

Self-Neglect and Hoarding Support Provider Framework Agreement

Information Booklet for Framework Users

Revised March 2024



**SAFE AND HABITABLE
HOMES SERVICE**

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Introduction to the Framework

What is a Norfolk County Council Framework?

A Framework Agreement is an umbrella agreement from Norfolk County Council, which enables the Council to quickly place orders (aka call-off contract). By signing up to the Framework, providers are confirming that they want to work with us on the terms stated in the agreement; it does not however guarantee them any work.

Providers who wanted to be included on the framework completed applications that were assessed, and those that met our criteria were successful in joining the framework.

This Framework Agreement commences in October 2023, and will last for 5 years, with an option to extend by a further 5 years. The framework will be reopened periodically for new providers to apply to join

How can I use the Framework?

There are 15 providers currently on the Self Neglect and Hoarding Framework.

Work can now be directly awarded to them, using the details they provided in their application to decide who is best suited for the clients needs.

You can choose the most appropriate lot depending on value and run a further competition, removing the need for full tender exercises or lengthy supplier evaluations, saving both the time and cost associated with procurement exercises.

The booklet outlines each of the providers and what work they can provide, using the information they submitted in their bids to join the framework. This includes contact details for them and their hourly rates.

Who can use the Framework?

The framework is designed to be used by colleagues within Norfolk County Council and Norwich City Council to choose the right support/services for individuals who are experiencing self-neglect and/or hoarding. The Framework was designed with colleagues from the Norwich locality however is not limited just to the Norwich area.

The Framework is also available to be used by colleagues from other Public Bodies within Norfolk – including other District Councils. Organisations who wish to use the Framework need to sign an Access Agreement and Confidentiality Agreement. Please get in touch if you would like to use the Framework and we will send over the agreement.

Provider	Access Community Trust	Bubble Fresh Limited	Canaries Solutions	Clints Removals	Dazzling Deep Cleaning	Errand Plus and Personal Services	Ginger Ninjas Cleaning Services	Hygeniq Solutions Ltd	Lofty Heights CIC	Moving Forward Norfolk CIC	Norfolk & Suffolk Healthcare	Sunrise Healthcare Ltd	Turn the Tides Ea Ltd	Your Priority Healthcare Ltd
Self-neglect	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hoarding	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Mental health	✓	✓	✓	✓	✓	✓		✓	✓		✓	✓	✓	✓
Waste disposal	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Pets/ livestock	✓	✓		✓	✓	✓		✓				✓	✓	✓
Hospital discharge	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓
Biohazardous waste	✓	✓			✓	✓	✓		✓	✓		✓	✓	✓
Learning disability & autism	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓
Physical disability	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓
Drug and alcohol	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓
Other languages		✓	✓	✓	✓	✓						✓	✓	✓
Other cultures	✓	✓	✓	✓	✓	✓		✓		✓		✓	✓	✓
Conflict resolution	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓		✓
Autism awareness	✓	✓	✓	✓	✓	✓				✓	✓	✓	✓	✓
Trauma informed practise	✓	✓	✓	✓	✓	✓				✓	✓	✓	✓	✓
Staff wellbeing	✓	✓	✓	✓	✓	✓		✓			✓		✓	✓

Geographic coverage:

Provider	<i>Access Community Trust</i>	<i>Bubble Fresh Limited</i>	<i>Canaries Solutions</i>	<i>Clints Removals</i>	<i>Dazzling Deep Cleaning</i>	<i>Errand Plus and Personal Services</i>	<i>Ginger Ninjas Cleaning Services</i>	<i>Hygeniq Solutions Ltd</i>	<i>Lofty Heights CIC</i>	<i>Moving Forward Norfolk CIC</i>	<i>Norfolk & Suffolk Healthcare</i>	<i>Sunrise Healthcare Ltd</i>	<i>Turn the Tides Ea Ltd</i>	<i>Your Priority Healthcare Ltd</i>
Norwich	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
North Norfolk	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓		✓
South Norfolk	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓
West Norfolk	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓		✓
East Norfolk	✓		✓	✓	✓	✓		✓	✓	✓	✓	✓		✓
Waveney	✓		✓	✓	✓	✓		✓	✓	✓	✓	✓		✓

Access Community Trust

Contact Email:	amanda.stephens@accessct.org
Telephone No:	01502 527209
Contract Manager Name:	Amanda Stephens
Provider Address:	132 Bevan Street East, Lowestoft, Suffolk, NR32 2AQ

Geographical areas covered:

- | | | |
|--|---|---|
| ☒ Norwich | ☒ North Norfolk | ☒ South Norfolk |
| ☒ West Norfolk | ☒ East Norfolk | ☒ Waveney |

