



North Lanarkshire
Adult Protection
Committee

Self-neglect and Hoarding Practical toolkit for Practitioners

Lanarkshire Adult Protection Committees

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Introduction

North and South Lanarkshire Adult Protection Committees have developed guidance which aims to assist and support practitioners and managers in working with adults and/or their carers when there are concerns of neglect, self-neglect and hoarding ([ASP Working with Neglect and Managing Resistance](#)). The guidance aims to help practitioners and managers identify, record, and respond to neglect and resistant behaviours, and understand how this can impact upon the adult and/or their carers as well as the professionals supporting them.

South Lanarkshire Adult Protection Committee has also developed guidance which has been produced to assist staff to help people who are affected by hoarding disorder and other chronic conditions that result in clutter and disorganisation ([SL APC Guidance Supporting People Affected by Hoarding Disorder](#)).

It is acknowledged that although people who self-neglect may also hoard and people who hoard may also self-neglect, this is not always the case. Both can coexist and exist in their own merit. It is also acknowledged that this area of practice can be very challenging for practitioners and the people they work with.

The aim of this toolkit is to compliment the information contained within the above guidance documents, and to provide additional practical resources that staff may find useful when assessing and supporting people who self-neglect and/or hoard.

Key Practice Point

When supporting someone where there are concerns around self-neglect and/or hoarding, agencies should take a [professionally curious](#) approach and consider what their own agency is able to offer in terms of resources and strategies, in order to reduce the risk of the issue from escalating. **Prevention and early intervention** around self-neglect and/or hoarding is important in order to minimise the risk of harm escalating and reaching a point where the adult is at risk of harm. Consideration should always be given to the role of other multi agency partners – what can other services offer to try and support the adult and minimise the risk of escalation and harm to the adult.

Where agencies **know or believe** that the adult is at risk of harm, as per the [Adult Support and Protection \(Scotland\) Act 2007](#), a referral should be made to the relevant Social Work Resource ([South Lanarkshire](#)) ([North Lanarkshire](#)).

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1. Good Practice Principles

Social Care Institute for Excellence (SCIE): Self Neglect At A Glance Guidance

SCIE's guidance highlights that "In the past we may have intervened in ways that prioritised the views and wishes of others, rather than trying to work from the perspective of the individual. Research has shown that those who self-neglect may be deeply upset and even traumatised by interventions such as 'blitz' or 'deep cleaning'." The guidance summarises the features of a Best Practice approach and identifies key practical tasks.

Best Practice Approach

When developing an approach, it is important to try to understand the individual and what may be driving their behaviour. There are some general pointers for an effective approach:

- **Multi-agency** – work with partners to ensure the right approach for each individual.
- **Person centred** – respect the views and the perspective of the individual, listen to them and work towards the outcomes they want.
- **Acceptance** – good risk management may be the best achievable outcome; it may not be possible to change the person's lifestyle or behaviour.
- **Analytical** – it may be possible to identify underlying causes that help to address the issue.
- **Non-judgemental** – it isn't helpful for practitioners to make judgements about cleanliness or lifestyle; everyone is different.
- **Empathy** – it is difficult to empathise with behaviours we cannot understand, but it is helpful to try.
- **Patience and time** – short interventions are unlikely to be successful, practitioners should be enabled to take a long-term approach.
- **Trust** – try to build trust and agree small steps.
- **Reassurance** – the person may fear losing control, it is important to allay such fears.
- **Bargaining** – making agreements to achieve progress can be helpful but it is important that this approach remains respectful.
- **Exploring alternatives** – fear of change may be an issue so explaining that there are alternative ways forward may encourage the person to engage.
- **Always go back** – regular, encouraging engagement and gentle persistence may help with progress and risk management.

Practical tasks

- **Risk assessment** – have effective, multi-agency approaches to assessing and monitoring risk.
- **Consider capacity** – ensure staff are aware of capacity issues and what to do if there are concerns that a person lacks decision-making capacity.
- **Alcohol & Drugs or Mental health assessment** – it may be appropriate to refer an individual for support to recover from alcohol or drug issues, or a mental health issue.
- **Signpost** – with a multi-agency approach people can be signposted to effective sources of support.
- **Contact family** – with the person's consent, try to engage family or friends to provide additional support.
- **Decluttering and cleaning services** – where a person cannot face the scale of the task but is willing to make progress, offer to provide practical help.
- **Utilise local partners** – those who may be able to help include the SSPCA, the fire service, environmental health, housing, third sector organisations.
- **Occupational therapy assessment** – physical limitations that result in self-neglect can be addressed.
- **Help with property management and repairs** – people may benefit from help to arrange much needed maintenance to their home.
- **Peer support** – others who self-neglect may be able to assist with advice, understanding and insight.
- **Counselling and therapies** – some individuals may be helped by counselling or other therapies. Cognitive Behaviour Therapy, for example, may help people with obsessive compulsive disorder, hoarding disorder.

Links have been established between self-neglect and previous harm, trauma and bereavement, such as the loss of parents in childhood, child abuse, and wartime experiences. There are also complex links with problematic substance misuse, which is also often associated with earlier trauma. This means all partner agencies must apply a [trauma informed approach](#) involving empathy and kindness whenever we come into contact with an adult who is experiencing self-neglect.

