

Hoarding Conference

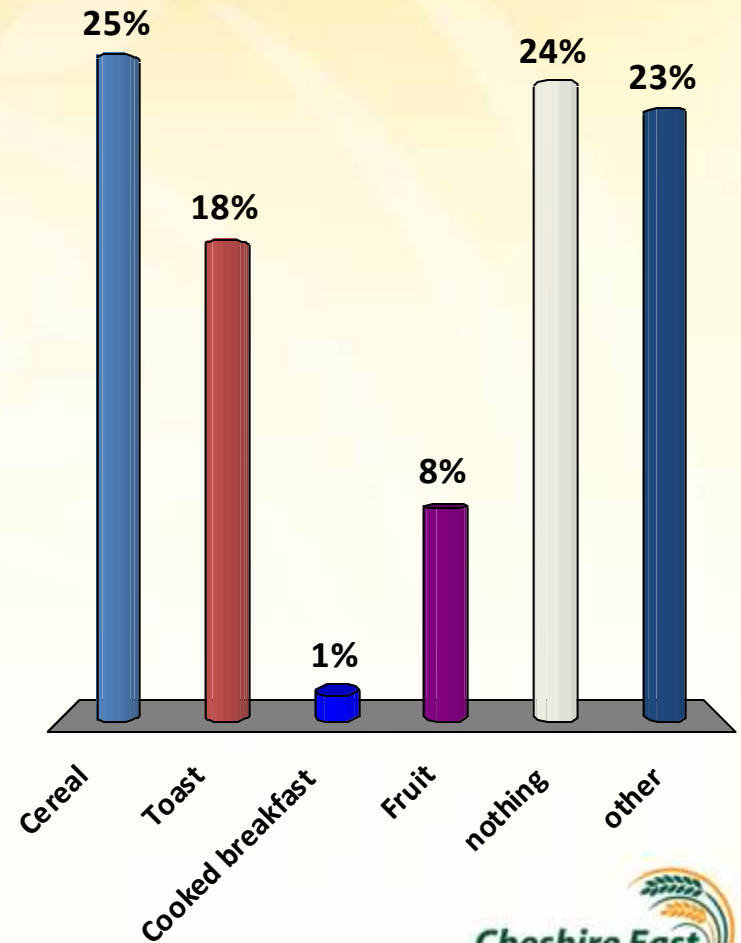
Welcome and Introduction
Mark Palethorpe
Acting Executive Director of People

Icebreaker and table top exercise: What does hoarding mean to you?

Rebecca Spurrell
Social Work Professional Lead

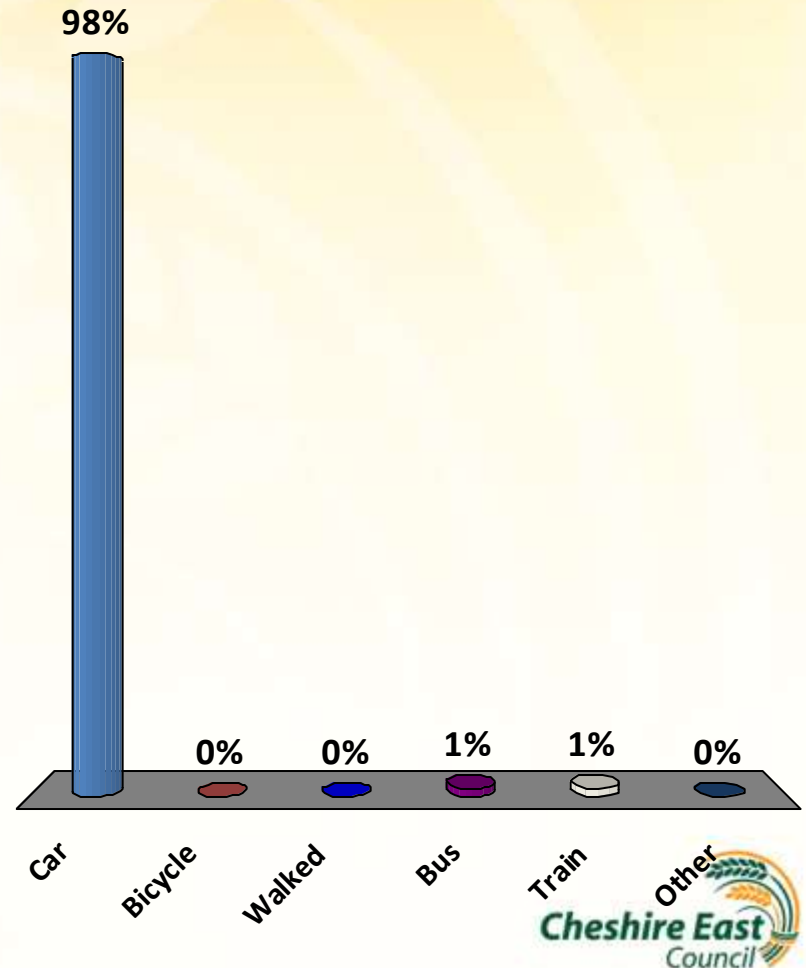
What did you have for breakfast this morning?

- A. Cereal
- B. Toast
- C. Cooked breakfast
- D. Fruit
- E. nothing
- F. other



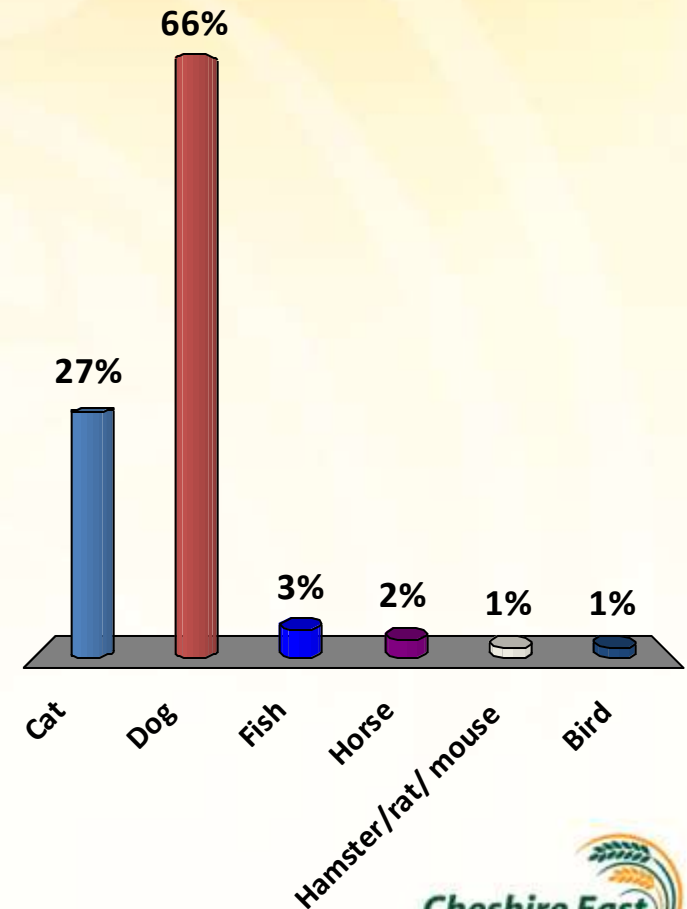
Which of the following accounted for the most part of your journey to the venue this morning?

