

# SELF-NEGLECT AND HOARDING PATHWAY FOR PROFESSIONALS

Concern that person is at risk from self-neglect and/or hoarding

Referrer speaks to person if appropriate and uses self-neglect risk assessment tool to consider level of risk

Scores 1 or 2 in all domains? Signpost to others with person's consent e.g. SIP for FIRE home safety assessment, SIP for trusted tradesmen, GP for support with medical issues.

If risk increases following support then a new referral to Customer First should be submitted

Scores any 3's but no 4's in any domain  
Complete Self-Neglect/Hoarding Referral Form to Customer First requesting Social Care input  
(Signposting maybe appropriate if risk has been assessed too high)

Relevant Team carries out assessment with person and holds case conference with all relevant partners, signposting where appropriate and using risk assessment tool to assess risk level

If risk increases or remains consider referral to Customer First for MASH input or refer to high risk panel

Score 4 in any domain  
Complete Self-Neglect/Hoarding Referral Form to Customer First requesting Social Care input

Customer First may speak to the referrer for further information and uses assessment tool before forwarding to MASH

MASH gather information including speaking to the customer.  
Relevant Team carries out assessment with person and holds case conference with all relevant partners, signposting where appropriate and using risk assessment tool to assess risk level  
If appropriate risk level contact relevant APT to chair case conference

If risk continues at same level or increases following support or multi-agency engagement is lacking, refer to High-Risk Panel (See Self-Neglect Policy)