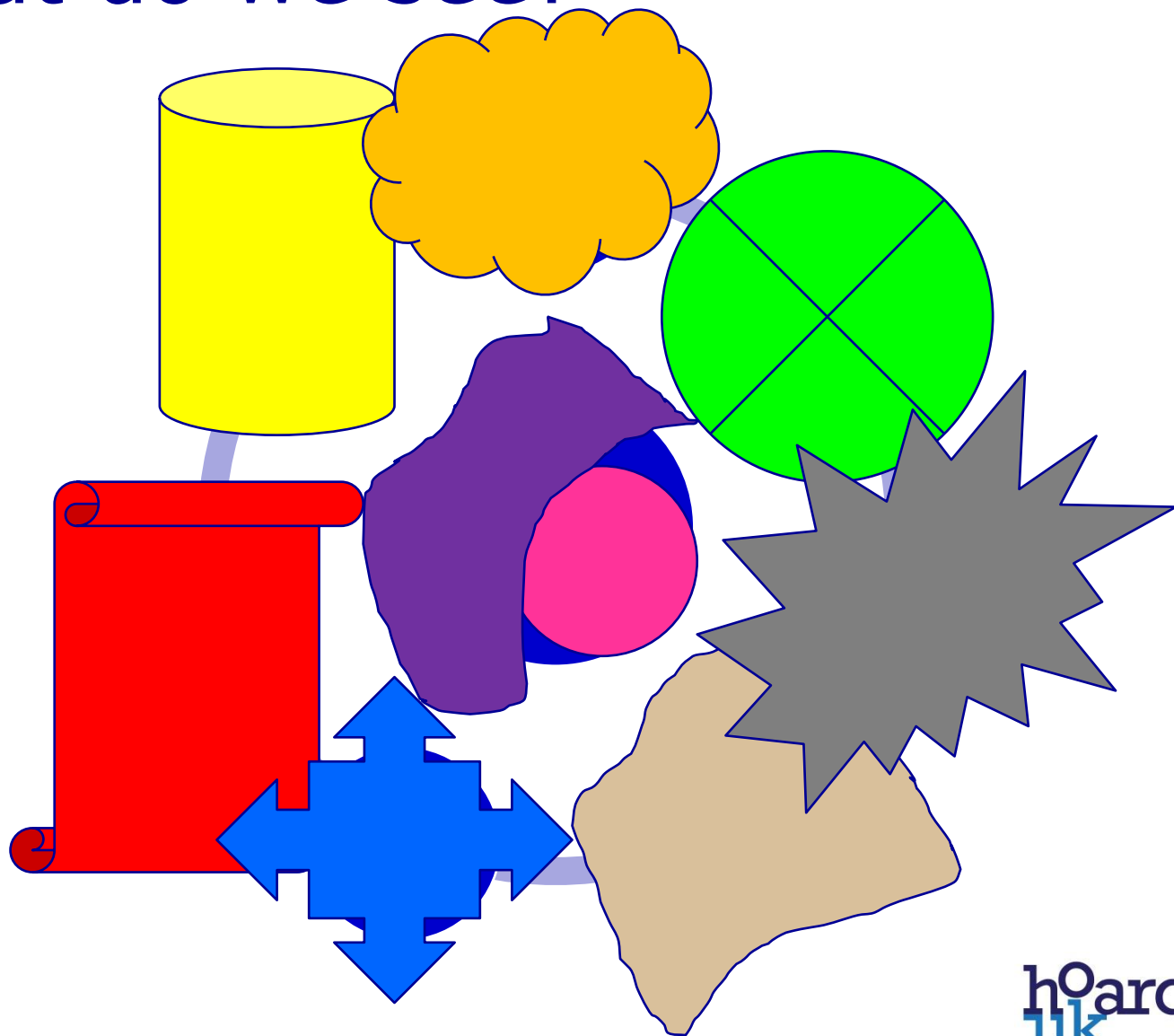
# ...seeing and being seen...

There are various ways that partners can identify hoarders, which can be categorised into four areas:

| Access Issues   | Neighbours, Friends & Family  | Un/Scheduled Visits  | General   |
|---|---|--|---|
| <ul style="list-style-type: none"><li>• Issues with gaining access – as this is generally not welcomed.</li><li>• Don't always request repairs or have debt issues that may trigger reactive visit.</li><li>• Gas checks and necessary repairs – eg leaks into neighbouring properties – do contractors know when appropriate to report an issue</li><li>• Decent Homes – action if holding up certain necessary works – eg electrics, though not all work as people can choose not to have new kitchen etc</li></ul> | <ul style="list-style-type: none"><li>• Smell or obvious pest problem – usually when it becomes noticeable in neighbouring properties</li><li>• Concerned neighbours or complaint</li><li>• Items creeping into communal areas or outdoor space, overgrown gardens</li><li>• <b>Concerned friends and family may make a report to partners.</b></li></ul> | <ul style="list-style-type: none"><li>• Welcome visits / tenancy check (indicates early on if potential problem)</li><li>• Periodic occupancy checks (home visit not by phone)</li><li>• GP, Fire or ambulance service – tends to be at crisis point such as hospitalisation.</li><li>• Meals on wheels or other domestic / carer / safety / occupational therapist visits</li><li>• Social workers/housing support worker</li><li>• Down-sizing / under-occupiers</li><li>• Responsive visits e.g. repairs,</li></ul> | <ul style="list-style-type: none"><li>• Info from a previous landlord</li><li>• Case notes/handover between teams and sometimes between landlords</li></ul> |

Source: Lewisham Multi-agency Hoarding Protocol 2012

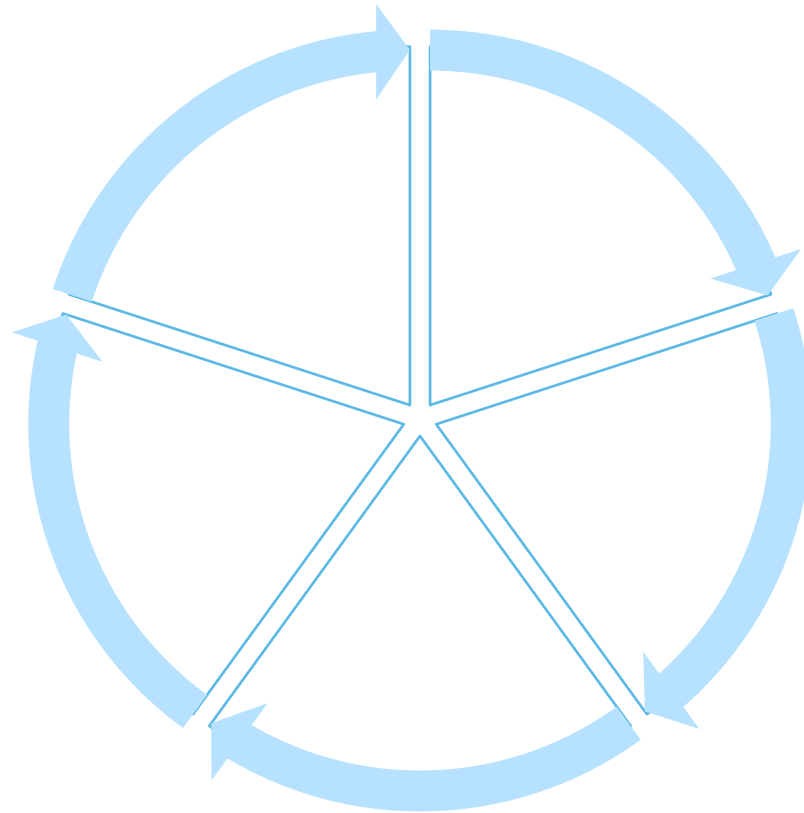
# What do we see?