- A. Car
- B. Bicycle
- C. Walked
- D. Bus
- E. Train
- F. Other



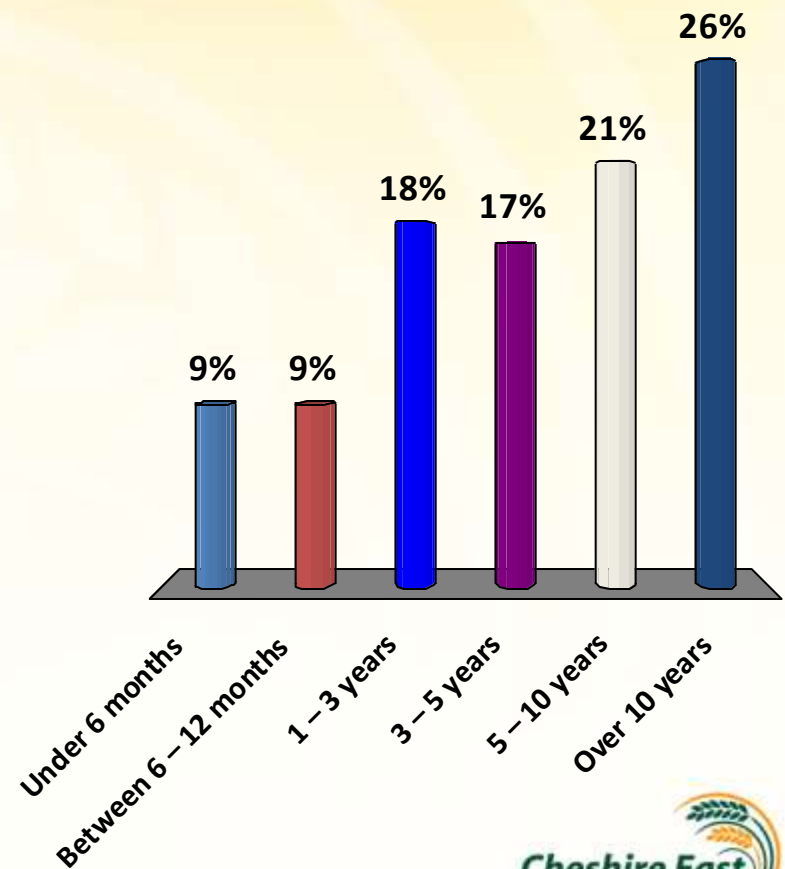
Which of the following is your favourite domestic animal?

- A. Cat
- B. Dog
- C. Fish
- D. Horse
- E. Hamster/rat/ mouse
- F. Bird



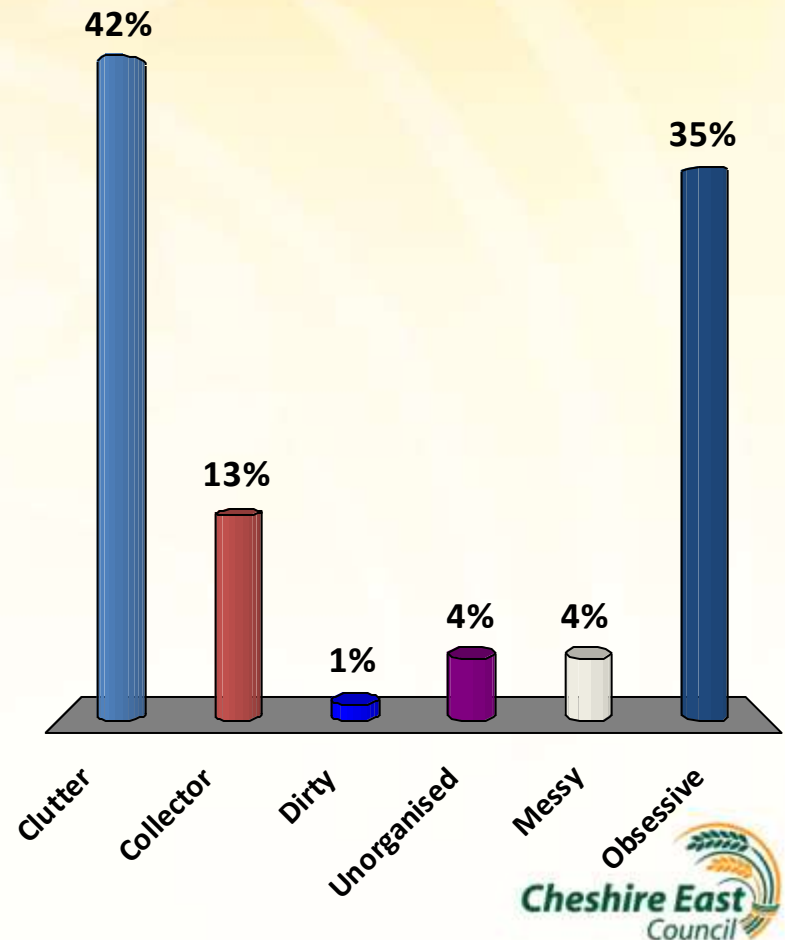
How long have you worked in your current role?

- A. Under 6 months
- B. Between 6 – 12 months
- C. 1 – 3 years
- D. 3 – 5 years
- E. 5 – 10 years
- F. Over 10 years



