



Specialist Hoarding and Self Neglect

Support Provider Programme

A 12 week development pathway for cleaning companies care providers and community support organisations

FOUNDING COHORT FOR A NATIONAL SPECIALIST PROVIDER NETWORK

Commissioners are looking for trusted providers who can combine practical decluttering with skilled, person-centred engagement.

The demand already exists. The relationships already exist. Now we are building the delivery network.

12 WEEKS	3 STAGES	NATIONAL REACH
Live specialist development	Engage support sustain	Referral ready network

Designed and delivered by Rachel Murphy

Hoarding Specialist and Complex Living Environment Consultant

BSc Psychology | PGCE QTS | Qualified CBT Practitioner

A network that is needed now

Across London, Sussex, Devon, Cornwall, Wales, Manchester, Merseyside and other areas nationally, I work with housing providers, adult social care, safeguarding teams and multi-agency partnerships that are actively looking for a different kind of practical support.

The gap is not demand. The gap is access to reliable providers who understand both the environment and the person living within it.

Public-sector organisations already commit substantial budgets to emergency clearances, enforcement activity, legal proceedings, repeated visits and crisis responses. Increasingly, they want to move away from short-term interventions that may clear a property without creating sustainable change. They want longer-term, relationship-based support delivered by people they can trust.

WHAT COMMISSIONERS ARE ASKING FOR

- Vetted providers recommended through recognised hoarding specialists, trainers and consultants.
- Practical decluttering support that does not begin with forced disposal or a clearance mindset.
- Workers who can build relationships, hold difficult conversations and respond safely to distress.
- Clear risk assessment, safeguarding awareness, professional recording and multi-agency communication.
- A provider who can stay involved long enough to support meaningful and sustainable progress.

Why this programme exists

I am building a national network of specialist hoarding and self-neglect support providers who can be considered for suitable referrals and commissioned opportunities. The aim is to connect capable local organisations with services that already need this work, while protecting people from rushed, unsafe or poorly informed interventions.

This programme turns good cleaning, care and community-support providers into informed specialist practitioners. It teaches a structured support model that combines practical assistance with therapeutically informed conversational tools. Participants are not trained to provide therapy. They are trained to communicate in ways that reduce shame, strengthen autonomy and make practical change more achievable.

Who the programme is for

This programme is intended for established providers who want to develop a specialist service for people affected by hoarding, self-neglect, chronic disorganisation and complex living environments.

Suitable organisations • Domestic and commercial cleaning companies • Care and support providers • Community micro-providers • Decluttering and organising services • Tenancy or independent-living support providers	A good organisational fit • Compassionate and non-judgemental practice • A willingness to work gradually • Reliable professional standards • Capacity for supervision and reflection • Interest in public-sector commissioned work
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What specialist support is and is not

Specialist support is not simply a slower clearance. It is a planned intervention in which the provider understands risk, engagement, consent, decision-making, pacing and the wider professional system around the person.

It includes • Relationship building before practical work • Person-led decluttering and supported decisions • Dynamic risk review and safeguarding escalation • Communication with housing and social care • Planning for maintenance and re-engagement	It does not mean • Providing psychotherapy or clinical treatment • Removing possessions without informed agreement • Promising that every home will be cleared • Working beyond competence or insurance • Handling biohazards without appropriate training
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The three stage support model

The programme is built around a clear three-stage pathway. The stages are not rigid or perfectly linear. Providers learn to notice changes in readiness, risk and engagement and to move forwards, pause or return to an earlier stage when needed.

STAGE ONE	Engagement understanding and preparation First conversations and introductions • Building trust over time • Understanding meaning, values and priorities • Initial risk and engagement assessment • Agreeing permissions, boundaries and a shared plan
STAGE TWO	Supported practical change Choosing techniques around the person • Body doubling and graded tasks • Sorting and decision-support methods • Restoring safety and essential function • Reviewing consent, distress and progress
STAGE THREE	Consolidation transition and re-engagement Developing sustainable routines • Reducing support without abrupt withdrawal • Recognising early disengagement • Repairing ruptures and re-engaging • Planned endings and routes back into support

The practice principle

Environmental progress matters, but sustainable progress is rarely produced by focusing on the environment alone. Providers learn to work with the person, the practical task and the wider professional network at the same time.