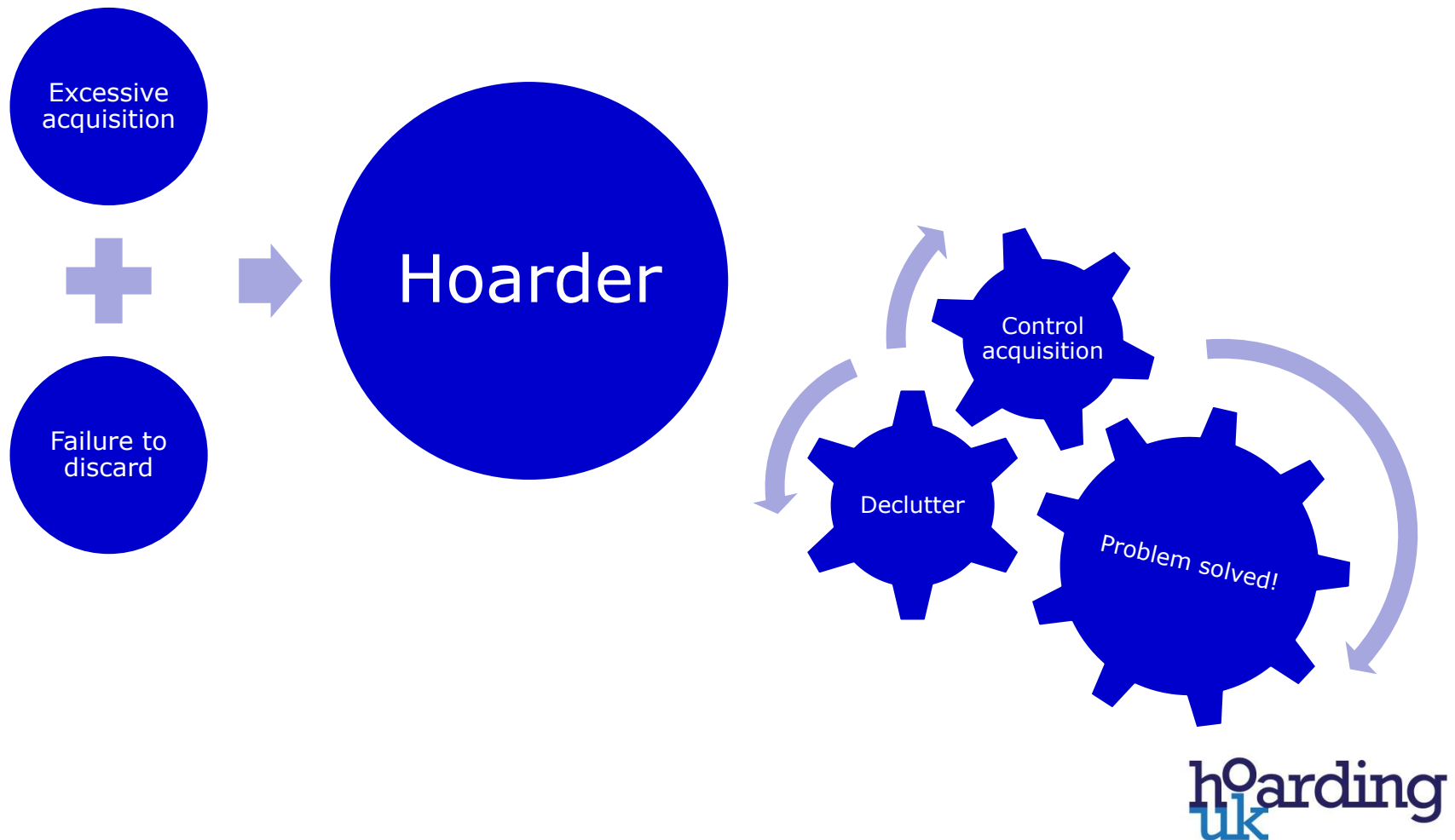
# What we don't see...