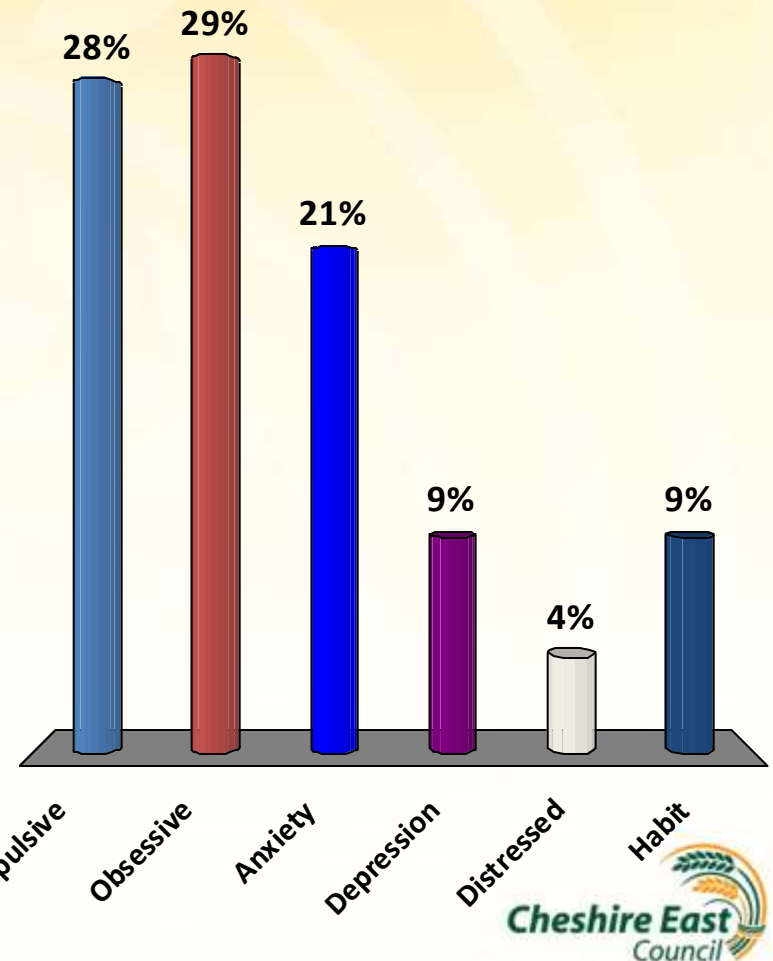
What one word would you associate with someone who hoards?

- A. Clutter
- B. Collector
- C. Dirty
- D. Unorganised
- E. Messy
- F. Obsessive



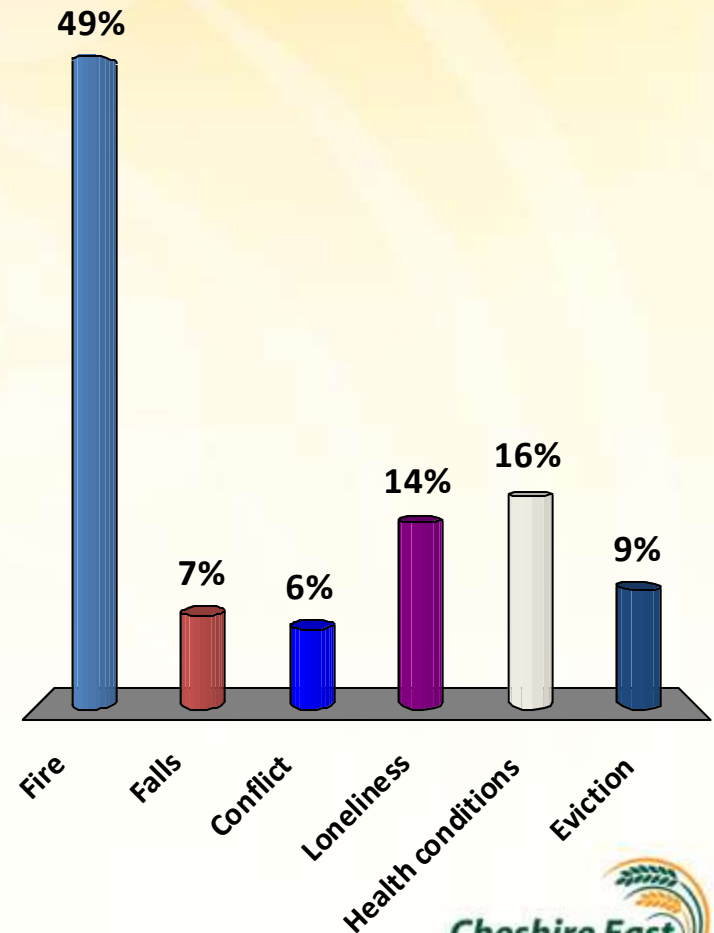
What one word do you associate with someone that hoards?

- A. Compulsive
- B. Obsessive
- C. Anxiety
- D. Depression
- E. Distressed
- F. Habit



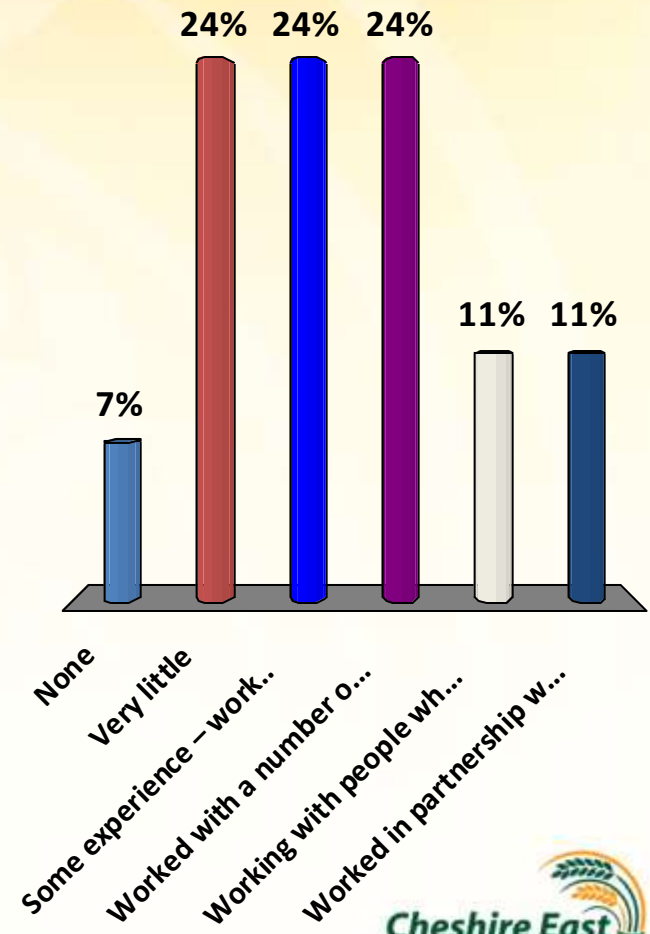
In your opinion what is the greatest risk when someone hoards?

- A. Fire
- B. Falls
- C. Conflict
- D. Loneliness
- E. Health conditions
- F. Eviction



How much experience have you had working with people who hoard?

- A. None
- B. Very little
- C. Some experience – worked with 1 -5 people who have hoarded
- D. Worked with a number of people who hoard
- E. Working with people who hoard is part of my daily role
- F. Worked in partnership with other agencies to support people who hoard



In your opinion what is the most common reason why do people hoard?