Areas the company can provide services or has a specialism in:

		Details
Self-Neglect	✓	We supported people who self-neglect through our hoarding, mental health, and housing services
Hoarding	✓	We currently deliver this service.
Mental health	✓	Our staff team includes two Registered Mental Health Nurses. We deliver high street mental health support through four Steam Cafes and a Dual Diagnosis service.
Waste Disposal	✓	Current hoarding services
Pets/Livestock	✓	We work closely with animal fostering services in the need for re-homing.
Hospital Discharge – fast paced clearance within agreed risk	✓	We have a current contract with ICB to carry out this work with James Paget hospital.
Biohazardous waste management and clearance	✓	Current hoarding service.
Supporting people with Learning Disability and people with autism	✓	Access delivers Beans which is an early access service for young people and their families who present signs of neurodiversity.

Physical Disability	✓	We currently work with people with physical disabilities through the Hospital discharge service.
Drug and Alcohol	✓	We have been delivering a Dual Diagnosis service for 14 years.
Other languages		
Working with other cultures	✓	We are an inclusive organisation that works with people from a wide range of backgrounds and cultures, nobody is excluded.
Conflict Resolution	✓	Our staff are trained in Proactive Approaches to Behaviour
Autism Awareness	✓	As mentioned above we deliver a neurodiversity service, offer training and our other services are all neurodiversity aware
Trauma informed Practice	✓	Our health & wellbeing services all follow Trauma informed Practice and staff undertake training delivered by ICB.
Staff Wellbeing	✓	Two registered Mental Health Nurses within team. People, Culture & Welfare internal network. Health & Wellbeing services available to staff.
Other (please detail)		

Bubble Fresh Limited

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Telephone No:	01933 213045
Contract Manager Name:	Lance James
Provider Address:	6 Carnegie Street, Rushden, NN10 9SN

Geographical areas covered:

- | | | |
|--|---|---|
| ☒ Norwich | ☒ North Norfolk | ☒ South Norfolk |
| ☒ West Norfolk | ☐ East Norfolk | ☐ Waveney |

Areas the company can provide services or has a specialism in:

		Details
Self-Neglect	✓	Through our extensive contract with Milton Keynes Council, we've encountered and assisted numerous individuals experiencing self-neglect. Our team is trained to approach these situations with compassion, ensuring their living conditions are improved while respecting their autonomy.
Hoarding	✓	Our partnership with Milton Keynes Council has provided us with invaluable experience in addressing hoarding situations. We approach each case with sensitivity, understanding the emotional and psychological complexities involved.
Mental health	✓	Our work in Milton Keynes has highlighted the importance of mental health awareness. Our staff undergoes training to interact empathetically with clients who may have mental health challenges, ensuring their well-being is always prioritised.
Waste Disposal	✓	Adhering to strict waste management protocols and backed by our waste disposal license, our experience with Milton Keynes Council has honed our expertise in ensuring recyclables, biohazards, and general waste are appropriately separated and disposed of.

Pets/Livestock	✓	Animals are often a part of the households we service in Milton Keynes. Our team is adept at ensuring their safety and well-being during our operations and our pre risk assessments identify ideal plans for them.
Hospital Discharge – fast paced clearance within agreed risk	✓	Our contract with Milton Keynes Council has often required us to act swiftly, especially in cases of hospital discharges. We move promptly to help free up hospital beds and ensure spaces are cleared efficiently, allowing the client to return to their home while maintaining health and safety standards.
Biohazardous waste management and clearance	✓	Our extensive experience in Milton Keynes has equipped our staff in the safe handling and disposal of biohazardous waste. This includes: Specialised Training: Our team undergoes rigorous training on the identification, handling, and disposal of biohazardous materials, ensuring they're well-prepared to manage such waste safely. Use of Protective Equipment: We ensure that our staff is always equipped with the necessary personal protective equipment (PPE) when handling biohazardous waste. This includes gloves, masks, and protective suits. Segregation at Source: Biohazardous waste is separated at the source to prevent contamination with other types of waste. Safe Transportation: We use specially designed containers for the transportation of biohazardous waste, ensuring there's no risk of spillage or contamination during transit. Compliance with Regulations: We adhere to all local and national regulations regarding the disposal of biohazardous waste, ensuring it's treated and disposed of in an environmentally responsible manner. Regular Audits: Our processes are regularly audited to ensure compliance and to identify areas for improvement. Emergency Response: In the event of any accidental spillage or exposure, our team is trained to respond swiftly, ensuring the safety of all involved and minimising environmental impact.
Supporting people with Learning	✓	Our work in Milton Keynes has taught us the significance of individualised care, especially for those with learning