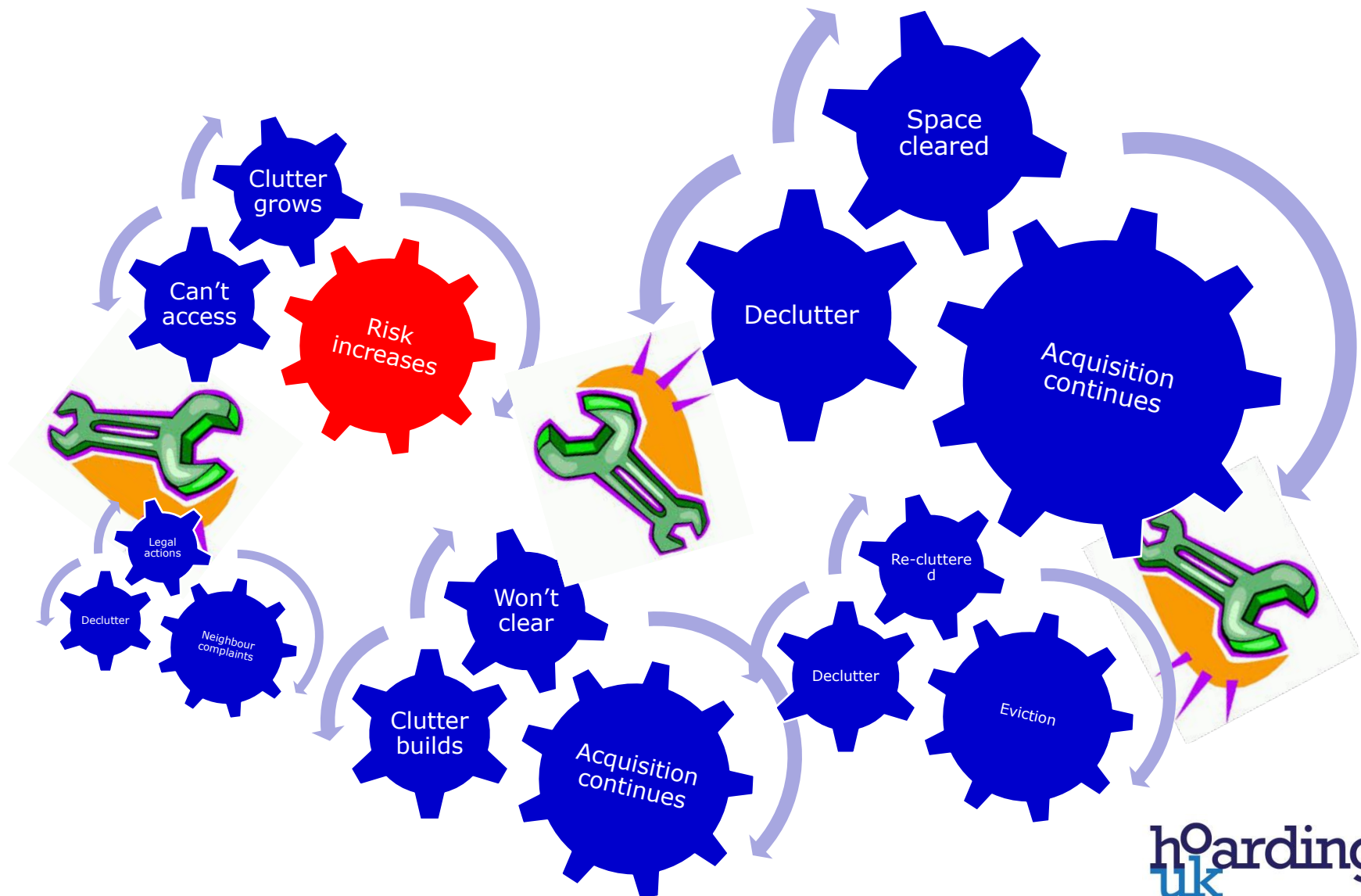
# Person at the Centre



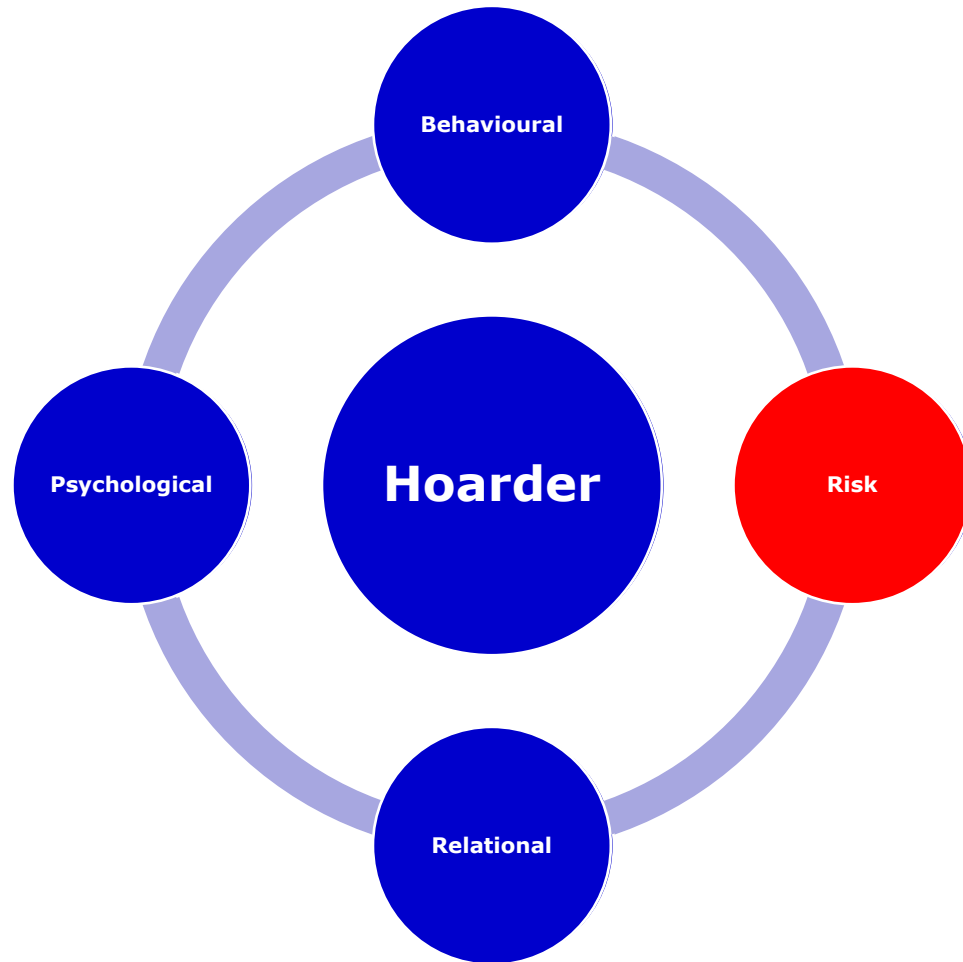
# It's quite simple, really...