A. Learnt behaviours

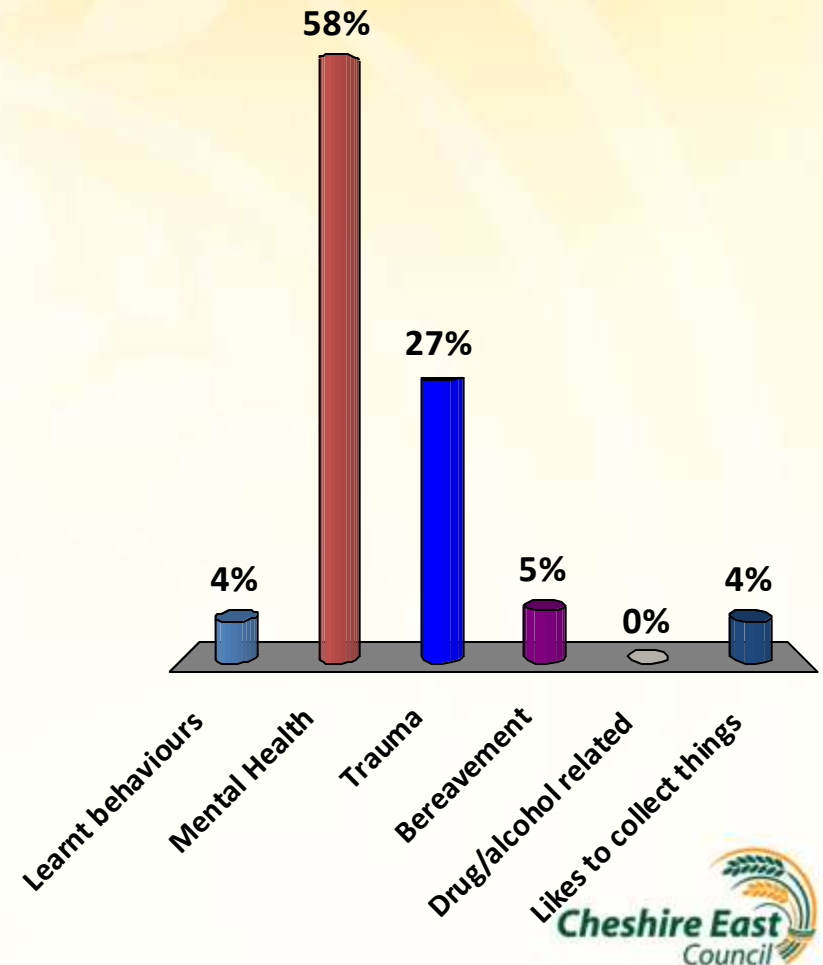
B. Mental Health

C. Trauma

D. Bereavement

E. Drug/alcohol related

F. Likes to collect things



CloudsEnd CIC

Knowledge Empowers

Heather Matuozzo

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What is hoarding?

- Initially called Obsessive Compulsive Hoarding
- Then Compulsive Hoarding
- Now is called Hoarding Disorder



Is it a recognised disorder?

Yes it was recognised finally in
the DSM V in May 2013

But also now it has been
recognised by the World
Health Organisation

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World Health Organisation



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World Health Organisation Hoarding Disorder Definition June 2018

On June 18, 2018, The World Health Organization (WHO) released its new International Classification of Diseases (ICD-11)²⁵. ICD-11 will be presented at the World Health Assembly in May 2019 for adoption by Member States to come into effect on January 01, 2022

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Definition

- “Is characterised by accumulation of possessions due to excessive acquisition of or difficulty discarding possessions, regardless of their actual value”.
- It adds: "Accumulation of possessions results in living spaces becoming cluttered to the point that their use or safety is compromised.
- "The symptoms result in significant distress or significant impairment in personal, family, social, educational, occupational or other important areas of functioning.”



Hoarding Disorder

- A mental disorder
- Affects 3-5% of the population
 - Genetic
 - Traumatic

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Isnt it just collecting or laziness?

A collection you can see

Laziness is a choice and
requires effort...

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Genetic propensity

Trauma

WHY?

Organisational 'dyslexia'

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Stuff – Getting Out of Hand

www.boston.com

Clutter Image Rating: Bedroom

Please select the photo that most accurately reflects the amount of clutter in your room.



1



2



3



4



5



6



7



8



9

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BEFORE ...



... AFTER



BEFORE ...



... AFTER

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... AFTER AFTER



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Past Approaches

- Leave well alone
- Punish
- Clear the house and return the tenant
- Mental health assessments failure

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Where do people with Hoarding Issues go for help?

- Clouds End CIC
- Hoarding UK
- Hoarding Disorders UK
- Life Pod – Scotland
- Resources:
- www.helpforhoarders.co.uk

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The CloudsEnd Approach

- Support
- Advice
- Understanding
- Always there

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Therapies

- CBT
- Counselling
- Motivational Interviewing
- EFT
- Hypnotherapy
- Mindfulness
- Solution Focus Therapy

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Stigma

- Not treated sympathetically
- Misunderstood and judged
- People afraid to ask for help – will often not mention their home and seek help for other things



The Problem

- A habit
- Practiced over many years
- Attempts to remove clutter result in defence stance 'it's my stuff'



What is the key

- Understanding the disorder
- Prepared to work over long term
- Not personalising the progress



The CloudsEnd Solution

- Work with individuals at their own pace
- Help to create new strategies and habits
- Set small, do-able, tasks
- Encourage positive self praise

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What works

- Asking questions
- Slow testing and reinforcing
- Patience and understanding
- Getting client to self talk solution

