

Multi Agency Quality Assurance Audit: Hoarding May 2021



The adults reviewed for this multi agency audit are aged between 62 and 89. All four of them are male. The adults live in their own homes and all of them live alone.

The adults in the audit have a range of needs and issues have arisen including rent arrears, complaints from neighbours, hoarding of items both inside and outside the property.

What we are worried about?

The audit group saw concerns in terms of:

- Issue about referral not being evident on social care system
- Slow to refer when there are concerns, especially when hoarding is outside the property
- Lack of Multi agency approach and this was needed from the start
- Lack of use of escalation
- Mental Health services not included
- Misunderstanding of roles within different agencies
- Referrals should include clutter rating scale to help explore levels of risk

IMPACT of COVID

- Referral to Mental health by GP was not progressed as not urgent and therefore unable to do face to face assessment during first lockdown – this was day 1 of first lockdown.
- Referral to Avon Fire from Housing also not followed up due to lockdown in November

Organisations that audited their involvement with the six adults were: Adult Social Care, GPs, Sirona, AWP, NBT, Police, Next Link, St Peter's Hospice, Bromford Housing



Themes for Learning – Multi Agency Meetings

- Working with self neglect is difficult
- The best outcomes come from working in a multi agency way
- Make use of multi agency meetings
- Joint visits to a property are good practice
- When there is non engagement, work together to use the person with the best relationship with the adult
- Sharing and understanding risk is crucial



When a referral is made, ensure you feedback to the referrer



Impact of Covid-19
Less options to access inside of property during lockdown especially when adult is shielding



Include Mental Health & Housing in multi agency discussions about hoarding



Self Neglect and Hoarding Training available by clicking here

What Good Practice did we see?

- Use of Self Neglect policy by housing neighbourhood coaches
- Neighbourhood Coaches meet on a monthly basis with the police and work well jointly together
- Neighbourhood Coach going beyond their role to provide support
- Intervention happened through social care without safeguarding route and this is proportionate

Click these circles for more information

Resolution of Professional Differences Policy (Escalation)

Self Neglect Guidance is available here

Avon Fire Clutter Rating Scale available here

Speak to Adult Social Care if you have worries
01454 868007

