



# Hoarding

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# Objectives



- What is 'Hoarding'?
- Risks associated with Hoarding
- Understanding Hoarding Behaviour
  - Triggers / Insight / Why items are so important / Who is affected
- Our 'tool box'
- Legislation
- Useful Reading



# So... what is Hoarding?

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*‘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 characterized 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. 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.’*

International Classification of  
Diseases (ICD11)

# What might you see?

- Papers
- Newspapers / Magazines
- Books
- Clothes
- Tools
- Electronic Hoarding



# What might you see?

- Household supplies
- 'Wet Hoarding'
- Animals



# When does 'hoarding' become 'Hoarding'?



Hoarding	Collecting
Avoidance of discard	Discard by trading to improve collection
Widespread unstructured and excessive acquisition across object categories	Themed and structured limited acquisition in discernible category.
High sense of responsibility and sentimentality	Lower sense of responsibility and sentimentality
Discard difficulties are long term	Discard difficulties fluctuate
Large physical size of hoard	Small physical size of the collection
Disorganised and chaotic display (Shame and humiliation)	Organised display (pleasure and pride)
High emotional distress	Low emotional distress
High social, occupational and relational impairment	Low social, occupational and relational impairment
No shared interest with others about the objects kept	Common shared interest with a group who also collect
Behaviour tends to increase over a life time	Behaviour tends to decrease over time.





# Risks related to Hoarding

- Risk of Fire
- Challenges maintaining the safety of a property.
- Neglect of needs
- Risk of injury
- Costs to Housing Provider
- People



# Commonalities

- Perfectionism
- Deprivation
- Emotional Connection
- Identity
- Responsibility
- Beauty /Aesthetics
- Co-Morbidity
- Socially Isolated





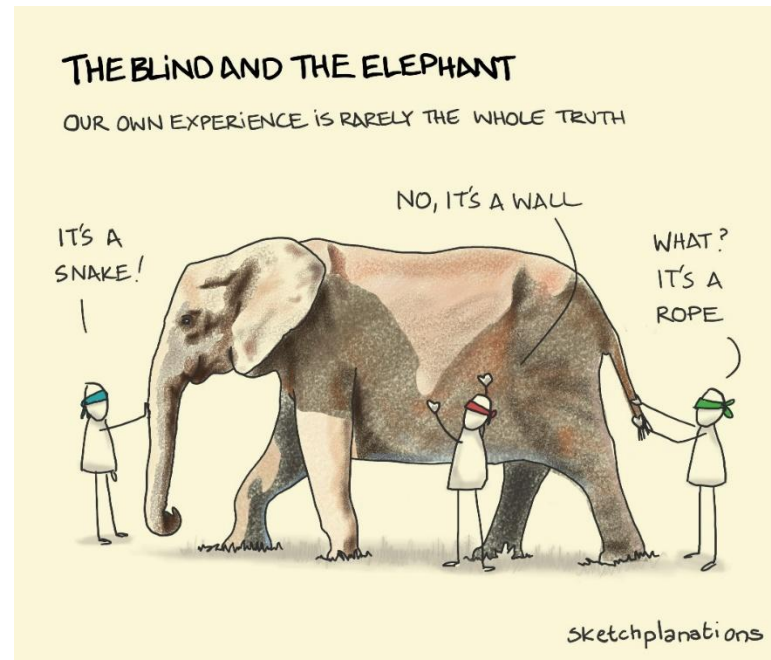
*‘People [professionals]  
don’t see the person,  
only the property’*

Participant from ‘Making Space’

# Approach

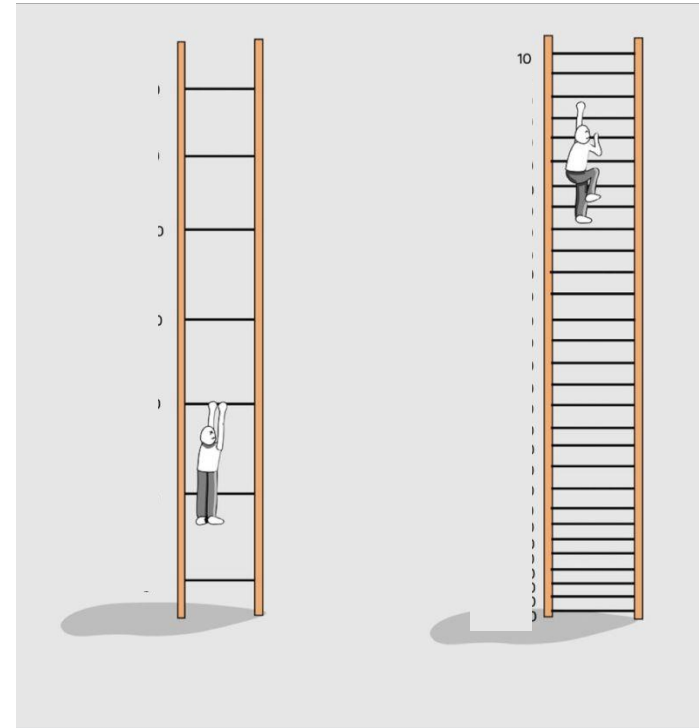


- Get to know and work with the person!