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Care Act 2014

Adult Safeguarding

Key Principles

- **Empowerment**

- Support own decisions, informed consent

- **Prevention**

- Action before harm occurs

- **Proportionality**

- Least intrusive response to risk

- **Protection**

- Support and representation for greatest need

- **Partnership**

- Services working with communities

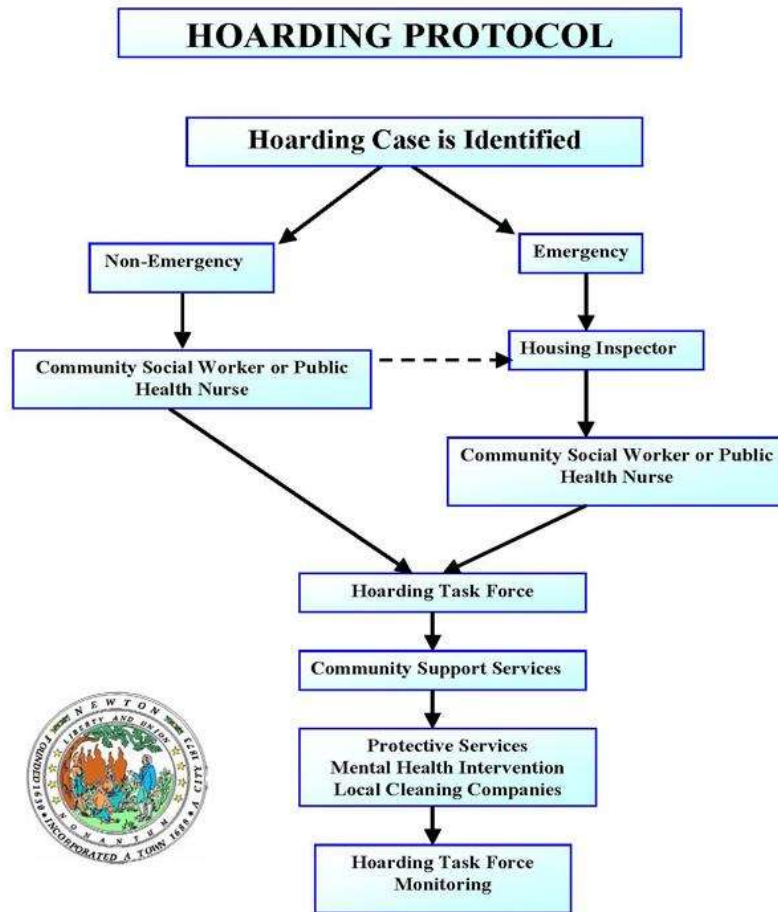
- **Accountability**

- Transparency in delivering safeguarding

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Procedure



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Partners

- Fire Service
- Council
- Social Services
- Mental health
- Charities
- Students
- Volunteers

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Support

- Can we offer any support?
- How can we do this?
- Who will be responsible for delivering this?
- Could we hold support groups - where?



My Stern Rule

The process must be

FUN!

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Break time!

Collecting, Collectors and Hoarding a different perspective

Guy Kilminster

Corporate Manager Health Improvement
(Record and Book Collector – potentially a
hoarder?)

Aim of the presentation

- To offer some thoughts on the link between collecting and hoarding, how collectors 'value' the things they collect and whether this may be indicative of a tendency towards hoarding – if the collection gets out of control?

The Museum Curator

- Fellow of the Museums Association
- Worked in Museums 1986 to 2001 in York, Portsmouth, Cheltenham and Rotherham
- Curator of: Farming tools and equipment, Archaeology, Historic Photographs, Ceramics, Firearms, Coins, Social History, Geology and Regimental collections.
- Tendency to collect things myself!

My interest in collecting

- Did I go into museums because I was interested in collecting or did my interest in collecting grow out of my working in museums?
- Childhood / young adult collections: stamps, football stickers, souvenir pencils, pin badges, postcards, beer mats!
- Children were / are encouraged into collecting – Pokemon cards, Lego mini-figures, football stickers, Transformer figures.

A nation of collectors?

- Almost every one of us has things we don't need. Cupboards, wardrobes, rooms, garages, sheds, storage units full of things that we could live without!
- Ebay, Amazon, online shopping makes it very easy to acquire more stuff.
- Are we in control of our possessions or have they begun to exert a control over our lives?

Collecting Space



Why do people collect?

- It is estimated that about a third of people in the UK actively collect something.
- For some, like the football fan who collects club memorabilia, it is a way to express loyalty;
- For others, like the stamp collector proud of rare finds, (or the record collector looking for every release by a particular group) there can be an obsessive streak!

Museums and Collecting

- Many of the greatest museums in the world have been built up around the collection of one individual.
- The British Museum was founded on 7 June 1753 by an Act of Parliament, It was established as a result of accepting the bequest of the physician and naturalist, Sir Hans Sloane.
- Sloane's collection consisted of over 71,000 objects including books, manuscripts, natural specimens and antiquities such as coins, medals, prints and drawings.

Museums and hoards

- Museums are based on the basic principle of a hoard: that things are very important indeed and therefore worth preserving.
- Very often museums hold hoards as part of their collection. The Staffordshire hoard of Anglo Saxon gold is a good example of this. Hoarding is not new!



Reasons we collect

- In the past **objects of value** have been confined to hoards and hidden in the ground. The items were hoarded for safekeeping, or maybe as an offering?
- Humans are unique in the way we collect items purely for the satisfaction of seeking and owning them;
- The desire to collect only became possible about 12,000 years ago, once our ancestors gave up their nomadic lifestyles and settled down in one location.

Reasons we collect

- Collecting might be **motivated by existential anxieties** – the collection, an extension of our identity, lives on, even though we do not;
- One **psychoanalytical explanation** for collecting is that unloved children learn to seek comfort in accumulating belongings;
- More recently, **evolutionary theorists** suggested that a collection was a way to attract potential mates by signalling an ability to accumulate resources!
- The **endowment effect** - describes our tendency to value things more once we own them;
- The **concept of contagion** – some collectors are attracted to celebrity belongings because these objects are seen as being infused with the essence of the person who owned them (more about this in a moment);

The Brian Jones milk bottle



What people collect



Keith Sivyer collected every record that entered the top 40 from 1952 until his death in 2015.

The collection consisted of 45,000 records and CDs.
Sold for £73,000



What People collect





What People Collect



Fizzy pop cans, Avon perfume bottles and plastic bags!



What People Collect



Gift cards, Barbie dolls, unopened coke bottles



What People Collect



Movie Memorabilia

At what point does a collection become a hoard, a collector a hoarder?

‘A passion for collecting is a healthy outlet and an activity that keeps people connected to the world around them. But it can become a deadly enterprise when it crosses the line into hoarding’ (Professor Randy Frost – Professor of Psychology)

Perceptions of collecting / hoarding as a 'problem'

- At what point is the problem identified to be as a result of a disorder – 'a persistent difficulty discarding or parting with possessions regardless of their actual value'?
- Even if discarding is taking place, the continuation of collecting will still be a potential issue.
- The collector / hoarder does not perceive there to be a problem.
- To what extent is the availability of space a determinant as to whether the collection has become a hoard?

‘Fuzzy boundaries’

- The Life of Stuff – Susannah Walker (2018)
- The fuzzy boundaries between hoarding and collecting appear to unnerve people and volumes of writing exist... which want to codify what sets a collection apart from a hoard: order, series, and planning.
- A collection excludes things; a hoard is omniverous.
- Hoards are hidden behind closed doors while collections are often on display.

Help is at hand!

- Marie Kondo – Japanese Organising Consultant!



Marie's thoughts...

- Tidy by category, not by room.
- Don't let relatives or nostalgia cloud your judgment about what ought to be binned.
- For book and photo collections, keep a hall of fame rather than a library.
- If you intend to read a book eventually, throw it away right now. (You'll almost certainly never read it. Just let it go.)