The British Psychological Society has developed good practice guidelines on how best to support people who hoard.

It can be accessed [here](#).

2. Example questions to inform your assessment

Listed below are examples of questions you could ask where you are concerned about someone's safety in their own home or where you suspect a risk of self-neglect and/or hoarding. The information gained from these questions will help to inform your assessment of risk and need.

Professional judgement is required, and you should consider the role of your own agency and multi-agency partners to reduce risk of case escalating to more serious risk of harm.

Questions regarding the environment:

- How do you safely get in and out of your property?
- Have you ever had an accident, slipped, tripped up or fallen? How did it happen?
- How have you made your home safer to prevent this (above) from happening again?
- How do move safely around your home (where the floor is uneven or covered, or there are exposed wires, damp, rot, or other hazards)
- Has a fire ever started by accident?
- How do you get hot water, lighting, heating in here? Do these services work properly? Have they ever been tested?
- Do you ever use candles or an open flame to heat and light here or cook with camping gas?
- How do you manage to keep yourself warm? Especially in winter?
- When did you last go out in your garden? Are you able to safely go into your garden?
- Can you prepare food, cook and wash up in your kitchen?
- Do you use your fridge? Can I have a look in it? How do you keep things cold in the hot weather?
- How do you keep yourself clean? Can I see your bathroom? Are you able to use your bathroom and use the toilet ok? Have a wash, bath? Shower?
- Can you show me where you sleep and let me see your upstairs rooms? Are the stairs safe to walk up? (if there are any)
- What do you do with your dirty washing?
- Where do you sleep? Are you able to change your bed linen regularly? When did you last change them?
- How do you keep yourself warm at night? Have you got extra coverings to put on your bed if you are cold?
- Are there any broken windows in your home? Any repairs that need to be done?
- Because of the number of possessions you have, do you find it difficult to use some of your rooms? If so which ones?

Questions regarding infestations:

- Are you worried about mice, rats or foxes, or other pests? Do you leave food out for them?
- Have you ever seen mice or rats in your home? Have they eaten any of your food? Or got upstairs and be nesting anywhere?
- Have you seen any insects and if so, where?

Questions regarding the person's care/support needs:

- How able to you feel to day-to-day personal care tasks?
- How able to you feel to manage banking and financial affairs? How do you pay your bills?
- Are you prescribed any medication? Are you taking them? How do you collect your medication? When was the last time you had a medication review?
- How is your general health? Are there any concerns regarding a deterioration in your health?
- How is your mobility?
- Have you got any concerns regarding your weight? Increase/Decrease?
- Do you feel in need of any aids and adaptations?
- Are you eating/drinking sufficiently? If you are unable to utilise your kitchen, how do you get food?
- Any concerns regarding alcohol/substance use?
- What is your support network?

Questions regarding the person's feelings and views:

- Do you feel safe living here?
- Do you feel safe when entering or leaving your home?
- Are you worried about other people getting into your garden to try and break-in? Has this ever happened?
- Do you struggle with discarding things or to what extent do you have difficulty discarding (or recycling, selling, giving away) ordinary things that other people would get rid of?
- How do you feel about your living environment?
- Do you feel happy?
- Have you ever considered harming yourself? Have you ever contemplated suicide?
- Do you feel that you require help to feel and be safe in your home environment?

3. Hoarding Ice Breaker Form and Clutter Image Rating Scale

Source: hoardingicebreakerform.org

[Clutter Image Ratings - Hoarding Disorders UK](#)

The hoarding ice breaker form is a resource which can be provided to adults to support them to express their views about their current situation. It also includes information about the clutter image scale which involves looking at pictures and choosing which ones most closely match your situation (example of clutter image scale is shown on page 8. In general, clutter that reaches the level of picture number 4 or higher has enough of an impact on people's lives that we would want to encourage them to seek support).

It is recognised that many people may feel too embarrassed or stigmatised to talk about how unwell they feel because of issues related to clutter or hoarding behaviours or how much its adversely affecting their lives so the form can give adults an alternative way to express their views. The form can also be used by family, friends, neighbours etc if they feel anxious or worried about someone's health and wellbeing. The form can also be used to aid your assessment, however professional judgment and analysis will also be required. Remember, that where you believe a person is at risk of harm due to hoarding or self-neglecting behaviours, an Adult Support and Protection referral should be made.

** Please note that not everyone finds the Clutter Image Rating tool useful. It might not properly reflect the size or type of place they live in, for example if they live in a caravan. They might also have some other symptoms of hoarding disorder but not yet have a home that is very cluttered.

Clutter Image Rating: Living Room

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



1



2



3



4



5



6



7



8



9

4. HOMES Multi-Disciplinary Hoarding Risk Assessment

Source: [HOMES® Multi-Disciplinary Hoarding Risk Assessment \(naihc.net\)](http://HOMES®%20Multi-Disciplinary%20Hoarding%20Risk%20Assessment%20(naihc.net))

HOMES (Health, Obstacles, Mental Health, Endangerment and Structure) is a multi-agency risk assessment tool to support practitioners to identify potential risk around Hoarding. It is a tool that can offer the practitioner support when considering how to proceed and support someone who is struggling with Hoarding.

