

Agencies who offer support:

- Buckinghamshire Fire and Rescue Service – offer FREE fire safety checks, which are particularly important when people are hoarding - 01296 744400
- Buckinghamshire Adult Social Care – who can carry out an assessment of need to support someone to remain at home 01296 395000.

### What happens if you make a referral to the Adult Safeguarding Team?

If you make a referral to the Safeguarding Team a referral coordinator will take basic details from you to determine if the case meets the requirements to become a Section 42 Enquiry.

They will provide advice and sign posting if the case does not meet the requirements for an Enquiry. However if the case is considered appropriate for a Section 42 Enquiry then a worker will be allocated to carry out the Enquiry and they will be in touch with you within 48 hours to look at carrying out the enquiry.



### Can you refer someone who does not want help and does not want to be referred?

People who self-neglect often say that they do not want help and are reluctant to have the support of agencies of fear that things will be taken out of their hands.

However, you can still make a referral to the Safeguarding Team.. You should of course tell the person that you are referring them and why you are doing this, but it is important that you make the referral as another agency may be able to offer support that the person will accept. It will also offer an arena where your concerns and risks can be shared with various



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## SELF-NEGLECT GUIDANCE



The aim of this leaflet is to assist people working in statutory services and partner agencies such as charities, housing providers, and the independent care sector who are working with people who self neglect. This leaflet should be read in conjunction with the Board's self-neglect tool kit which is available on our website

[http://  
www.buckinghamshirepartnership.gov.u  
k/safeguarding-adults-board/  
professional-resources/](http://www.buckinghamshirepartnership.gov.uk/safeguarding-adults-board/professional-resources/)

## SELF-NEGLECT GUIDANCE

### What is self-neglect?

**Self-neglect** is a behavioral condition in which an individual neglects to attend to their basic needs, such as personal hygiene, appropriate clothing, feeding, or tending appropriately to any medical conditions they have.

An individual may be considered as self-neglecting and therefore at risk of harm where they are:-

- Either unable, or unwilling to provide adequate care for themselves
- Unable to or unwilling to obtain necessary care to meet their needs, and/or
- Declining essential support without which their health and safety needs cannot be met.

### What is hoarding?

A hoarding disorder is where someone acquires an excessive number of items and stores them in a chaotic manner. The items can be of little or no monetary value and usually result in unmanageable amounts of clutter. It's considered to be a significant problem if:

- the amount of clutter interferes with everyday living
- the clutter is causing significant distress or negatively affecting the person's quality of life or their family's.

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### How do you recognise self-neglect?

Most people have come across someone who is self-neglecting either at work, through their family/friends or through watching a television programme. But self-neglect can present in various forms and levels.

Victims of self-neglect have often taken many years before it comes to the attention of services and then it can be very difficult to tackle as their behaviour has become entrenched. People can also self-neglect over a short period if they are unwell and unable to care for themselves. Some signs of self-neglect which you can look out for:-

- Living in unclean environments such as rodent infested or with piles of waste food etc.
- Living in a home which is unsafe, due to not being repaired or hordes of items etc. which prevents people from accessing parts of their home including their bedroom etc.
- Poor diet and nutrition or not taking medication for their health conditions.
- Refusing help from social care or health, which affects their day to day lives
- Having poor personal hygiene, poor healing of sores etc., long toe nails etc.



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### What can you do if you think someone is self-neglecting?

If you become aware that a person is self-neglecting and appropriate steps have not already been taken then you will need to take additional steps to reduce the risk of further deterioration in the situation.

If there are immediate serious risks to life and limb, you should consider if it is necessary to call emergency services.

If you are in a paid role, or caring for someone who is self-neglecting then you have a duty of care to the person to make a referral to the Adult Safeguarding Team on 0800 137 915 or by email to [safeguardingadults@buckscc.gov.uk](mailto:safeguardingadults@buckscc.gov.uk).

If you have been working with the client for a while and are not able to make any significant progress then you can make a referral to the RAMP (Risk Assessment Multi-Agency Panel) who will provide advice and support to assist you in working with the person, you can access RAMP via 0800 137 915 .