# Spanners, spanners everywhere...



# The deal changer



# Clutter Index Rating



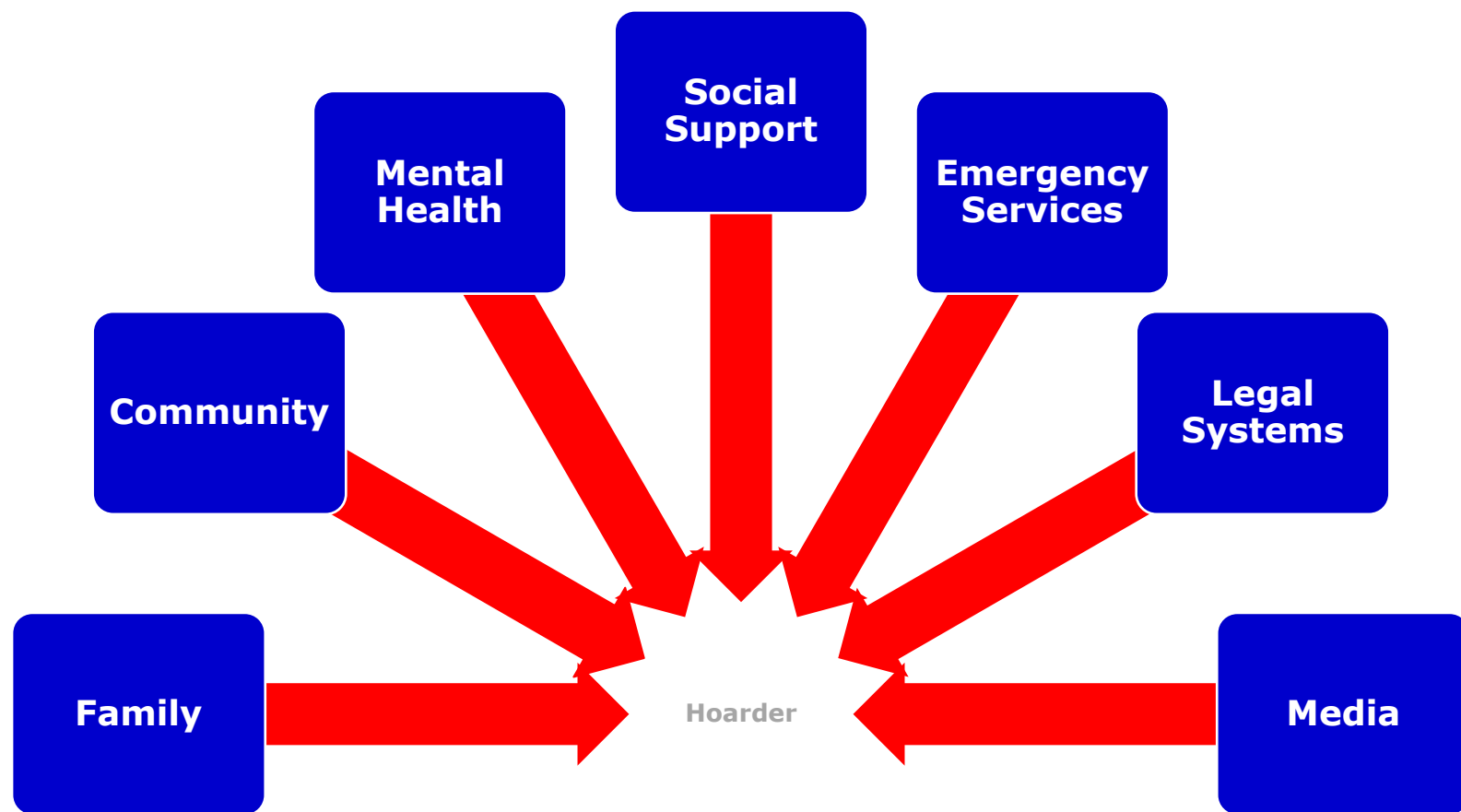
Courtesy of: Oxford University Press (Abstract from Compulsive Hoarding and Acquiring Therapist Guide by Gail Steketee and Randy O. Frost)

# Contextualise risk assessment

- People who hoard make adjustments in regard to choosing to live with the clutter:
  - No heating
  - Electrical items
  - Controlled water
  - Adaptive lifestyle choices

You may judge these, but do they work to reduce risk?