5. Fire Safety Advice

Source: [London Fire Brigade Safety Tips](#)

London Fire Brigade share some small, simple steps that you can share with people who store large amounts of possessions in and around their home, to help keep people safe from fire.

Please note that a referral can also be made to the Scottish Fire and Rescue Service (SFRS) for a 'Home Safety Check' to be undertaken where it is believed that an individual could be vulnerable to risk of fire. They can also provide fire safety advice regarding the prevention of fire in the home. Contact the SFRS by following the web address, <https://www.firescotland.gov.uk> and complete the online form to request fire prevention advice.

Whether you use a traditional oven/ hob, or other methods of cooking like a portable stove, make it a priority to keep the cooking area clear.	Don't leave your lit cigarettes unattended.
Do not place items on, or close to heaters, lamps or other electrical equipment.	Put candles/tea lights in heat resistant holders that hold the candle/tea light firmly and ensure it is placed on a flat, stable, heat resistant surface.
Do not store cylinders in your home as they are a serious hazard during a fire.	Keep candles/tea lights away from anything that can catch fire, and never leave them unattended.
If you have a medical need for cylinders, they should be kept upright and outdoors where possible – never store cylinders in basements, under stairs or in cupboards with electric meters/equipment.	Plan and practise how to escape from your home if there were a fire.
If you smoke, use a proper ashtray that won't burn and put it on a flat, stable surface so that it can't tip over easily.	Choose an escape route and keep it clear of possessions – in the event of a fire this will help you to escape quickly or allow firefighters to reach you if you are unable to escape.
If you smoke, use a proper ashtray that won't burn and put it on a flat, stable surface so that it can't tip over easily.	Ensure possessions are stored on stable surfaces and do not stack items to a height that they become unstable – they could fall over blocking your escape.
Make sure you have a working smoke alarm and test it as part of your regular clearance sessions.	Newspapers and mail stored in bulk are highly combustible and will cause a fire to spread rapidly.
In the event of a fire, do not attempt to put it out yourself – leave your home straight away and call the fire brigade once you are safely outside.	Sort mail and newspapers on the day you receive them and recycle them on a regular basis.
Do not stop on your way out to collect possessions and do not go back inside once you have escaped.	Visit https://www.firescotland.gov.uk and complete the online form to request fire prevention advice.

6. Understanding Hoarding – when our relationship with possessions goes wrong

The British Psychological Society has created an information booklet for people with hoarding disorder and their friends and families. It considered what hoarding is, how to recognise if someone is struggling with hoarding, thoughts and behaviours associated with hoarding difficulties and how hoarding may affect people's lives including families and friends. It also discusses how best to support someone who hoard including self-help tips.

You may find it a helpful resource to consider when you are working with people who hoard.

It can be accessed [here](#).

Legislative Context

This toolkit reflects national adult protection legislation and policy. All agencies have a responsibility to share information where there is an identified risk to a person and/or to others. Where there is suspicion and/or evidence of self-neglect and/or hoarding consideration must be given to interventions within the following legislative frameworks: Adult Support and Protection (Scotland) Act 2007; Mental Health Care and Treatment (Scotland) Act 2003; Adults with Incapacity (Scotland) Act 2000.

The following legislation may be relevant to consider, please note this list is not exhaustive:

<u>Adult Support and Protection (Scotland) Act 2007</u>	<p>The Adult Support and Protection (Scotland) Act 2007 gives greater protection to adults at risk of harm or neglect. The act defines adults (16 and over) as being at risk of harm if they are:</p> <ul style="list-style-type: none">• unable to safeguard their own wellbeing, property, rights or other interests,• who are at risk of harm• more vulnerable to being harmed because of a disability, mental health condition, illness or physical or mental infirmity <p>Section 4 of the ASP Act requires the local authority to make inquiries into adult's wellbeing, property or financial affairs if it knows or believes that the adult might be at risk and they may need to intervene to protect the person's well-being, property or financial affairs. Section 7 of the ASP Act permits a Council Officer to enter any place to carry out a visit.</p>
<u>Adults with Incapacity (Scotland) Act 2000</u>	<p>The Adults With Incapacity Act (2000) could be helpful to practitioners seeking to determine whether there are grounds for intervention into the adult's affairs. It is important that practitioners respect and understand that assessing a person's capacity to make decisions must be specific to the area of concern (i.e. do not assume that capacity is all encompassing for example a person may have the capacity to decide where they want to live but may lack the capacity to manage their financial affairs). Practitioners may find the Decisions Specific Screening Tool a helpful tool in the assessment of the person's ability to make decisions.</p>