Disability and people with autism		disabilities or autism. For instance, before our first meeting with a client who has autism, we often liaise with their support workers or caregivers. This helps us gain insights into their preferences, sensitivities, and routines. By understanding their specific needs, we can approach the situation with greater empathy and effectiveness, ensuring our services are not only efficient but also comforting and familiar to the individual.
Physical Disability	✓	In our work across Milton Keynes, we've encountered a myriad of unique household needs. Especially when serving individuals with physical disabilities, we've tailored our services to be both accessible and considerate. For instance, when assisting wheelchair-bound individuals, we ensure that items are organised and placed at reachable heights, making daily tasks more manageable for them. This not only aids in their day-to-day living but also promotes independence and confidence in their own space.
Drug and Alcohol	✓	Our encounters in Milton Keynes have often presented us with situations that require a delicate touch, especially when it comes to drug and alcohol use. For example, during a house clearance, our team once discovered paraphernalia indicative of substance use. Instead of making assumptions or judgments, our team followed protocol by safely handling and disposing of the items, while ensuring the client's dignity was preserved. This experience, among others, has reinforced the importance of approaching every situation with sensitivity, discretion, and respect.
Other languages	✓	Recognising the rich tapestry of cultures and languages in Milton Keynes, we've made it a priority to foster a multilingual team. We have staff members who are fluent in several languages, ensuring that we can communicate effectively with a broader range of clients. This commitment not only aids in service delivery but also helps in building trust and understanding with clients who may feel more comfortable communicating in their native tongue.
Working with other cultures	✓	Through our extensive work in Milton Keynes, we've had the privilege of engaging with a tapestry of cultural backgrounds. Each interaction has been a lesson, deepening our appreciation for the rich tapestry of traditions and values that our clients bring. This mosaic of experiences ensures that our team doesn't just operate with respect, but with a genuine understanding and appreciation for the diverse narratives each household holds.
Conflict Resolution	✓	Challenges are inevitable, but our extensive work in Milton Keynes has not only equipped our staff with the skills to

		handle conflicts with calmness and professionalism but also instilled a robust process to address and resolve issues effectively. This ensures that any disagreements or misunderstandings are addressed promptly, maintaining the trust and satisfaction of our clients.
Autism Awareness	✓	In our commitment to understanding and serving the diverse needs of the Milton Keynes community, we have training modules centred around autism awareness. This ensures that every interaction is approached with empathy, patience, and a deep understanding of the unique perspectives of those on the autism spectrum
Trauma informed Practice	✓	In our journey through Milton Keynes, we've encountered individuals bearing silent testimonies of past traumas. This has underscored for us the profound importance of adopting trauma-informed practices. We approach each situation with heightened sensitivity, ensuring that our interactions are always respectful, understanding, and geared towards fostering a sense of safety and trust.
Staff Wellbeing	✓	The well-being of our staff is paramount. Our experiences in Milton Keynes have underscored the importance of support structures, ensuring they are equipped to handle the demands of their roles.
Other (please detail)		Cultural Sensitivity Training: In our commitment to serving a diverse community, we've incorporated cultural sensitivity training for our staff. This ensures that we approach every household with an understanding of cultural nuances, traditions, and respect, fostering a more inclusive and understanding service environment. Elderly Care Awareness: Recognising the unique needs of the elderly, our team undergoes specific training focused on elderly care awareness. This equips us to approach situations with patience, understanding, and the necessary skills to cater to the specific challenges and requirements of older adults. Child Safety Protocols: The safety of children is paramount. Our team is trained in child safety protocols, ensuring that when we operate in households with children, every precaution is taken to ensure their safety and well-being. Data Protection and Privacy: Client confidentiality is a cornerstone of our operations. Our team is well-versed in data protection regulations and practices, ensuring that any personal client information we handle is treated with the utmost care and discretion.

		First Aid and CPR Training: Preparedness is key. Our staff undergoes regular first aid and CPR training, ensuring that in the unlikely event of an emergency, they are equipped to provide immediate assistance. Sustainability Practices: Beyond our waste disposal initiatives, we're committed to broader sustainability practices. This includes energy conservation, water-saving techniques, and the use of sustainable products, reflecting our dedication to a greener future. Technology and Digital Tools: In today's digital age, we ensure our team is proficient with the latest technology and digital tools. This not only streamlines our operations but also ensures we can offer clients the most efficient and modern service possible. Continued Professional Development: We believe in the continuous growth of our team. Regular workshops and courses are a part of our calendar, ensuring that our staff is always at the forefront of industry knowledge and best practices. Crisis Intervention Training: Given the sensitive nature of our work, our team is trained in crisis intervention. This ensures that in challenging situations, they can act swiftly, effectively, and with compassion, ensuring the safety and well-being of all involved. Gender Sensitivity Training: In our commitment to creating an inclusive environment, our team undergoes gender sensitivity training. This equips them with the knowledge and understanding to approach gender issues and LGBTQ+ concerns with respect and empathy.
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Hourly charge rate per person providing the support:

Job Title	Hourly rate per person
Integrated Service Specialist	£55

Canaries Solutions

Contact Email:	taps@canariessolutions.co.uk admin@canariessolutions.co.uk
Telephone No:	07826 094564
Contract Manager Name:	Taps Kundoro
Provider Address:	Oak Lodge Business Centre, 129 School Lane , Little Melton, Norwich, Norfolk, NR9 3LB

Geographical areas covered:

- | | | |
|--|---|---|
| ☒ Norwich | ☒ North Norfolk | ☒ South Norfolk |
| ☒ West Norfolk | ☒ East Norfolk | ☒ Waveney |

Areas the company can provide services or has a specialism in:

		Details
Self-Neglect	✓	We have experience of working with families and adults that have experienced neglect. We have Family Support Workers, Mental Health Nurses and Practitioners, Psychology and Therapeutic Practitioners who have worked directly in peoples homes.
Hoarding	✓	We have experience of working with families and adults that have experienced hoarding. We have Family Support Workers, Mental Health Nurses and Practitioners, Psychology and Therapeutic Practitioners who have worked directly in people's homes.
Mental health	✓	We have experience of working with families and adults that have experienced mental health. We have Family Support Workers, Mental Health Nurses and Practitioners, Psychology and Therapeutic Practitioners who have worked directly in people's homes.
Waste Disposal	✓	We are licenced to dispose waste.
Pets/Livestock		N/A

Hospital Discharge – fast paced clearance within agreed risk	✓	We have supported families that have been discharged from hospital. We understand the pressures of turning around a house in timescales.
Biohazardous waste management and clearance		
Supporting people with Learning Disability and people with autism	✓	We have professional qualification and experience of working with families and adults that have learning disability and autism. We have Family Support Workers, Mental Health Nurses and Practitioners, Psychology and Therapeutic Practitioners who have worked directly in people's homes.
Physical Disability	✓	We have professional qualification and experience of working with families and adults that have physical disabilities. We have Family Support Workers, Mental Health Nurses and Practitioners, Psychology and Therapeutic Practitioners who have worked directly in people's homes.
Drug and Alcohol	✓	We have professional qualification and experience of working with families and adults that have drugs and alcohol misuse issues. We have Family Support Workers, Mental Health Nurses and Practitioners, Psychology and Therapeutic Practitioners who have worked directly in people's homes.
Other languages	✓	We have a diverse team that speaks different languages.
Working with other cultures	✓	We have a culturally diverse team from different countries and backgrounds.
Conflict Resolution	✓	Our team is trained in conflict resolution and management, and we would be willing to enhance this to meet the demands of the commissioned work
Autism Awareness	✓	All our Staff are trained in Autism Awareness
Trauma informed Practice	✓	We work with Unaccompanied Asylum Seekers and as part of this all of our staff have to be trained around Trauma Based Practice.
Conflict Resolution	✓	Our team is trained in conflict resolution and management, and we would be willing to enhance this to meet the demands of the commissioned work

Staff Wellbeing	✓	This an area we can support by offering reflective team building and well-being activities.
Autism Awareness	✓	All our Staff are trained in Autism Awareness
Trauma informed Practice	✓	We work with Unaccompanied Asylum Seekers and as part of this all our staff must be trained around Trauma Based Practice.
Other (please detail)		We have a wide pool of professionals within our organisation, and this helps us to support vulnerable communities at their point of need

Clint Removals

Contact Email:	clintsremoval.cb@gmail.com
Telephone No:	07921 825828
Contract Manager Name:	Clint Brown
Provider Address:	165 Northumberland Street, Norwich, Norfolk, NR2 3BY

Geographical areas covered:

- | | | |
|--|---|---|
| ☒ Norwich | ☒ North Norfolk | ☒ South Norfolk |
| ☒ West Norfolk | ☒ East Norfolk | ☒ Waveney |

Areas the company can provide services or has a specialism in:

		Details
Self-Neglect	✓	As part of client base, we have been working alongside Self neglect Clients for around 14 years
Hoarding	✓	Over the last 10 years this has now become another one of our specialties.
Mental health	✓	This is something that has become part of our business due to the clients
Waste Disposal	✓	With our waste carriers' licence, our fight against fly tipping this is part and parcel of our work
Pets/Livestock	✓	As most of clients have pets, we often look at these checking for malnutrition, neglect or fleas.
Hospital Discharge – fast paced clearance within agreed risk	✓	We often get called to clean a property so the clients can come home to a safe property.
Biohazardous waste management and clearance		
Supporting people with Learning Disability and	✓	Some of our client base do have Learning disabilities and we try to help with re- education where possible

people with autism		
Physical Disability	✓	We have cleaned and decluttered properties for people with Physical Disability's
Drug and Alcohol	✓	We have an understanding with people with these addictions.
Other languages	✓	Difficult at times but we have worked with people with a language barrier
Working with other cultures	✓	As we are a diverse nation we have worked with other Cultures and will continue to do so
Conflict Resolution	✓	Depending on the conflict we have has situations where we have had Conflict and had to defuse the situation
Autism Awareness	✓	Yes we have worked with people with autism and learnt to be patient and understanding.
Trauma informed Practice	✓	Most of our clients have a level of Trauma so again yes
Staff Wellbeing	✓	As our job can be quite draining to us mentally its part of our business and my responsibility to ensure that my staff are Safe and protected in the work place.
Other (please detail)		

Dazzling Deep Cleaning

Contact Email:	service@dazzlingdeepcleaning.co.uk
Telephone No:	01328 744453
Contract Manager Name:	Ester Nabiwemba
Provider Address:	39 The Drove, West Raynham, Fakenham, Norfolk, NR21 7EX

Geographical areas covered:

- | | | |
|--|---|---|
| ☒ Norwich | ☒ North Norfolk | ☒ South Norfolk |
| ☒ West Norfolk | ☒ East Norfolk | ☒ Waveney |

Areas the company can provide services or has a specialism in:

		Details
Self-Neglect	✓	With a caring background, I have got experience with dealing with people who have self-neglected, skills that have been transferred to providing a service in this field.
Hoarding	✓	We have done many jobs on hoarding/decluttering
Mental health	✓	I have worked in mental health as a carer for over 10 years, with transferable skill to the Self neglect and hoarding work.
Waste Disposal	✓	We usually subcontract this but we will be applying for a full Waste disposal licence.
Pets/Livestock	✓	With some pets
Hospital Discharge – fast paced clearance within agreed risk	✓	We have been contacted by hospital discharge teams to go in and quickly turn homes over for patients to return to clean and habitable home.
Biohazardous waste management and clearance	✓	We take on a few biohazard cleans throughout the year, a lot of experience gained. Every job is different.
Supporting people with Learning	✓	This experience comes from caring background and can be related to support Hoarding and self-neglect

Disability and people with autism		
Physical Disability	✓	Experience through caring background.
Drug and Alcohol	✓	We have decluttered homes for people with substance abuse.
Other languages	✓	Yes
Working with other cultures	✓	Yes, as we have a very diverse team of staff.
Conflict Resolution	✓	We are able to handle this as training is provided.
Autism Awareness	✓	Yes
Trauma informed Practice	✓	Yes
Staff Wellbeing	✓	Yes
Other (please detail)		

Errand Plus and Personal Services Ltd

Contact Email:	kehinde@errandpluspsltd.co.uk karolina@errandpluspsltd.co.uk
Telephone No:	01603 319998
Contract Manager Name:	Kehinde Odunlami
Provider Address:	Arkitech House, 35 Whiffler Road, Norwich, Norfolk, NR3 2AW

Geographical areas covered:

- | | | |
|---|---|---|
| ☒ Norwich | ☒ North Norfolk | ☒ South Norfolk |
| ☐ West Norfolk | ☒ East Norfolk | ☒ Waveney |

Areas the company can provide services or has a specialism in:

		Details
Self-Neglect	✓	Staff have completed NVQ L2 in Mental Health, which covers supporting people who self-neglect Staff have also completed SCIE CPD accredited training course in Self-neglect Our multidisciplinary approach, experience, and expertise in managing and supporting people neglecting their own well-being, safety, and basic needs would come into bear in supporting the potential clients.
Hoarding	✓	Staff have completed training in CPD Accredited Course in Hoarding Awareness Staff have completed NVQ L2 in Mental Health, which covers supporting people who self-neglect Staff have also completed SCIE CPD accredited training course in Self-neglect Staff will help individuals address the complexities of hoarding disorder and assist in de-cluttering their living spaces coming with our cognate experience.
Mental health	✓	Staff have completed NVQ L2 in Mental Health, which covers supporting people who self-neglect Staff have also completed SCIE CPD accredited training course in Self-neglect