Thank you!

A Personal Experience

Keith's story: a personal and touching film about hoarding

Geoffrey Appleton

Independent Chair of the Cheshire East
Adults Safeguarding Board

<https://youtu.be/fhmfptpwNZc>

Lunch, Networking & Market Place



Tool kit and resources

Karen Whitehead
Housing Standards & Adaptations Manager

The Self neglect Forum

Sandra Murphy

Head of Adult Safeguarding

Katie Jones

Business Manager



Cheshire East Safeguarding Adults Board: Self Neglect/ High Risk Forum

HOME - NEWS - WORLD NEWS - NORTH AMERICA - USA

Hoarder killed by collapsing clutter

By Philip Sherwell in Washington
12 01AM GMT 22 Jan 2006

An obsessive hoarder found dead 10 hours after her husband reported her missing was suffocated when one of the mounds of clutter and clothes that filled their home caved in.

The debris was so dense that police officers found the body of 59-year-old Marie Rose buried beneath it only during a second search of her house in Shelton, Washington. Her husband, Gerald, had also failed to find her among the chaos when he returned home.

Mrs Rose's death is being seen as a particularly shocking result of the behavioural syndrome of hoarding - a condition normally associated with **obsessive compulsive disorder**, anxiety or depression.

'Clothes and debris were piled six feet high,' said Shelton's police chief, Terry Davenport. 'Officers were having to climb over the top on their hands and knees.'

Authorities said the house contained several tons of clothing, dishes, books and boxes.

Related Articles

Serial 'hoarder' found buried under piles of rubbish 29 Aug 2010

Mrs Rose, a devotee of thrift stores, had apparently been trying to clear some space in the spare bedroom

USA News

Related Parts

The best way to money overseas

IN USA

Bizarre police booking roughie

Super Tuesday, in pictures

Scott Kelly returns to Earth

Abandoned fall in

Hoarder died after being trapped by own clutter during fire

A HOARDER died after becoming trapped by his own clutter as fire ripped through his bungalow.



BY WALES ONLINE
00:00, 15 MAR 2013 UPDATED 19:56, 2 APR 2013

Are You Eligible For A Claim? Find Out Today
By Taking Our 30 Second Claim Test

County Press

News Sport Features

Want to Sell Your CAR?

News Entertainment Obituaries

1st December 2017

Inquest: Elderly hoarder dies in Newport bungalow fire

James Woolven
Senior Reporter

Share this article

Hoarder dies three months after being evicted from her home of 60 years because it was deemed a fire risk leading son to say housing trust has 'blood on their hands'

By Liz Hull for the Daily Mail
01:02, 23 Jun 2016, updated 03:20, 23 Jun 2016



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Cheshire East High Risk/Self Neglect Forum

Developed and delivered in partnership with SAB members:

- Adult Social Care
- Legal Services
- CCGs/GP representation
- Housing
- Social landlords
- Local Hospital Trusts
- Ambulance Service
- Environmental Health
- Fire service
- Cheshire Police
- Third Sector
- Building Control



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Forms of Self neglect that are referred:



Lack of Self Care

- . Personal hygiene
- . Care of daily needs (e.g.. Nutrition)
- . Non-compliance with services (especially medical)
- . Risky behaviour



Lack of care for environment

- . Living in squalor
- . Hoarding
- . Animal collecting

Self Neglect Forum:

- an individual is at **HIGH** risk of **SEVERE** injury or **DEATH**
- Potential to result in attendance at Coroner's Court
- Individual is deemed to have capacity
- expected that prior to referral to the forum all other methods would be exhausted
- provides guidance as well as enhance communication between agencies
- assist with the coordination of cases where cross-organisational barriers exist
- Provide a multi-agency framework to manage risks



Self-Neglect/ High Risk Adult Safeguarding Forum 2017-18

NUMBER OF REFERRALS

32

*referrals received between April 2017 – March 2018

RATIO OF CONCERNS RECIEVED

FEMALE

52%

Age

31% under 50

32% 50-80

37% over 80

MALE

48%

Age

7% under 50

93% 50-80

0% over 80



THEMES OF CONCERNS

23% of cases involved drug or alcohol abuse

42% involved the death of someone close or a marital/ relationship breakdown

80% involved extreme hoarding

Mental Health concerns featured in all cases

26% cases involve self-harm/poor personal care resulting in high risk health concerns

All cases featured poor/ non engagement with services

2 cases involved concerns of financial abuse as well as Self-Neglect

6 cases included homelessness/threat of being homeless

OUTCOME OF CASES

The purpose of the High Risk Forum is to share information on the highest risk self-neglect cases where individuals are deemed to have capacity. They bring together different agencies to risk assess those cases likely to result in serious harm or death. As well as the shared assessment of risks, cases have also resulted in innovative pieces of work such as...

Linking with library services to engage with a service user

Bespoke visits from Fire service

Regular visits by local PCSOs

Linking Service Users with local charities/faith sectors

AGENCIES THAT ATTENDED...

Adult Social Care, Police, Fire, Ambulance, GP, District Nurse, Hospital Teams, Mental Health, Care agencies, Environmental Health, Housing Teams, Drugs and Alcohol Services, Domestic Abuse Team, Voluntary and Faith Sector, Local Area Co-ordinators, Legal Team, Building Control, Children's Services, Anti-Social Behaviour Co-ordinators, Homelessness team



Contributing factors often discussed at forum

- Age related changes in physical health
- Chronic mental health difficulty
- Bereavement/traumatic event
- Alcohol/ drug dependency
- Social isolation

No magic solutions...



Working with people who self-neglect and hoard is lengthy and complex, and can be costly

However, the multi-agency forum provides the basis for sound judgement, risk assessment and the support for practitioners

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Break time!

Professional Views

Environmental Protection

Nick Kelly
Environmental Protection Team Leader


Hoarding & Public Health Act

By

Nick Kelly

Environmental Protection Team

Leader



Supporting people who hoard

A Social Work perspective

Laura Clarke and Kayleigh Churms

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Considerations

- ❑ Don't expect things to happen quickly
- ❑ Mental capacity
- ❑ Safeguarding
- ❑ Remember people who hoard do not always view this as a problem
- ❑ Hoarding is a mental health illness
- ❑ Long term piece of work

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Self-neglect vs self-determination

- ❑ Consider the situation from the person's perspective – understand history
- ❑ Show personal and professional qualities – respect, honesty and reliability
- ❑ Balance paternalistic instinct versus what a person wants
- ❑ Support person to promote positive risk taking where ever possible

Do

- ❑ Needs assessment – identify outcomes
- ❑ Cleaning interventions alone can be ineffective - consider cause
- ❑ Importance of mental health support

High risk self neglect forum

- ❑ High risk self neglect forum
- ❑ Multi agency working is key
- ❑ Educate each other
- ❑ Joint visits

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Feel

- ❑ Managing personal vs professional values
- ❑ Helpless – are we doing enough?
- ❑ Remember it's everyone together

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Any questions?