The 12 week learning pathway

Each week combines live learning with practical application. A developing case study runs through the programme so participants can practise assessment, planning, conversations, recording and multi-agency decision-making as the situation changes.

WEEK	FOCUS	PRACTICE CONTENT
1	Understanding hoarding and self-neglect	Hoarding, clutter and chronic disorganisation; self-neglect; misconceptions; why clearances alone frequently fail.
2	The person behind the environment	Trauma, grief, attachment, neurodivergence, mental and physical health, executive function, shame and meaning.
3	Risk safeguarding and proportionality	Fire, falls, utilities, infestation, medication, nutrition, blocked access, autonomy, safeguarding and escalation.
4	Assessment and safe home visiting	Environmental and engagement observations, dynamic risk, consent, lone working, boundaries and defensible recording.
5	Stage One first conversations	Preparing for contact, introducing the service, asking permission, reducing defensiveness and responding to reluctance.
6	Stage One trust and shared planning	Motivational interviewing, reflective listening, curious questioning, values-based goals and co-produced plans.

The 12 week learning pathway continued

WEEK	FOCUS	PRACTICE CONTENT
7	Moving into Stage Two	Recognising readiness, gaining specific consent, agreeing what can be touched, pacing and preparing practical sessions.
8	Stage Two practical support techniques	Body doubling, graded tasks, sorting systems, visual prompts, decision support and early achievable gains.
9	Distress resistance and rupture repair	Fight, flight, freeze, fawn and withholding; anger, shutdown, panic, indecision, pausing and repairing trust.
10	Biohazards waste and specialist partners	Recognising hazards, staying within competence, PPE and COSHH awareness, specialist contractors and waste documentation.
11	Working with housing social care and safeguarding	Roles, referrals, Team Around the Person meetings, professional updates, information sharing and escalation.
12	Stage Three endings and network readiness	Maintenance, professional boundaries, disengagement, re-engagement, planned endings and final provider assessment.

How participants learn

- Live facilitated learning and discussion
- A case revealed and developed across the programme
- Conversation practice and role simulation
- Assessment, planning and report-writing exercises
- Multi-agency meeting simulation
- Guided reflection and workplace application

Resources and practical tools

Participants leave with working documents they can adapt within their own organisation. These resources are designed to support consistent practice and make communication with commissioners clearer.

Engagement tools • First conversation framework • Engagement observation guide • Values and goals conversation prompts • Disengagement and re-engagement plan	Assessment and safety • Home visit preparation checklist • Environmental and dynamic risk assessment • Consent and possessions agreement • Specialist hazard escalation guide
Delivery tools • Person-led support plan • Practical session planner • Decluttering techniques selector • Maintenance and ending plan	Professional communication • Progress and outcome record • Multi-agency update template • Meeting preparation guide • Safeguarding escalation record

Practical decluttering with skilled conversation

The programme does not separate “talking” from “doing”. Providers learn how to use conversations during practical work: checking consent, exploring ambivalence, reducing the size of a decision, reflecting progress, responding to distress and helping the person reconnect with their own reasons for change.

These are therapeutically informed skills used within a clearly defined practical-support role. They do not qualify a participant to diagnose, counsel or provide psychological therapy.

Assessment and entry to the network

A certificate of attendance is not enough for referral-ready work. Entry to the specialist provider network is based on demonstrated learning and proportionate organisational checks. This protects the person receiving support, the referring organisation, the provider and the reputation of the network.

Individual practice assessment	Organisation readiness checks
• Minimum attendance requirement • Case-based support plan • Risk and safeguarding exercise • Professional case note or update • Simulated conversation or meeting • Final provider-readiness discussion	• Appropriate insurance and policies • Safeguarding and lone-working arrangements • Data protection and confidentiality • DBS arrangements where eligible and appropriate • Supervision and worker wellbeing • Waste and biohazard competence where offered

What successful completion means

Participants who successfully complete the programme will receive a certificate confirming completion of the Specialist Hoarding and Self-Neglect Support Provider Programme. Organisations that also meet the required provider checks may be identified as vetted network providers and considered for suitable introductions, referrals and collaborative opportunities.

Successful completion does not guarantee a particular number or value of referrals. Each commissioner remains responsible for its own procurement, contracting and case decisions. Providers remain responsible for working within their competence, registration, insurance and legal duties.