# Different perspectives...





## Mental Capacity Act 2005



**Tenant's right to quiet enjoyment of property**

Tenant is entitled to quiet enjoyment of the property subject to the terms and conditions of the governing written document.



Human Rights Act 1998

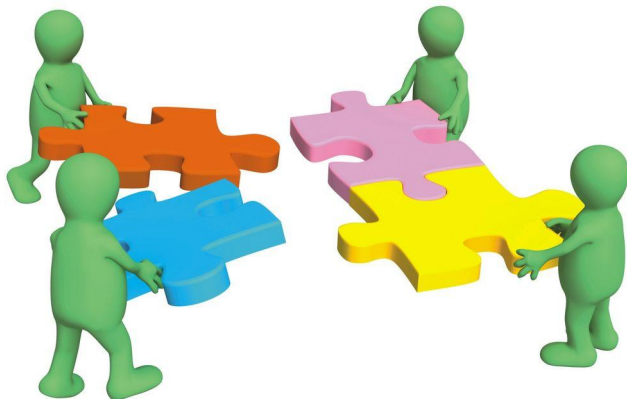


Fire Safety Act 2021



Homelessness Reduction Act 2017

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# Values Driven

|                              |  |
|------------------------------|--|
| NON-JUDGMENTAL               | <ul style="list-style-type: none"><li>• No judgments are made about anyone who may display hoarding related behaviours / have hoarding disorder</li></ul>  |
| HERE TO SUPPORT YOU          | <ul style="list-style-type: none"><li>• We focus on support and not stigma</li></ul>   |
| UNDERSTANDING AND WELCOMING  | <ul style="list-style-type: none"><li>• There is no shame in asking for advice or support. If you do have a collection of items which you want support to manage, we would not just immediately take it away</li></ul> |
| INDEPENDENCE                 | <ul style="list-style-type: none"><li>• We would support the individual to live their life as independently and safely as possible</li></ul>   |
| SAFEGUARDING                 | <ul style="list-style-type: none"><li>• Safeguarding and protecting adults who may be vulnerable or require support is our duty and priority</li></ul>   |
| YOU AT THE CENTRE            | <ul style="list-style-type: none"><li>• The individual and/or their advocate remain at the centre of support planning and assessment</li></ul>   |
| WORKING EFFECTIVELY WITH YOU | <ul style="list-style-type: none"><li>• The individual should be supported by professionals who are trained on hoarding related behaviours so they are best able to work with individuals</li></ul>                    |