	<p>Once an adult's incapacity to make decisions has been established, the AWI Act makes provision for an application to be made to the court for a Guardianship Order or Intervention Order. This process takes time and cannot be seen as an emergency measure to safeguard the adult's welfare. The decision to make an application should be taken following a discussion with the Adult and relevant others. It is a legal requirement that two independent medical assessments confirm the Adult's Incapacity. Practitioners should consult the Mental Health Officer team for guidance on the use of the AWI Act.</p>
<p><u>Mental Health (Care and Treatment) (Scotland) Act 2003</u></p>	<p>The Mental Health (Care and Treatment) Scotland Act 2003 defines Mental Disorder as any "mental illness", "personality disorder" or "learning disability", however caused or manifested. The MHCT Act 2003 makes explicit that a person cannot be considered mentally disordered by reason only of dependence on, or use of alcohol or drugs, or acting as no prudent person would. It is most likely that the first application of the MHCT Act 2003 that practitioners might consider relates to a "Duty to Inquire".</p> <p>Section 33 of the MHCT Act 2003 places a duty upon the local authority to inquire into the situation of a person who appears to have a mental disorder who is living in the community. The duty to inquire is triggered where the person is suspected of being at risk of neglect or ill treatment: where the person is living alone or without care and where their property may be at risk of suffering loss or damage because of their mental disorder.</p>
<p><u>Public Health etc. (Scotland) Act 2008</u></p>	<p>The Public Health etc (Scotland) Act 2008 makes provisions for the protection of public health in Scotland. This is the protection of the community from infectious diseases, contamination or other hazards which are a danger to human health.</p> <p>The Act places duties on health boards, local authorities, registered medical practitioners (doctors), directors of diagnostic laboratories, and occupiers or owners of premises in relation to the control of infectious diseases.</p>
<p><u>Housing (Scotland) Act 2006</u></p>	<p>Section 30 of the Housing (Scotland) Act 2006 states that a local authority can serve a work notice on the owner of any house which it considers to be sub-standard (fails to</p>

	meet the Tolerable Standard and / or is in a state of serious disrepair). The notice sets out the work which the Local Authority thinks is necessary to bring the house up to, or keep it in, a reasonable state of repair including meeting the Tolerable Standard. If the notice is not complied with the Local Authority can undertake the required works in default and recover costs by placing a Repayment Charge upon the property if the owner does not pay.
<u>Antisocial Behaviour etc. (Scotland) Act 2004</u>	This Act introduces a number of measures and changes to tackle antisocial behaviour. It contains a range of provisions in the areas of justice, the environment, housing and child welfare, all of which are linked to tackling antisocial behaviour.
<u>Environmental Protection Act 1990 - Section 79 and 80</u>	<p>A property where there is self-neglect and / or hoarding issues may fall within one of the following categories:</p> <ul style="list-style-type: none"> · Any premises in such a state as to be prejudicial to health or a nuisance. · Fumes or gases emitted from premises so as to be prejudicial to health or a nuisance. · Any accumulation or deposit which is prejudicial to health or a nuisance. · Any animal kept in such a place or manner as to be prejudicial to health or a nuisance. <p>Where the Local Authority is satisfied that a statutory nuisance exists, or is likely to occur or recur, it must serve an abatement notice on the person responsible for the nuisance or if that person cannot be found, on the owner or occupier of the premises. An abatement notice requires the abatement of the nuisance or prohibiting or restricting its occurrence or recurrence and where necessary the carrying out of such works and other steps necessary to abate the nuisance. A reasonable timescale will also be given to comply with the notice. If the notice is not complied with then the Local Authority may take the necessary steps to abate the nuisance and recover reasonable expenses incurred in doing so. Non-compliance with an abatement notice is also a matter which can be reported to the Procurator Fiscal.</p>
<u>Prevention of Damage by Pests Act 1949</u>	Environmental Health may serve a notice on an owner or occupier of land and / or premises where there is a rats or mice infestation or may be present due to the condition of the property and / or land. A reasonable period of time is given to undertake works

	<p>including treatment, removal of materials that may feed or provide harbourage and undertake structural works. The Local Authority may undertake works if default of the notice is not complied with. The Local Authority may take the necessary steps to treat the infestation or clear the property and recover reasonable expenses incurred.</p>
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Local Services – South Lanarkshire

(please note this list is not exhaustive and there may be other services within your locality area who can support).

<u>South Lanarkshire Social Work Resources</u>	Contact Phone Number: 0303 123 1008 Emergency Out of Hours: 0303 123 1008 swlohamilton@southlanarkshire.gov.uk swloeastkilbride@southlanarkshire.gov.uk swlortherglen@southlanarkshire.gov.uk swloclydesdale@southlanarkshire.gov.uk
<p>Adult and Older People Services: Locality teams act as the access point for Adult Social Work services and can also direct you to the adult's allocated worker if they have one.</p> <p>Adult Social Work services lead all statutory inquiries and interventions where the adult meets the criteria for being an "adult at risk of harm" under the Adult Support & Protection (Scotland) Act 2007.</p> <p>Hospital Discharge Social Work Service: The Hospital Discharge team provides a dedicated service to people who are admitted to hospital to support their discharge back to their own community. They will also lead on statutory inquiries and interventions where the adult meets the criteria for being an "adult at risk of harm" under the Adult Support & Protection (Scotland) Act 2007.</p> <p>Community Mental Health Teams (CMHT): The CMHT are multidisciplinary Teams comprising of Psychiatrists, Clinical Psychologists, Nurses, Community Psychiatric Nurses, Mental Health Officers, Social Workers, Occupational Therapists and Admin staff. They work with Adults who have severe or enduring mental health difficulties and provide medical and evidence based psychological approaches to encourage positive mental health.</p>	

Occupational Therapy Service:

The Occupational Therapy service can complete an assessment of a patient's occupational performance to understand if the hoarding/self-neglect presentation is related to physical conditions, substances, cognitive and psychological limitations or skills deficit. Depending on the condition of the home, assessment can be challenging and so if the patient engages, assessment out with the home in a therapeutic kitchen would be preferred.