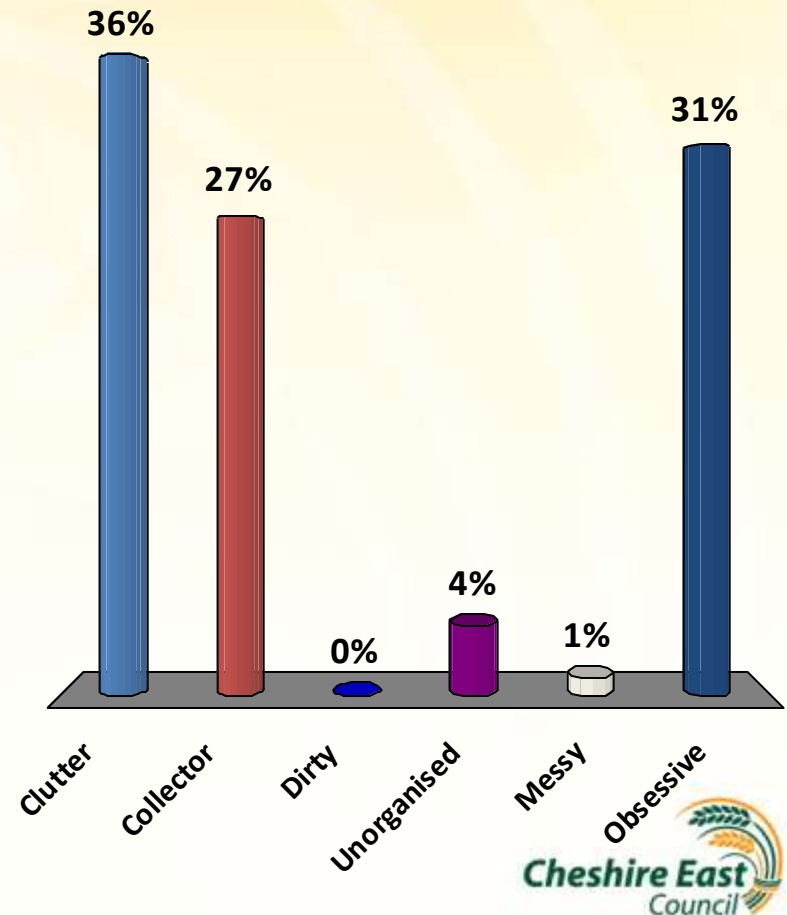
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One Call for Action

Sandra Murphy

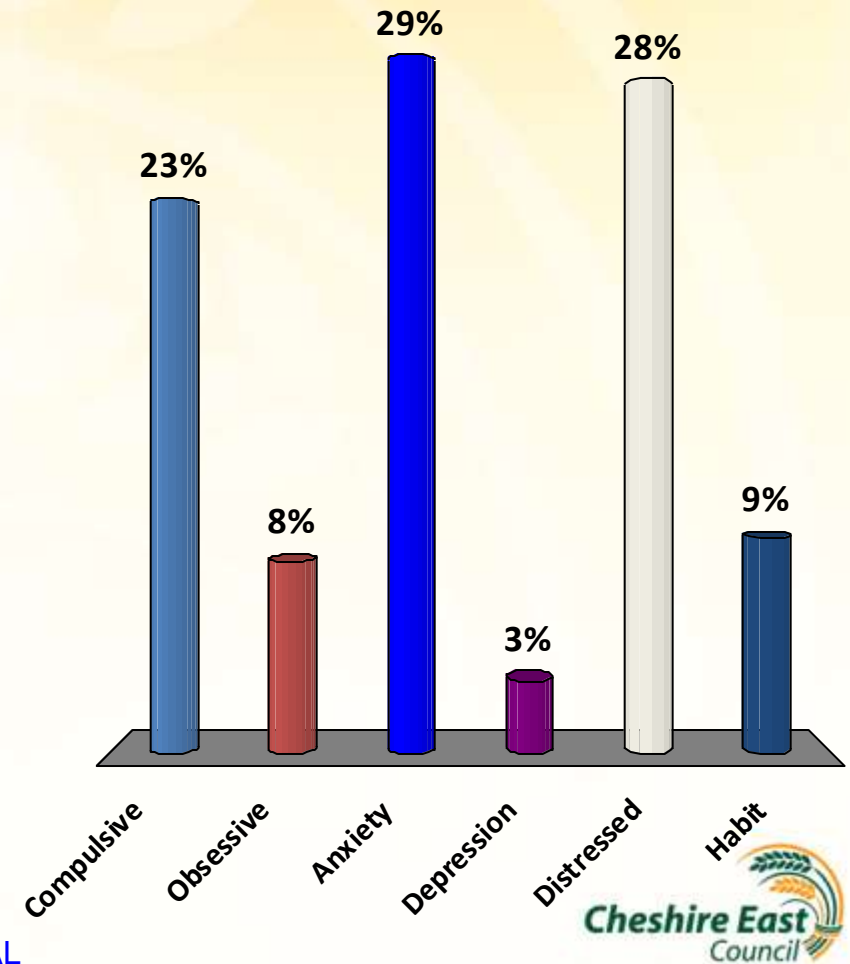
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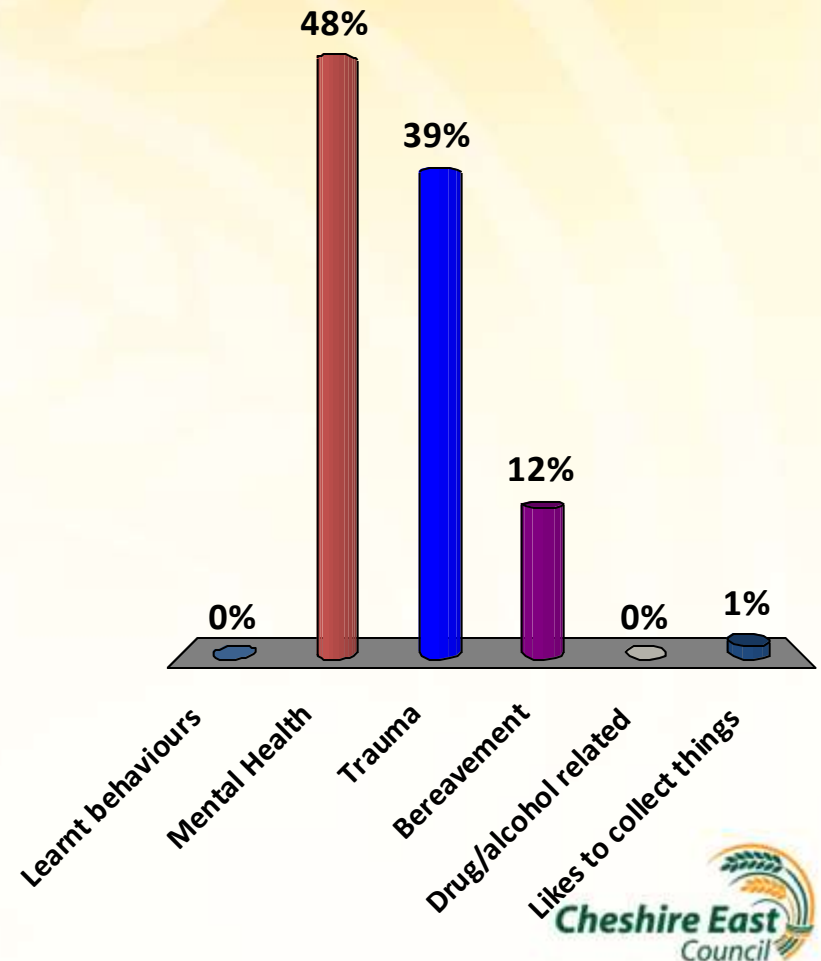
What one word do you associate with someone that hoards? (Repeat)