		We have a comprehensive, capacity, and deep understanding of various aspect of psychological well-being, mental disorders, practical approach to promoting mental wellness.
Waste Disposal	✓	We understand the negative impact of waste on individuals and human health, their environment, and ecosystem. We do have capacity to managing and disposing waste materials in an environmentally responsible and efficient manner.
Pets/Livestock	✓	Staff are trained in health and safety and infection control in regards to pets/livestock in the home and will be risk assess any hazards and mitigate harm in relation to this.
Hospital Discharge – fast paced clearance within agreed risk	✓	Induction includes a 1 day, in-depth, skills for care training course, exploring person-centered Discharge to Assess and assessment reporting. Content includes assessment and support planning, through to provision of care in rapid response settings. Staff will: • know the legal and regulatory framework relating to person-centered discharge to assess approaches • understand how to coordinate installation of Assistive Technology and home adaptations • understand approaches to person-centered care and the impact on wellbeing • reflect on their own practice and its impact on the people they support • be able to identify and deal with challenges of person-centered working • receive training on drawing up daily reports of progress, that will be shared with the multi-agency team. Reports will record activity delivered and service user progress towards individual outcomes. • work with hospital discharge teams to ensure comprehensive needs are captured and planned for in our risk assessment and transition plan for the service user returning home. Staff also work with the transition team to ensure rapid hospital discharge and reduce the length of hospital stays. We do have a long-time expertise in good and prompt hospital discharge management. We understand this phase of patient care is crucial to ensure that individuals continue to receive appropriate care after leaving the hospital.
Biohazardous waste management and clearance	✓	Staff are trained in health and safety, COSH and infection control in regards to biohazardous waste in the home and will be risk assess any hazards and mitigate harm in relation to this. We understand the negative impact of biohazardous waste on individuals and human health, their environment, and ecosystem. As appropriate, we will also engage the expertise of public and

		environmental health experts who have capacity to managing and disposing biohazardous waste materials in an environmentally responsible and efficient manner.
Supporting people with Learning Disability and people with autism	✓	Our understanding of the cognitive, social, and emotional aspects of learning disabilities and autism has given us an edge, experience, and strategies for supporting individuals who are affected by these conditions. All staff are trained in understanding learning disabilities, and an introduction to autism, at induction. Development modules include: • Autism levels 1-4 • Learning Disabilities Levels 1-4 • Inclusive Communication for individuals with learning disabilities • Positive Behavioural Support • MAPA • Mental Health Levels 1-4 • Sensory Needs • Health Promotion for People with Learning Disabilities
Physical Disability	✓	We do have deep understanding of the challenges and needs faced by individuals with physical impairments. Of more importance is our expertise, knowledge, and skills required to supporting their independence, inclusion, and overall well-being. All staff are trained in person-centred support and supporting people with physical disabilities at induction, with annual renewal.
Drug and Alcohol	✓	Staff are trained in NVQ L2 Course in Drug and Alcohol Misuse. Our years long experience has given us a deep understanding of managing the various aspects of substance use, abuse, addiction, treatment, and medical implications. We know that our experience in drug and alcohol related matters would be crucial for addressing the challenges posed by those substance being abused and addicted to by individuals.
Other languages	✓	Where English Language is not the service user's chosen language to communicate we provide them with a staff team that speak their language. Among our team, we speak over 40 languages, which include languages, such as Bengali, Sylheti, Urdu, Spanish, French, Polish, Arabic, Italian, Hindi, Yoruba, and Somali. Moreover, all literature is available in myriad formats, including multiple languages, as well as Braille and large print.
Working with other cultures	✓	Culturally appropriate support is achieved because our staff team is diverse, able to support many religious observance needs, with

		staff language skills including Yoruba, Igbo, Russian, Cantonese, Gujarati, Urdu, Tamil, Punjabi, Hindi, and Bengali. Examples of service adjustments: • We help service users with protected characteristics navigate the health care system more fairly. • We conform to the accessible communication standard, and ensure all service users with protected characteristics can understand and be understood, providing access to ICE, hearing loops, interpreters and assistive technology to promote two-way communication. • We support all services users with learning disabilities to ensure they have access to hospital passports, health action plans and communication cards. • We provide service users with staff who can speak their first language, to ensure equality of engagement in our service. • Staff are trained in equality and diversity and human rights at induction (refreshed annually). Training includes recognition of the nine key protected characteristics.
Conflict Resolution	✓	Staff are trained in Restorative Approaches and Mediation at induction. We work with the SU to identify issues and overcome conflict, we work in a positive, encouraging facilitative way with mutual goals and understanding. Where deemed necessary management escalate the situation, we call a meeting with their social worker/local authority/multi-agency team to devise an action plan to overcome the conflict. We then work in co-production with the SU to find a resolution to the conflict they are happy with, to meet needs, with ongoing monitoring. The Quality Management Meeting reviews conflict management meetings, every 3months to identify trends that may indicate systemic problems. The Service Action Plan is updated to include all required actions and recommendations made following an investigation.
Autism Awareness	✓	Staff are trained in the following modules: • An Introduction to Autism • Autism Levels 1-4 • Positive Behaviour Support • Intensive Interaction • Inclusive Communication • Restrictive Intervention and Restraint (BILD Accredited) • MAPA Safe-holding and De-escalation • PROACT/ PROACT SCIPr-uk • Sensory Needs