Care at Home Service: The Care at Home Service operates 7 days a week to help people remain as independent as they can possibly be in their own home. This often involves helping a person to wash, dress or get ready for bed. Some home care workers are also trained to give more personal assistance such as help with medication, incontinence or catheter care. Care at Home workers can also help with daily living tasks and introduce new ways to undertake daily activities. Care at home can also provide support at home with meals. A request can also be made for an assessment to see if the adult qualifies for the [Telecare/Community Alarm Service](#).

Housing and Technical Resources

Within Housing & Technical Resources, there are experienced support officers and outreach workers who have completed intensive training in Harm Reduction and all of the forms which this includes. They are trained to focus on recognising the early signs of self-neglect/harm as well as hoarding and will work with the individual and specialist partner agencies to put steps in place to reduce the specific problems being experienced by the person to ensure that there is full wrap around support in place.

Housing and Technical resources also have responsibility for:

Contact Phone Number: 0303 123 1012

- Lanark - housing.lanark@southlanarkshire.gov.uk
- Larkhall - housing.larkhall@southlanarkshire.gov.uk
- Cambuslang - housing.cambuslang@southlanarkshire.gov.uk
- Blantyre - housing.blantyre@southlanarkshire.gov.uk
- East Kilbride – housing.eastkilbride@southlanarkshire.gov.uk

<ul style="list-style-type: none"> • Homelessness services and tenancy support • Anti social investigation services • Community Warden Service • Mediation Service • Collection of rent and rent arrears • Care taking services in multi storey flats • Management of Traveller sites • Maintenance Works • Out of hours repairs 	<ul style="list-style-type: none"> • Hamilton - housing.hamilton@southlanarkshire.gov.uk • Carluke – housing.carluke@southlanarkshire.gov.uk
<p><u>Environmental Services</u></p> <p>Environmental Health enforces legislation in relation to houses which fail to meet the tolerable standard and/or are in disrepair. A Work Notice could be served on the owner of any house which it considers to be sub-standard (fails to meet the Tolerable Standard and / or is in a state of serious disrepair). The notice sets out the work which the Local Authority thinks is necessary to bring the house up to, or keep it in, a reasonable state of repair including meeting the Tolerable Standard.</p> <p>Environmental Health will work with partner agencies in order to address the impacts of hoarding/self-neglect and can co-ordinate the timing of any public health or pest control enforcement activity, when appropriate.</p>	<p>Contact Phone Number: 0303 123 1015</p> <p>Local Area Office - South Lanarkshire Council</p>
<p><u>Scottish Fire and Rescue Service (SFRS)</u></p> <p>The SFRS may be first in attendance at incidents and in a lot of cases may be the first person to enter a property.</p> <p>A referral can also be made to the Scottish Fire and Rescue Service (SFRS) for a 'Home Safety Check' to be undertaken where it is</p>	<p>999 in the case of emergencies.</p> <p>Contact Phone Number: 0800 0731 999</p> <p>Contact the SFRS by following the web address:</p>

<p>believed that an individual could be vulnerable to risk of fire. They can also provide fire safety advice regarding the prevention of fire in the home.</p> <p>An online fire safety questionnaire can also be completed to receive bespoke home fire safety advice.</p>	<p>https://www.firescotland.gov.uk and complete the online form to request fire prevention advice.</p>
<p><u>Voluntary Action South Lanarkshire</u></p> <p>Voluntary Action South Lanarkshire (VASLan) is South Lanarkshire's Third Sector Interface (TSI). The role of VasLan is to provide a single point of access for support and advice for the Third Sector in South Lanarkshire.</p> <p>VasLan provide a Locator which is an on-line resource for searching the Third Sector services available within South Lanarkshire. The aim of Locator is to help promote the services provided by third sector organisations across the region by detailing them on a free to access website and mobile app.</p>	<p>VasLan Third Sector Services Locator tool</p>
<p><u>Equal Say Advocacy</u></p> <p>Equal Say Advocacy provides advocacy for adults who have learning disabilities, mental ill health, addictions, long term conditions or physical disability. Adults accessing this service often have contact with either Health or Social Work Services and/or are subject to Social Policy legislation such as the Mental Health Act, The Adult Support and Protection Act or the Adults with Incapacity Act.</p>	<p>Contact Phone Number: 01698 376 777 south.referrals@equalsay.org</p> <p>Equal Say Independent advocacy in North & South Lanarkshire</p>
<p><u>Citizens Advice Bureau (CAB)</u></p> <p>CAB provides free, confidential and impartial advice to all residents, which covers a wide range of topics from financial to legal to healthcare advice.</p>	<ul style="list-style-type: none"> • Hamilton: 01698 283477 Hamilton Citizens Advice Bureau Free, impartial and confidential advice (hamiltoncab.org.uk)