# Approach

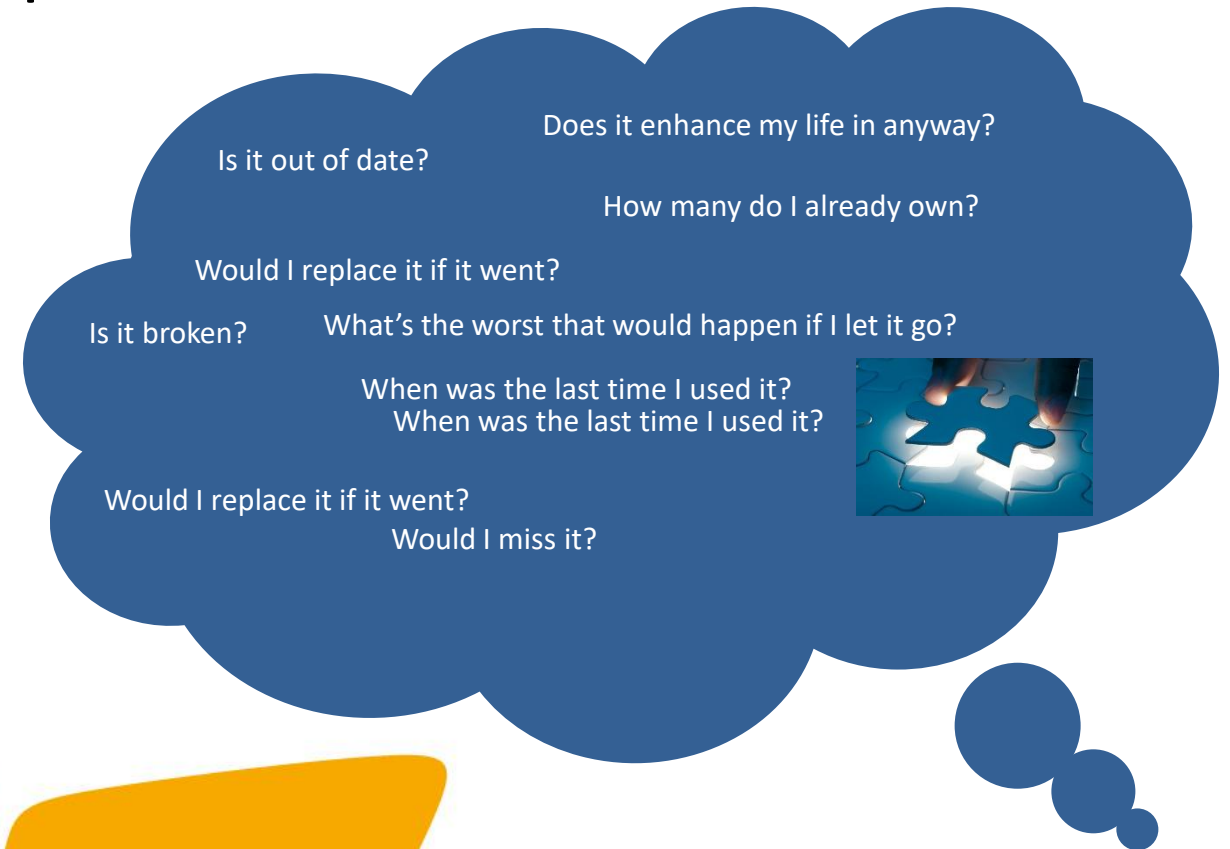
- Gain a shared understanding
- Be respectful
- Respect autonomy and control
- Work Flexibly
- Goal Setting - Work in small spaces / look for 'wins' – clarity!
- The Practice Muscle – build confidence!



# Approach



- Be patient, be positive, be pro-person
- Non-Engagement?
- Chuck, Cherish, Charity
- Questions to ask oneself.
- Establish rules
- Celebrate
- Look after yourself!



# Techniques

- Weighing the benefits
- Pace
- Mindfulness
- Before and after photos
- Testing it out



*‘When you do make  
the final decision, the  
relief is astounding’*

Participant of Making Space



# Our 'Tool Box'



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



- Clutter Image Rating Scale
- Property Risk Form
- Ice Breaker Form
- Making Space
- Physical tools - Assets

The screenshot shows the 'CLUTTER, DISORGANISATION & HOARDING BEHAVIOURS Ice-Breaker Form'. It includes a cartoon character at the top left, a title box, and a list of symptoms. The form is designed to help people start a conversation with their GP or other trusted person. It includes a section for 'Dear Trusted Professional' and a list of symptoms to be ticked if they apply.