		• Health Promotion for People with Autism Our understanding of the cognitive, social, and emotional aspects of autism has given us an edge, experience, and strategies for supporting individuals who are affected by this condition.
Trauma informed Practice	✓	Staff are trained in NVQ L2 Trauma Informed Approaches. Our understanding and experience in supporting individuals living with trauma have given us the capacity and ability to recognize and respond to the impact of trauma in a sensitive and supportive manner, with the central goal of promoting healing, resilience, and empowerment.
Staff Wellbeing	✓	Our defined policy on staff well-being gives us a deep understanding of various factors that contribute to the physical, mental, and emotional health of employees within an organization. We have an environment that encourages and support employees' holistic well-being and promotes a healthy work-life balance.
Other (please detail)		

Ginger Ninjas Cleaning Services

Contact Email:	gingerninjascleaning@hotmail.com
Telephone No:	07545 580583
Contract Manager Name:	Karrie-Ann Dale
Provider Address:	57 Sukey Way, Norwich, Norfolk, NR5 9NZ

Geographical areas covered:

- ☒ Norwich
 ☐ North Norfolk
 ☐ South Norfolk
☐ West Norfolk
 ☐ East Norfolk
 ☐ Waveney

Areas the company can provide services or has a specialism in:

		Details
Self-Neglect	✓	3 years' experience. We have done roughly 10 jobs in the past 3 years with people who have self-neglected.
Hoarding	✓	Have done several jobs where we have had to re organise and de clutter homes.
Mental health		
Waste Disposal	✓	4 years' experience doing clearance of rubbish on jobs.
Pets/Livestock		
Hospital Discharge – fast paced clearance within agreed risk	✓	We have the ability to undertake a fast-paced clearance and clean at short notice
Biohazardous waste management and clearance	✓	We have done several jobs with Animal waste and human faeces. Clean ups in bathrooms and animal faeces in properties.
Supporting people with Learning Disability and people with autism	✓	We have done a job with a gentleman who had learning disabilities. We haven't worked with people with autism but have a family member who has it so we have experience with dealing in the situation

Physical Disability	✓	We have cleaned for the past 5 years regularly for a wheelchair bound Man.
Drug and Alcohol	✓	We have done a few jobs where the client is dependent on alcohol.
Other languages		
Working with other cultures		
Conflict Resolution	✓	We had a situation where the client would let us in. You have to try and diffuse the situation.
Autism Awareness		
Trauma informed Practice		
Staff Wellbeing		
Other (please detail)		

Hygeniq Solutions Ltd

Contact Email:	s.esther@hygeniq.co.uk info@hygeniq.co.uk
Telephone No:	07735 245142
Contract Manager Name:	Esther Suliali
Provider Address:	8 Gladstone Street, Bedford, MK41 7RR

Geographical areas covered:

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| ☒ Norwich | ☒ North Norfolk | ☒ South Norfolk |
| ☒ West Norfolk | ☒ East Norfolk | ☒ Waveney |

Areas the company can provide services or has a specialism in:

		Details
Self-Neglect	✓	We currently clean for members of public who for various reasons are living in self-neglect and hence their houses have become hazardous and unclean. We aim to listen to the client needs and concerns and come up with a cleaning plan that suits our client. We also offer guidance to our client on simple ways they can maintain a clean and safe environment. Our staff members are trained to be empathetic, patient and to respect the clients wishes, whilst ensuring a common goal of having a clean house is achieved.
Hoarding	✓	Depending on the how severe the hoarding is, we hire out a skip.
Mental health	✓	We clean for ex-prisoners and ex-offenders who often exhibit mental health challenges due to the challenges of resettling back into communities. Whilst we maintain our goal to ensure a clean and safe home environment for all members of public despite any mental health challenges, we also understand the importance of