	<ul style="list-style-type: none"> • East Kilbride: 01355 263698 East Kilbride Citizens Advice Bureau Free, impartial and confidential advice (ekcab.org.uk)
<p><u>Money Matters Advice Service</u></p> <p>The Money Matters Advice Service is a free and confidential service that helps people living in South Lanarkshire or working for South Lanarkshire Council claim benefits and deal with debt. They can give free and unbiased advice on a range of benefits and debt issues and will work with the adult to discuss all their options and come up with a plan together.</p> <p>They can help with:</p> <ul style="list-style-type: none"> • The cost-of-living crisis including advice on energy arrears. • Gas and electricity top up vouchers. • Debt advice including mortgage and rent arrears and dealing with creditors. • Benefits advice. • Budgeting. 	<p>Contact Phone Number: 0300 029 0041</p> <p>Enquiry Form: Money Matters Advice Service - South Lanarkshire Council</p>
<p><u>CAReS</u></p> <p>CAReS is the statutory treatment services provided within the Health and Social Care Partnership, South Lanarkshire. They can provide a full assessment of the adults needs and co-ordinate their health and social care recovery. This may include help with detoxing from alcohol or drugs, substitute prescribing, talking therapies or harm reduction information.</p>	<p>The adult's GP or social care professional can refer them to the CAReS service. Alternatively, the adult can self-refer to CAReS by contacting one of the numbers below.</p> <ul style="list-style-type: none"> • Carluke Community Health Centre – Tel: 01698 754440 • Cambuslang Gate – Tel: 0141 584 2515

	<ul style="list-style-type: none"> • Hunter Health Centre – Tel: 01698 753956 • Douglas Street Community Health Clinic – Tel: 01698 368711
<p><u>Addiction Psychology Service</u></p> <p>The Addiction Psychology Service deliver evidence-based direct and indirect psychological care to support people in their recovery journey in a person-centred and trauma informed way. This includes providing one-to-one interventions, group-based interventions, collaborating with the wider addiction team and providing training, consultation and coaching to staff.</p>	<p>To access the Addiction Psychology Service in one of the four localities, individuals, need to be working with the wider addiction teams.</p>
<p><u>South Lanarkshire Alcohol and Drugs Partnership</u></p> <p>The South Lanarkshire Alcohol & Drug Partnership (ADP) is a dedicated multi-agency partnership that has strategic responsibility for developing local strategies for tackling, reducing and preventing alcohol and drug use in the four localities of South Lanarkshire, namely Clydesdale, East Kilbride, Hamilton and Rutherglen/Cambuslang. It also has responsibility for planning and commissioning services to deliver improved core and local outcomes, taking into account local needs, circumstances and resources.</p>	<p>Local Services:</p> <p>Local Services – South Lanarkshire ADP (scot.nhs.uk)</p>
<p><u>Police Scotland</u></p> <p>The purpose of the Police is to improve the safety and wellbeing of people, places and communities in Scotland, focusing on Keeping People Safe in line with the values of integrity, fairness and respect.</p>	<p>Contact Phone Number: 101 or 999 in an emergency</p>
<p><u>Scottish Society for the Prevention of Cruelty to Animals (SSPCA)</u></p> <p>The aim of the SSPCA is to prevent cruelty to animals through education and by championing improvements in animal welfare</p>	<p>Contact Phone Number: 03000 999 999</p> <p>Scottish Society for Prevention of Cruelty to Animals</p>

legislation. It also investigates abuse, rescues animals in distress and finds animals new homes.	
<u>Hoarding Academy (previously LifePod)</u> Provides consultancy to practitioners on the issue of Hoarding.	Hoardign Academy

Local Services – North Lanarkshire

(please note this list is not exhaustive and there may be other services within your locality area which can support).

<u>North Lanarkshire Social Work Resources</u>	
<p>Adult and Older People Services: Locality teams act as the access point for Adult Social Work services, and can also direct you to the adult's allocated worker if they have one. They can make assessments in regard to care and support needs.</p> <p>An assessment may also include consideration of suitable assistive technology.</p> <p>Adult Social Work services lead all statutory inquiries including interventions where the adult meets the criteria for being an "adult at risk of harm" under the Adult Support & Protection (Scotland) Act 2007.</p>	<ul style="list-style-type: none">• Airdrie Locality - 01236 757000• Bellshill Locality – 01698 346666• Coatbridge Locality – 01236 622100• Cumbernauld Locality - 01236 638700• Motherwell Locality - 01698 332100• Wishaw Locality - 01698 348200• Social Work Emergency Services (Out of Hours): 0800 121 4114 <ul style="list-style-type: none">• University Hospital of Monklands – 01236 748748• University Hospital of Wishaw – 01698 361100
<p>Hospital Social Work Team: The Hospital Social Work team provides support to people who are admitted to hospital and require an assessment of support prior to discharge out of hospital. They will also lead on statutory inquiries and interventions where the adult meets the criteria for being an "adult at risk of harm" under the Adult Support & Protection (Scotland) Act 2007.</p>	Referral can be made by contacting the Social Work Localities on the above telephone numbers.
<p>Integrated Rehabilitation Team (IRT): The Integrated Rehabilitation Team can complete an assessment of a service user's abilities to understand if the hoarding/self-neglect presentation is related to physical conditions, cognitive and</p>	

psychological limitations or skills deficit. Depending on the condition of the home, assessment can be challenging and so if the patient engages, assessment out with the home in a therapeutic kitchen would be preferred.