# Holistic

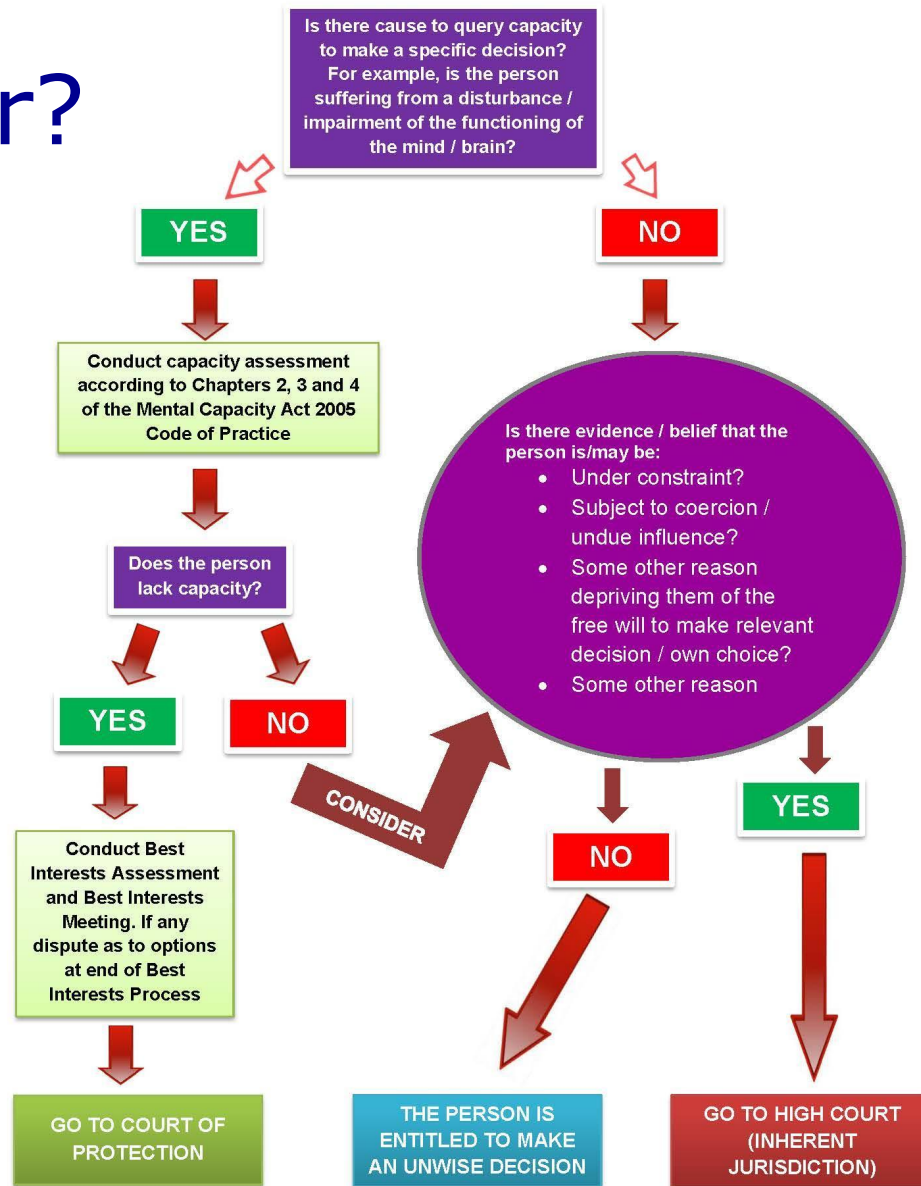


# Lawful



- Legal requirement to report risk to self and others. How does this impact in regard to hoarding disorder?
- Rights of Entry (E Handout)
- Are the Mental Health Act 1983 (2007) and/or Mental Capacity Act 2005 relevant?
- Tenancy Agreements
- ASBO's (Anti-social Behaviour, Crime and Policing Act 2014)?
- Care Act (2014) Safeguarding / Safeguarding
- Homelessness Reduction Act (2017)

