

**HOARDING, HEALTH & HOUSING – INTERNATIONAL CONFERENCE
4 OCTOBER 2018, EDINBURGH CORN EXCHANGE**



1. Not encourage/allow forced house clearing/cleaning to patients with hoarding behaviours.
2. Organise and thin out my collections of records, books and pens.
3. Work more collaboratively with other organisations to improve quality of life of clients with hoarding disorder.
4. Push for additional funding for support hours for the people in my registration who have "too much" stuff and is impacting on them.
5. Be more understanding when I go to visit someone who has a cluttered property and make an effort to find out what the items mean to the person.
6. Explore the meaning of objects more in my professional and private life. We all attach meaning to objects, which can provide rich psychological insight.
7. Develop an intervention policy that is robust and delivered with patience and compassion. Research Positive Behaviour Strategies and Motivational Interviewing.
8. Think 'harm reduction'; patience; compassion; multi-disciplinary work.
9. Be more thoughtful and less judgemental when dealing with hoarding situations. "One man's rubbish is another man's treasure". I will be mindful of this!
10. Ensure the welfare of the client is priority rather than the external pressures to have the matter resolved.

11. Share some of my learning from today with colleagues who work in homes to raise awareness.
12. Concentrate on the person, make time to listen and work with them to find a solution that they find comfortable for them and their life.
13. Continue to raise awareness with others to be more patient with people living with clutter.
14. Share with my team what I have learnt today and make sure they know that patience and compassion can work where clear-outs don't.
15. Spend more time on looking for reasons behind collecting stuff. Speak with individuals about sentimental values and way of looking for their safety.
16. Ensure people we help are made aware they are not alone and we can help.
17. Always respect the individual and go at the individual's pace. Build up a rapport with individual and treat each case sensitively.
18. Learn more about motivational interviewing. And educate/inform others about disorganised collecting and keeping of belongings.
19. De-junk all rooms.
20. Reconsider the way to engage with people who are hoarders (and think of different terms we can use).
21. Continue to ask LA for funding to tackle the disorder.
22. Be more understanding with tenants who hoard.
23. Consider my approach towards my clients who have complex issues in their home environment.
24. Inform staff about the conference and do training session. Do some decluttering at home – jewellery, beads and part of a shed.
25. Highlight hoarding as an aspect of life for people who have experienced trauma.
26. Speak to my colleagues about what I have learned today and always remember what David said about acting with patience and compassion.
27. Start asking my clients why they collect things and instead of expecting them to just throw these things out will speak to them about what they think could help them to clear their property.
28. Educate others on things I have learned today. Write up a briefing note for the core group of people who work with those who show hoarding behaviours.
29. Treat each individual situation uniquely – with respect, sensitively and meaningfully. Build relationship and trust.

30. Seek advice from Life-Pod and/or specialists from apdo if I think a case is potentially a hoarding issue.
31. Discuss this with my team to ensure more understanding is given to tenants in general and who are suffering from this issue.
32. Write multi-agency guidance for staff.
33. Consider the intention and emotion of the other party before acting.
34. Have more empathy, compassion and patience towards someone and their stuff.
35. Keep on doing what I'm doing – supporting fellow hoarding practitioners and training the next generation to do the job right! Educate GPs and introduce them to the hoarding ice-breaker form.
36. Be more compassionate towards people who like to collect or save items in the future.
37. Encourage people to think about “collecting life, without living it” (Dr Randy Frost). And also pledge to read the great man's book, 'Stuff'.
38. Clear out the items that I no longer need. More space = more happiness.
39. Change my approach and make it more person-centred. Just because it works for me doesn't mean it's right for everyone.
40. Adopt a new approach to managing clients who have issues with hoarding. I wish to develop my skills and understanding of motivational interviewing to see more positive results for clients.
41. Share the learning and information from today's event.
42. Think more about how I put things in words with customers/clients. Bear in mind they see things as their own personal things.
43. Use more of my MI training and skills in conversations.
44. Clear out the things I no longer need.
45. Research whether hypnotherapy has ever been used with hoarding behaviour, with positive effects. Find out how I can use my training in hypnosis with hoarding or just relaxation in groups, or one-to-one.
46. Finish projects left over from last few years.
47. Stop sweating the small stuff.
48. Continue educating others, reading and researching more about the condition.
49. Be patient and compassionate.
50. Increase the knowledge of my fellow community nurses in ways of recognising hoarding and who to approach for help.
51. Make more time to listen to the person's needs and wishes.