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- B. Obsessive
- C. Anxiety
- D. Depression
- E. Distressed
- F. Habit



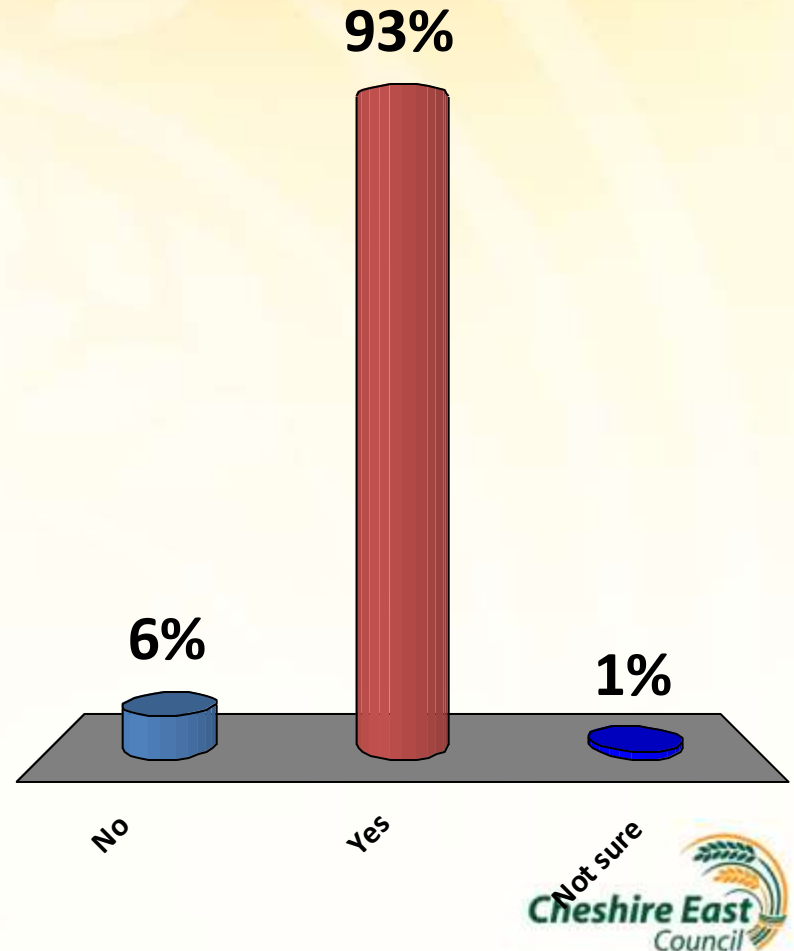
In your opinion what is the most common reason why do people hoard? (Repeat)

- A. Learnt behaviours
- B. Mental Health
- C. Trauma
- D. Bereavement
- E. Drug/alcohol related
- F. Likes to collect things



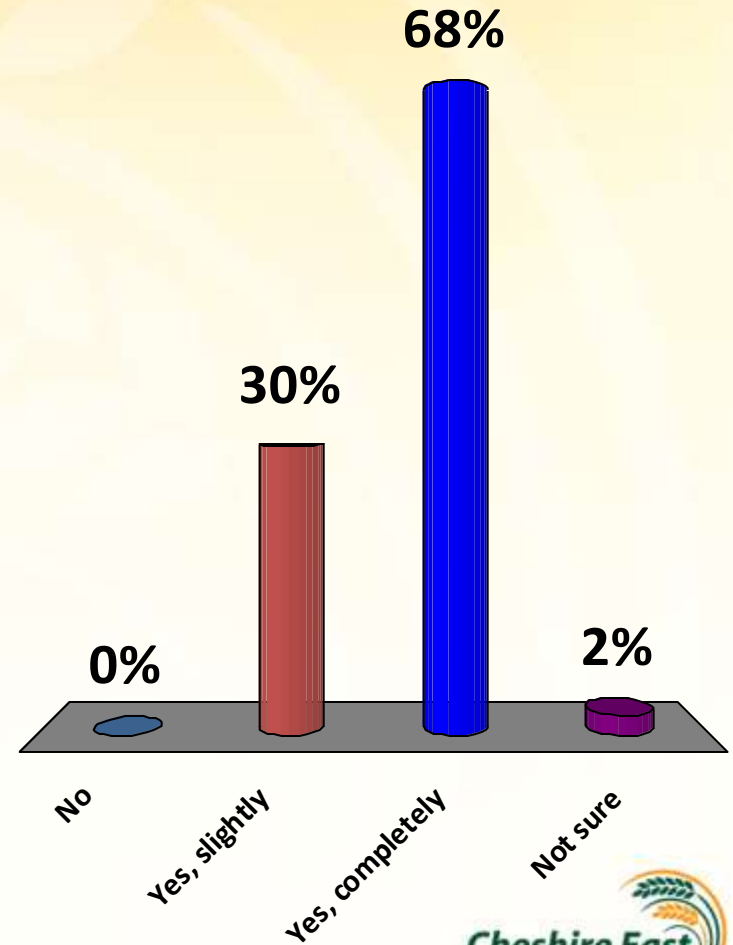
Has your understanding of people who hoard increased?

- A. No
- B. Yes
- C. Not sure



Were the main objectives of the day met?

- A. No
- B. Yes, slightly
- C. Yes, completely
- D. Not sure



**Thank you for your participation today!
Have a safe journey home...**