# Clear?

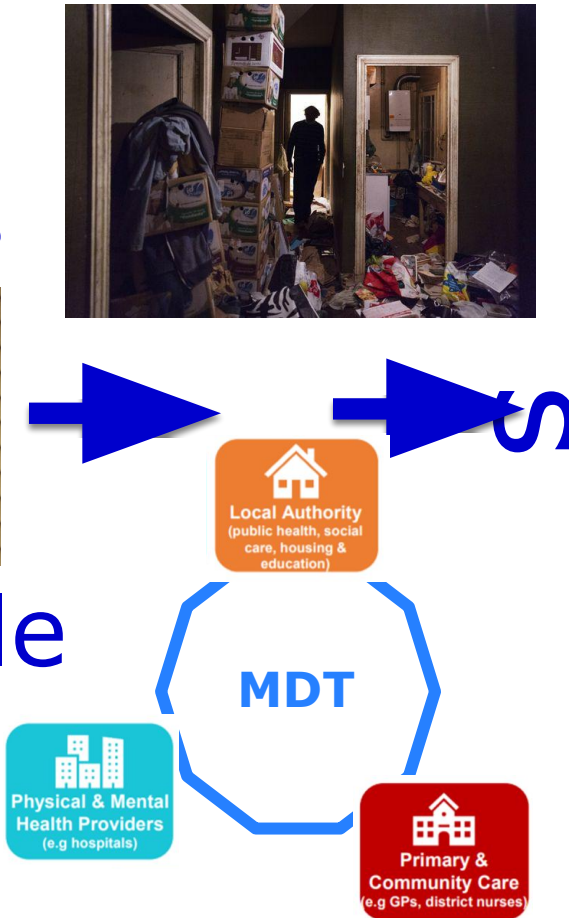


# Step up...

## Assess



## Assemble



## Engagement

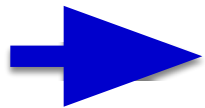


## Access



# Step up (cont.)

Assess

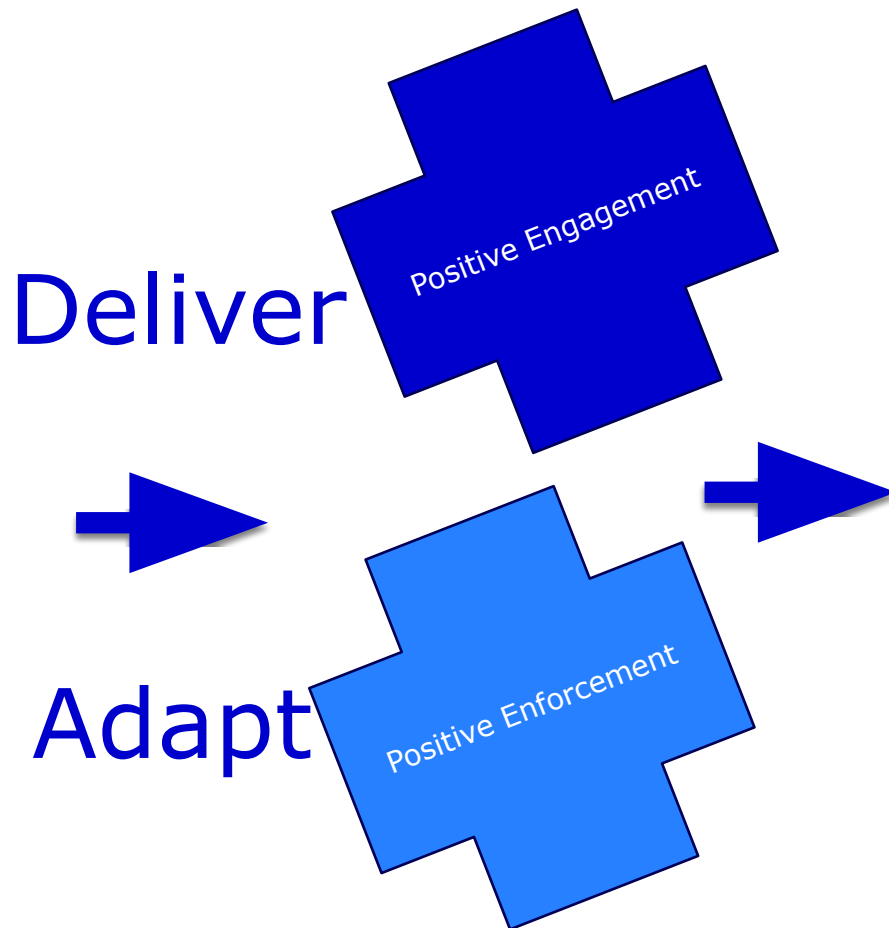


Plan

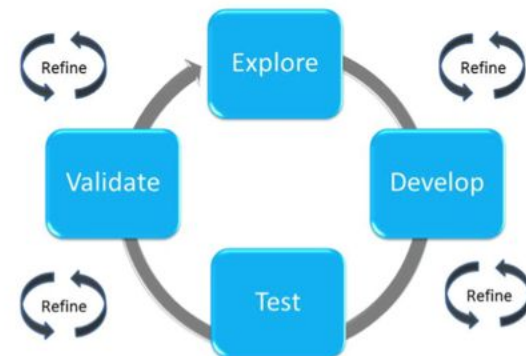
## Person at the Centre



# Step up (cont.)



## Learning together...

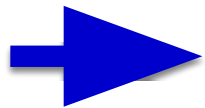


Source: <https://www.visioncritical.com/wp-content/uploads/2013/09/15-ways-you-can-use-insight-communities-to-improve-your-business.png>

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# Step up (cont.)

Monitor



Measure

## Hammersmith and Fulham-4 Stars!

- Easy to use
- Ticks boxes but allows process
- Comprehensive
- Risk assess your CIR (in pairs)

Hoarding Assessment Form

|  |   |
|--|---|
| Resident   |   |
| Name   |   |
| Address  |   |
| DOB  | Age   |
| Telephone  |   |
| Household Members  |   |
| Part / Address   |   |
| Other Agents Involved  |   |
| Property Details   |   |
| Owner / Tenancy  |   |
| Landlord   |   |
| Contact Details  |   |
| Type   | Flat <input type="checkbox"/> Maisonette <input type="checkbox"/> House <input type="checkbox"/>                            |
| Accommodation  | Bed 1 <input type="checkbox"/> Bed 2 <input type="checkbox"/> Bed 3 <input type="checkbox"/> Bed 4 <input type="checkbox"/> |
| On what floor is the front door?   |   |
| On what floor is the bathroom?   |   |
| On what floor is the kitchen?  |   |
| How many steps to the front door?  |   |
| How many steps inside the property?  |   |
| How many rooms in the property?  |   |
| Description of Hoarding Problem (Presence of rubbish or other waste, isolated or mixed, odour, food, contamination, insects and any) |   |

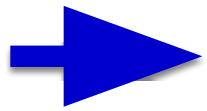
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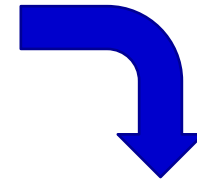
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# Step up (cont.)

Realistic



SMART  
Goals



# Step up (cont.)

Time  
Managed



Cost  
Effective



Supported  
Staff

# Remember SMART goals!

- Specific
- Measurable
- Attainable
- Relevant
- Time-Bound



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