52. Always not to pre-judge each person before we meet them and to remind all our team that peoples personal items are important no matter what they are.
53. Contact my local Councillor – ask for connection.
54. Create a stronger relationship with Life-Pod.
55. Keep up to date in research of hoarding to support my hoarding support group; including proactively networking and collaborate.
56. Take forward the notion of consent, transparency in service provision.
57. Offer to help – and keep offering. Don't give up on people.
58. Persevere!
59. Keep maintain a person-centred collaborative trauma informed approach to the way I work and understand what people might be experiencing.
60. Never presume you know the answer.
61. Research and learn MI techniques so that I can support clients better by helping them challenge their thought processes and assumptions.
62. Not to use the word “hoarder” and use more evaluation with people as a motivation to continue with more support to enable the life they want.
63. Reach out to professionals in my community to teach about hoarding and start a local hoarding task force, and support family members.
64. Have patience and compassion with my mother's hoarding tendencies.
65. Support my tenants in every way that I can to manage their tenancies. That includes supporting those affected by conditions or lifestyles that cause them to have cluttered homes to the point that they become dysfunctional. I also pledge to gain an understanding of their needs as an individual and to respect their wishes.
66. Not to judge or make plans for change but to understand what the stuff means to the person and how they arrange/organise their stuff.
67. Share the message of patience and compassion.
68. Ensure housing service colleagues work with people who have symptoms of hoarding disorder and not clear houses (as their first thought would be).
69. Share some of the strategies talked about today with my son's support workers in the hope that it might make a difference.
70. Stop nagging my daughter about the mess of her room and use what skills I have learned today to support her to do this.
71. Develop a deeper understanding of a person we support and aim for a joint plan to address her slight hoarding issues.

72. Pass on to staff team knowledge I've learned from today to better support certain individuals where, in the past, we have been focusing on "the clutter".
73. Read Randy's book.
74. Be more patient and compassionate and encourage the team to do likewise.
75. Work more collaboratively with others when we are working with people who hoard and try to raise more awareness about it within my team.
76. Investigate support interventions (MI, PBS) that help the issues around those that hoard, not just the hoarding, eg, comfort, truth, safety, loss, guilt, isolation, loneliness.
77. Raise awareness of the issues that can contribute to hoarding behaviours, amongst my peers and health professionals that I come into combat with, and what approaches can be helpful and harmful.
78. Work with partners within the Tyne & Wear area to improve the life/lives of people that collect and store items in their own home.
79. Be patient and compassionate as David Woods asked. Be curious. Ask permission to experiment. Continue conversations with my team.
80. Educate staff more on the issues people experience when we do clearances.
81. Change the "workplan" sheet that the tenancy sustainment officer uses with tenants who we believe are hoarders.
82. Strive to work closer with external agencies to assist our tenants. Better working practices.
83. More patience and compassion – empathy and understanding towards those that hoard belongings.
84. To read the books I've bought on hoarding, etc – so make time!
85. To make a difference. Also, to do more training on hoarding disorder.
86. Investigate and find ways to support in WDC.
87. Deal with the person rather than aim for an outcome.
88. Share David Wood's technique and message with colleagues and members of our adult support and protection committee. Consent to take and patience and compassion.
89. To be more MI in my approach with service users about the amount of items they bring to the centre to put in their locker.