



**connect and
engage with
clients**



respect

acknowledge that the person has a right to make their own decisions at pace.

sympathise

understand that everyone has some attachment to things they own. try to understand the importance of their items to them.

encourage

come up with ideas, for example, to make their home safer and more comfortable.

partner

don't get into arguments about whether to keep or discard items; instead, find out what would help them to consider letting go or reorganising.

reflect

help the client to recognise that hoarding may interfere with their goals. for example, if their home was less cluttered they could perhaps invite family and friends to visit.

consent

develop trust by never discarding
anything without asking permission.



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