

Appendix 2 - Self-Neglect and Hoarding Assessment Tool

Types and Seriousness	Examples of concern that do not require formal safeguarding procedures and can be dealt with by other systems e.g. Health / GP intervention, community engagement, counselling, developing a rapport. It is likely that only concerns in the second column need to be reported – Use professional judgement	The examples below are likely to indicate the need for a referral for formal procedures. If there is any immediate danger of a crime or abuse to an individual evident, call 999 straight away and make a safeguarding referral. Please see Self Neglect Hoarding journey to determine intervention process.	
Level of Risk	Minimal Risk	Moderate	High / Critical
Self-Neglect	- Person is accepting support and services. - Health care is being addressed. - Person is not losing or increasing weight. - Person accessing services to improve wellbeing. - There are no carer issues. - Person has access to social and community activities. - Person is able to contribute to daily living activities. - Personal hygiene is good	- Access to support services is limited - Health care and attendance at appointments is sporadic - Person is of low weight or clinically obese - Persons wellbeing is partially affected - Person has limited social interaction - Carers are not present - Person has limited access to social or community activities - Persons ability to contribute toward daily living activities is affected - Personal hygiene is becoming an issue	- The person refuses to engage with necessary services - Health care is poor and there is deterioration in health - Refuses healthcare support and treatment (despite multiple hospital admissions) - Repeated hospital admission - Weight is reducing/increasing and/or there is noted significant weight loss/gain - Wellbeing is affected on a daily basis - Person is isolated from family and friends - Care is prevented or refused - The person does not engage with social or community activities - The person does not manage daily living activities - Hygiene is poor and causing skin problems - Aids and adaptations refused or not accessed
Hoarding Property	- All entrances and exits, stairways, roof space and windows accessible. - Smoke alarms fitted and functional or referrals made to fire brigade to visit and install. - All services functional and maintained in good working order. - Garden is accessible, tidy and maintained	- Only major exit is blocked - Only one of the services is not fully functional - Concern that services are not well maintained - Smoke alarms are not installed or not functioning - Garden is not accessible due to clutter, or is not maintained - Evidence of indoor items stored outside - Evidence of light structural damage including damp - Interior doors missing or blocked open	- Limited access to the property due to extreme clutter - Evidence may be seen of extreme clutter seen at windows - Evidence may be seen of extreme clutter outside the property - Garden not accessible and extensively overgrown - Services not connected or not functioning properly - Smoke alarms not fitted or not functioning - Property lacks ventilation due to clutter - Evidence of structural damage or outstanding repairs including damp - Interior doors missing or blocked open - Evidence of indoor items stored outside

Hoarding – Household functions	• No excessive clutter, all rooms can be safely used for their intended purpose. • All rooms are rated 0-3 on the Clutter Rating Scale • No additional unused household appliances appear in unusual locations around the property • Property is maintained within terms of any lease or tenancy agreements where appropriate. • Property is not at risk of action by Environmental Health.	• Clutter is causing congestion in the living spaces and is impacting on the use of the rooms for their intended purpose. • Clutter is causing congestion between the rooms and entrances. • Room(s) score between 4-5 on the clutter scale. • Inconsistent levels of housekeeping throughout the property • Some household appliances are not functioning properly and there may be additional units in unusual places. • Property is not maintained within terms of lease or tenancy agreement where applicable. • Evidence of outdoor items being stored inside	• Clutter is obstructing the living spaces and is preventing the use of the rooms for their intended purpose. • Room(s) scores 7 - 9 on the clutter image scale and not used for intended purpose • Beds inaccessible or unusable due to clutter or infestation • Entrances, hallways and stairs blocked or difficult to pass • Toilets, sinks not functioning or not in use • Resident at risk due to living environment. • Household appliances are not functioning or inaccessible and no safe cooking environment • Resident is using candles • Evidence of outdoor clutter being stored indoors. • No evidence of housekeeping being undertaken • Broken household items not discarded e.g. broken glass or plates • Concern for declining mental health • Property is not maintained within terms of lease or tenancy agreement where applicable and is at risk of notice being served by Environmental Health
Hoarding – Health and Safety	• Property is clean with no odours, (pet or other) • No rotting food • No concerning use of candles • No concern over flies • Residents managing personal care • No writing on the walls • Quantities of medication are within appropriate limits, in date and stored appropriately. • Personal protective equipment is not required	• Kitchen and bathroom are not kept clean • Offensive odour in the property • Resident is not maintaining safe cooking environment • Some concern with the quantity of medication, or its storage or expiry dates. • No rotting food • No concerning use of candles • Resident trying to manage personal care but struggling • No writing on the walls • Light insect infestation (bed bugs, lice, fleas, cockroaches, ants, etc.) • Latex Gloves, boots or needle stick safe shoes, face mask, hand sanitizer, insect repellent. • Personal Protective Equipment required.	• Human urine and or excrement may be present • Excessive odour in the property, may also be evident from the outside • Rotting food may be present • Evidence may be seen of unclean, unused and or buried plates & dishes. • Broken household items not discarded e.g. broken glass or plates • Inappropriate quantities or storage of medication. • Pungent odour can be smelt inside the property and possibly from outside. • Concern with the integrity of the electrics • Inappropriate use of electrical extension cords or evidence of unqualified work to the electrics. • Concern for declining mental health • Heavy insect infestation (bed bugs, lice, fleas, cockroaches, ants, silverfish, etc.) • Visible rodent infestation

Hoarding and self-neglect – Safeguarding of Children, family members and / or animals	No Concerns for household members	- Hoarding on clutter scale 4 -7 doesn't automatically constitute a Safeguarding Alert. - Please note all additional concerns for householders - Properties with children or vulnerable residents with additional support needs may trigger a Safeguarding C o n c e r n	- Hoarding on clutter scale 7-9 constitutes a Safeguarding Alert. - Please note all additional concerns for householders - Heightened risk with children or vulnerable residents with additional care and support needs may trigger a Safeguarding Concern
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