Addiction Recovery Team (ART):

North Lanarkshire Addiction Recovery Team are integrated teams with nursing staff, social workers, addiction workers and support workers and occupational therapists.

They can also make referrals to specialist doctors, psychologists and psychiatrists if required.

They offer support, advice and assist the person to think about how alcohol and drugs are affecting their life, those around them and those who they have a responsibility for

A referral can be made by a General Practitioner or any other service you are involved with. A person can also make a self-referral by contacting the teams directly.

- Airdrie Team - 01236 856126
airdrieaddictionsadmin@northlan.gov.uk
- Cumbernauld Team - 01236 638842
CumbernauldART@northlan.gov.uk
- Bellshill Team - 01698 403535
bellsaddictionservices@northlan.gov.uk
- Motherwell Team - 01698 755355
motherwellart@northlan.gov.uk
- Coatbridge Team - 01698 753656
coataddictionservices@northlan.gov.uk
- Wishaw Team - 01698 274070
WishawART@northlan.gov.uk

Home support/Care at Home Service: The Care at Home/Home Support Service operates 7 days a week to help people remain as independent as they can possibly be in their own home.
This often involves helping a person to wash, dress or get ready for

For an assessment of a person's care and support needs please contact the Social Work Localities on the above telephone numbers.

<p>bed. Some home care workers are also trained to give more personal assistance such as help with medication, continence care. Care at Home workers can also help with daily living tasks and introduce new ways to undertake daily activities. Care at home can also provide support at home with meals.</p> <p>Making Life Easier – Self-Assessment</p> <p>Making Life easier is an online resource offering information, professional advice and direct access to services and support.</p>	<p>(Are you a health professional you can complete a single shared assessment to request home support provision by your normal means.)</p> <p>Home - Making Life Easier</p>
<p>North Lanarkshire Health Services</p> <p>Community Mental Health Teams (CMHT): The CMHT are multidisciplinary Teams comprising of Psychiatrists, Clinical Psychologists, Nurses, Community Psychiatric Nurses, Mental Health Officers, Social Workers, Occupational Therapists and Admin staff. They work with adults who have severe or enduring mental health difficulties and provide medical, and evidence based psychological approaches to encourage positive mental health.</p>	<p>A referral can be made via your General Practitioner or Consultant.</p>
<p>Housing Resources</p> <p>Housing North Lanarkshire Council</p> <p>Within Housing Resources, there are experienced support officers who are crucial in supporting council tenants including where there are concerns regarding self-neglect and/or hoarding.</p> <p>Housing Resources also have responsibility for:</p> <ul style="list-style-type: none"> • Homelessness services and tenancy support • Antisocial behaviour response team • Community Warden Service 	<ul style="list-style-type: none"> • Airdrie Housing – 01236 758035 airdrie-cumbernauldhousing@northlan.gov.uk • Bellshill Housing - 01698 332340 MotherwellandBellshillHousing@northlan.gov.uk • Coatbridge Housing – 01236 812530 CKHousing@northlan.gov.uk

<ul style="list-style-type: none"> • Mediation Service • Collection of rent and rent arrears • Care taking services in multi storey flats • Management of Traveller sites • Maintenance Works • Out of hours repairs 	<ul style="list-style-type: none"> • <u>Cumbernauld Housing</u> – 01236 632726 airdrie-cumbernauldhousing@northlan.gov.uk • <u>Kilsyth Housing</u> – 01236 828120 CKhousing@northlan.gov.uk • <u>Moodiesburn Housing</u> – 01236 812530/828120 CKHousing@northlan.gov.uk • <u>Motherwell Housing</u> – 01698 274135 MotherwellandBellshillHousing@northlan.gov.uk • <u>Shotts Housing</u> – 01501 824747 Shottshousing@northlan.gov.uk • <u>Viewpark Housing</u> – 01698 403700 MotherwellandBellshillHousing@northlan.gov.uk • <u>Wishaw Housing</u> - 01698 302920 Wishawhousing@northlan.gov.uk • <u>Anti-social response team</u> – 0300 123 1382 Report antisocial behaviour North Lanarkshire Council
<p><u>Environmental Services:</u></p> <p>Environmental Health enforces legislation in relation to houses which fail to meet the tolerable standard and/or are in disrepair. A Notice could be served on the owner of any house which it considers to be sub-standard (fails to meet the Tolerable Standard and / or is in a state of serious disrepair). The notice sets out the work which the Local Authority thinks is necessary to bring the house up to, or keep it in, a reasonable state of repair including meeting the Tolerable Standard.</p>	<p>kildonanPS@northlan.gov.uk</p> <p>0345 143 0015</p> <p>01236 856300</p>