**CLUTTER, DISORGANISATION & HOARDING BEHAVIOURS Ice-Breaker Form**

Empowering people to start a conversation with their GP/doctor, clinician, professional or other trusted person, and get practical advice, treatment, and support to feel better

For instructions on how to complete the form, and information about preparing for the conversation with your trusted person, please refer to our website [www.hoardingicebreakerform.org](http://www.hoardingicebreakerform.org)

Dear Trusted Professional

I have a problem which is affecting my health & wellbeing

The problem applies to: Me ☐ Someone I live with ☐ A family member ☐ Other ☐

(Tick all the boxes that apply)

I / they have:

A difficulty stopping acquiring things and accumulating them.	<input type="checkbox"/>
Persistent difficulty or distress discarding or parting with personal possessions.	<input type="checkbox"/>
Strong urges to save items.	<input type="checkbox"/>
Areas full of possessions – eg. living areas, gardens, sheds, vehicles, etc.	<input type="checkbox"/>
Areas where normal use of the space is difficult or impossible (eg. access to or use of toilet, kitchen, boiler, radiators, heating, hot water, lights, etc).	<input type="checkbox"/>
Safety risks* inside or outside the home (eg. slip/trip/fall hazards; fire risks; blocked doors/windows/stairs; mould; faulty/broken electrical or gas equipment; rats/mice; overgrown garden, etc). Please explain your answer on the next page.	<input type="checkbox"/>
Children, adults and/or animals that are not being looked after properly.	<input type="checkbox"/>
Become overwhelmed and find making progress to reduce the problem difficult.	<input type="checkbox"/>
Been reluctant to talk to people who say they want to help, and/or not permitted them to enter the property or the areas affected.	<input type="checkbox"/>
Severe difficulty with things like timekeeping, prioritising, planning, organising (eg. paperwork or paying bills on time), making phone calls; making decisions.	<input type="checkbox"/>
Been told to make changes (eg. by a family member, landlord, Environmental Health Officer, etc), and that action will be taken if nothing is done by a certain date.	<input type="checkbox"/>

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# Who can help us/should be aware?

- The local policy
- Fire Service
- Adult Social Care
- Health
- Disabilities Facilities Grant
- Asset Management
- Enforcement

- “where the issues of self-neglect is already quite extreme, i.e; when it recognised as presenting a significant risk to health or welling of the adult or any members of the family living with then, including children and when the usual care, support and treatment options have been unsuccessful in reducing the risks, the issue should be referred to Safeguarding Team for advice.”

# Making Space

- 16 week programme
- Aims of the programme
- Content of the course
- Maintenance



## Making Space



A build up of items in the home, difficulty parting with items and hoarding can affect health, wellbeing and lifestyle. It also poses a significant risk of fire and illness.

Our support group is a non-judgmental, confidential and supportive, giving advice and practical solutions for anyone who has difficulty parting with possessions.

Starting Monday May 6th and running weekly between 1pm and 3pm at our Westwood Community Hub, 31-35 Hampton Court, Westwood, Peterborough PE3 7JB



Booking is essential. To book your place come along to the sign up session or scan the QR code to go to our website. You can also call 01733 396404 or email [community@crosskeyshomes.co.uk](mailto:community@crosskeyshomes.co.uk).



Don't forget to follow us on Facebook to keep up to date with all our news and events

# Feedback



*'I was very interested to learn the reasons why I have a problem. I found the book very helpful and going to the class very supportive'*

*'[The course] has been an eye opener to unaddressed physiological situations [and has been] thought provoking'*

*'The most useful part of the course is finding out about hoarding and the disadvantages hoarding had on my lifestyle'*

*'[the course has helped] seeing my collecting through others eyes so knowing that I have too much stuff.'*

*'I would like to thank you very much. You have helped me a lot and I have learnt a lot about myself and my way of living'.*

*'I now think do I really need that certain items. I actually think about if I want it or not'*

# Signposting



- 'Buried in treasure' – David F. Tolin / Randy O. Frost / Gail Steketee
- Local Policy: <https://www.safeguardingcambspeterborough.org.uk/adults-board/cpsabprocedures/hoarding/>
- NHS : <https://www.nhs.uk/mental-health/conditions/hoarding-disorder/>
- Association of Professional Declutterers and Organisers: <https://www.apdo.co.uk/>
- British Psychological Society: 'A Psychological Perspective on Hoarding: DCP Good Practice Guidelines'
- MIND: <https://www.mind.org.uk/information-support/types-of-mental-health-problems/hoarding/helping-someone-who-hoards/>
- How Are You Peterborough: <https://haypeterborough.co.uk/support/hoarding-and-decluttering-support/>
- Hoarding UK: <https://hoardinguk.org/>
- Clouds End: <https://cloudsend.org.uk/>

# Contact Details



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# Questions?

[www.crosskeyshomes.co.uk](http://www.crosskeyshomes.co.uk)