Qualification and ongoing support are separate

Ongoing reflective and practice support is not a fee to remain qualified. Completion and provider-readiness decisions are based on the programme requirements and assessment. The first 12 months of support are included for founding-cohort providers; any continuation after that is optional and does not purchase or confer qualified status.

What the network offers

The network is being developed around genuine commissioner demand and Rachel Murphy’s established relationships across housing, adult social care, safeguarding and multi-agency partnerships. Its purpose is to make it easier for services to find providers who understand the difference between removing items and supporting sustainable change.

NATIONAL REACH WITH LOCAL DELIVERY

London	Sussex	Devon	Cornwall
Wales	Manchester	Merseyside	Wider UK development

Potential opportunities for approved providers

- Introductions to services seeking specialist practical support.
- Collaboration on longer-term person-centred interventions.
- Partnership working where a case requires more than one provider or specialism.
- Access to shared learning about commissioner expectations and local pathways.
- Development of local community support groups and practical follow-on services.

A credible alternative to repeated crisis response

Many commissioners are already paying for high-cost clearance, enforcement and legal action. This programme equips providers to offer something those interventions often cannot: consistent human support before, during and after environmental change. It gives commissioners a practical route towards earlier intervention, proportionate risk reduction and better continuity.

Programme investment

This is a one-off introductory price for the founding cohort. It has been set specifically to make the first national network cohort accessible to small cleaning companies, care providers and independent support organisations while the provider network is established.

FOUNDING COHORT INTRODUCTORY OFFER

PLACE	2026 PRICE	INCLUDES
Organisation place for two people	£1,750	Two named participants from the same organisation, all 12 modules, resources and assessment.
Solo provider place	£1,300	One participant, all 12 modules, resources and individual assessment.

No VAT will be added to these prices during 2026.

The founding-cohort price also includes the first 12 months of continuing reflective and practice support at no additional cost. This support would normally cost £75 per month, representing an additional value of £900.

A full year of support is included

The training is the beginning of the relationship, not the end. During the first year, founding providers will have access to monthly reflective practice and responsive guidance as they begin developing relationships, approaching commissioners and supporting their first specialist clients.

12 MONTHS INCLUDED | USUAL VALUE £900

Monthly reflective practice A protected space to think through cases, professional responses, risk, engagement and next steps.	Case consultation when you are stuck If a particular client feels difficult or progress has stalled, providers can contact Rachel to arrange a focused conversation.
Building adult social care relationships Guidance on identifying the right teams, making contact, explaining the specialist offer and building credible local relationships.	Commissioner and partnership support Advice on conversations with housing, safeguarding and other public services, including how to describe the work and its outcomes.

Practical help as the service develops

- Best-practice advice and support to work through ethical or professional uncertainties.
- Help preparing for early conversations, meetings and introductions with adult social care and housing.
- Guidance on case recording, progress evidence and communicating the value of slower relationship-led work.
- Support to recognise when a case requires safeguarding escalation, specialist waste services or another professional input.
- Connection with the wider provider network for shared learning and appropriate collaboration.

After the included first year

Providers can choose whether to continue the reflective and practice-support package at £75 per month or £750 per year. Continuing support remains optional and separate from programme completion, qualification and provider vetting.

What providers can build from this

This programme offers more than new knowledge. It gives providers the structure, language, tools and professional confidence to develop a specialist service that public-sector partners can understand and commission.

A stronger specialist offer: Move beyond one-off cleaning and clearance work into planned, relationship-led support.

More sustainable commissioned work: Develop longer-term packages that reflect the time needed to build trust and support change.

Clearer professional credibility: Demonstrate training, assessment, safeguarding awareness and structured ways of working.

A connected practice community: Work alongside other providers rather than holding complex situations in isolation.

THE WORK IS ALREADY THERE

Housing and social care services are looking for trusted people who can enter complex homes, build relationships and provide practical support without stripping away choice, dignity or hope.

If your organisation is ready to become part of that solution, this programme is the pathway into the network.

Register an expression of interest

Contact Rachel Murphy

Frontline Insight Consultancy | The Hoarding Hub

National training consultancy and specialist practice development

[View Rachel Murphy on LinkedIn](#)