<p>Environmental Health will work with partner agencies to address the impacts of hoarding/self-neglect and can co-ordinate the timing of any public health or pest control enforcement activity, when appropriate.</p>	
<p><u>Scottish Fire and Rescue Service (SFRS)</u></p> <p>The SFRS may be first in attendance at incidents and in a lot of cases may be the first person to enter a property.</p> <p>A referral can also be made to the Scottish Fire and Rescue Service (SFRS) for a 'Home Safety Check' to be undertaken where it is believed that an individual could be vulnerable to risk of fire. They can also provide fire safety advice regarding the prevention of fire in the home.</p> <p>An online fire safety questionnaire can also be completed to receive bespoke home fire safety advice.</p>	<p>999 in the case of emergencies.</p> <p>Contact Phone Number: 0800 0731 999</p> <p>Contact the SFRS by following the web address: https://www.firescotland.gov.uk and complete the online form to request fire prevention advice.</p>
<p><u>Voluntary Action North Lanarkshire</u></p> <p>Voluntary Action North Lanarkshire (VANL) is North Lanarkshire's Third Sector Interface. The role of VANL is to provide a single point of access for support and advice for the Third Sector in North Lanarkshire.</p>	<ul style="list-style-type: none"> • Contact: 01236 745011 info@VANL.co.uk • Voluntary Action North Lanarkshire - Working Together for a Better North Lanarkshire • Scotland wide service locator tool: ALISS - A Local Information System for Scotland ALISS • Voluntary Action South Lanarkshire (VASLan) has a Third Sector Services Locator tool. This tool also locates some services within North Lanarkshire Council

<p><u>Independent Advocacy</u></p> <p>Independent advocacy provides advocacy support for adults and young people.</p> <p>People accessing this service often have contact with either Health or Social Work Services and/or are subject to Social Policy legislation such as the Mental Health Act, The Adult Support and Protection Act or the Adults with Incapacity Act.</p>	<ul style="list-style-type: none"> • Equals Advocacy – 01698 327772, admin@equalsadvocacy.org.uk for adults aged 65 years and over • Equal Say North Lanarkshire Advocacy – 01698 358 245, north.referrals@equalsay.org for adults aged between 18 and 64 years • Who Cares Scotland – 0141 221 4441, hello@whocaresscotland.org for children and young people aged 16 and 17 years
<p><u>Citizens Advice Bureau (CAB)</u></p> <p>CAB provides free, confidential and impartial advice to all residents, which covers a wide range of topics from financial to legal to healthcare advice.</p>	<ul style="list-style-type: none"> • <u>Airdrie Office</u> – 01236 754 109 • <u>Bellshill Office</u> – 01369 748615 • <u>Cumbernauld & Kilsyth Office</u> – 01236 723201 • <u>Coatbridge Office</u> – 01236 421447 • <u>Motherwell & Wishaw Office</u> – 0808 196 9180 <p>To find your local office: Bureaux Citizens Advice Scotland (cas.org.uk)</p>
<p><u>Welfare Rights Services – Tackling Poverty Team</u></p> <p>The tackling poverty team support people in North Lanarkshire to claim benefits and deal with debt. They can give free and unbiased</p>	<p>Contact Phone Number: 01698 662551 TPTeam@northlan.gov.uk</p>

advice on a range of benefits and debt issues and will work with the adult to discuss all their options and come up with a plan together.

They can help with:

- General benefit advice in relation to all UK and Scottish Government administered benefits.
- Advice in relation to tax credits administered by HMRC.
- Carrying out benefit checks to ensure income is maximised.
- Help to complete benefit application forms.
- Support to challenge benefit decisions.
- Advice and representation at benefit appeals
- Redundancy advice

North Lanarkshire Alcohol and Drugs Partnership

The North Lanarkshire Alcohol and Drug Partnership (ADP) is a dedicated multi-agency partnership that has strategic responsibility for developing local strategies for tackling, reducing and preventing alcohol and drug use in North Lanarkshire. It also has responsibility for planning and commissioning services to deliver improved core and local outcomes, taking into account local needs, circumstances and resources.

Their website also offers advice and guidance for professionals, people affected by alcohol and substance use and their families.

Police Scotland

The purpose of the Police is to improve the safety and wellbeing of

[North Lanarkshire Alcohol and Drug Partnership \(northlanadp.org\)](http://North Lanarkshire Alcohol and Drug Partnership (northlanadp.org))

Contact Phone Number: 101 or 999 in an emergency.

<p>people, places and communities in Scotland, focusing on Keeping People Safe in line with the values of integrity, fairness and respect.</p>	
<p><u>Scottish Society for the Prevention of Cruelty to Animals (SSPCA)</u></p> <p>The aim of the SSPCA is to prevent cruelty to animals through education and by championing improvements in animal welfare legislation. It also investigates abuse, rescues animals in distress and finds animals new homes.</p>	<p>Contact Phone Number: 03000 999 999</p> <p><u>Scottish Society for Prevention of Cruelty to Animals</u></p>
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