		communicating with the relevant key workers to ensure the best support for our clients. Our staff have training in cleaning sharps and waste related to drug paraphernalia. Our staff are also trained not to enter into contentions, arguments or fights with the clients. We also ensure no staff members ever works alone in a client's home and constant communication is maintained to ensure the safety and wellbeing of both our staff and client.
Waste Disposal	✓	
Pets/Livestock	✓	
Hospital Discharge – fast paced clearance within agreed risk	✓	We currently provide this service to Peterborough City Council and we aim to use the skills we have gained from this work to apply to this contract if successfully awarded.
Biohazardous waste management and clearance		
Supporting people with Learning Disability and people with autism		
Physical Disability		
Drug and Alcohol		
Other languages		
Working with other cultures	✓	
Conflict Resolution	✓	
Autism Awareness		
Trauma informed Practice		
Staff Wellbeing	✓	
Other (please detail)		

Lofty Heights CIC

Contact Email:	garry@lofty-heights.org info@lofty-heights.org
Telephone No:	07745 215114
Contract Manager Name:	Garry Mills
Provider Address:	650 Hadleigh Road, Ipswich, Suffolk, IP2 0HH

Geographical areas covered:

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| ☒ Norwich | ☒ North Norfolk | ☒ South Norfolk |
| ☒ West Norfolk | ☒ East Norfolk | ☒ Waveney |

Areas the company can provide services or has a specialism in:

		Details
Self-Neglect	✓	11 years' experience of working with self-neglect cases
Hoarding	✓	11 years' experience working with complex hoarding cases
Mental health	✓	11 years' experience working with people suffering with a mental health disorder, more prevalent since Hoarding was recognised as a disorder in 2018. In 2022 Lofty Heights CIC delivered a pilot programme to break the cycle of hoarding by working directly with a psychotherapist and our customers on a 1-2-1 basis.
Waste Disposal	✓	Valid waste carrier license in place, although we strive to upcycle/recycle/donate any items that can be saved from landfill. Food waste is disposed thorough our waste saver contract; non-food waste is disposed of through our Collins contract, and WEEE waste is disposed of through our Hughes Electrical Contract.
Pets/Livestock		
Hospital Discharge – fast paced clearance within agreed risk	✓	We have provided a hospital discharge service to both East and West Suffolk hospitals under our branding Homeward Bound. Providing up to 4hrs work for basic jobs, and up to 8

		hours for more complex jobs. Average response time less 2 days.
Biohazardous waste management and clearance	✓	6 years' experience of end-of-life cleaning and biohazard removal
Supporting people with Learning Disability and people with autism		
Physical Disability		
Drug and Alcohol		
Other languages		
Working with other cultures		
Conflict Resolution		
Autism Awareness		
Trauma informed Practice		
Staff Wellbeing		
Other (please detail)		

Moving Forward - Norfolk CIC

Contact Email:	Rob.begley@movingforward-norfolk.org info@movingforward-norfolk.org
Telephone No:	07771 704229
Contract Manager Name:	Robert Begley
Provider Address:	The Union Building, 51-59 Rose Lane, Norwich, Norfolk, NR1 1BY

Geographical areas covered:

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| ☒ Norwich | ☒ North Norfolk | ☒ South Norfolk |
| ☒ West Norfolk | ☒ East Norfolk | ☒ Waveney |

Areas the company can provide services or has a specialism in:

		Details
Self-Neglect	✓	When working with people that are suffering self-neglect it is essential that they are receiving appropriate professional mental health support. We work with people that are suffering or have suffered self-neglect; however, assessment is made prior to working with them to ascertain likely level of engagement. Often, we are chosen to bring a property up to a hygienic condition of someone who self-neglects because of our empathetic, non-judgmental approach, however if no engagement is likely from the service user, we may advise the referrer to use a different company.
Hoarding	✓	Having independently studied, researched, and worked with people that hoard intensely over the last 7 years, my knowledge of Hoarding Disorder and more importantly our approach when working with people impacted by Hoarding has been confirmed as best practice. We have been very fortunate to have had in depth conversations about our strategy and approach with Jo Cooke of hoarding disorder uk.org (author of Understanding Hoarding) Nick Neave , Director of the Hoarding research Group, Northumbria University, who has personally invited me to deliver a presentation for the Hoarding Research

		Group, at Northumbria University and Walter Lloyd -Smith Manager of Norfolk Adult Safeguarding Board who developed and published the Self Neglect and Hoarding Strategy and guidance document which has become an integral part of our policy.
Mental health		We do not offer professional mental health services but do have a basic knowledge of how many mental health disorders, such as depression, anxiety, BPD ADHD Agoraphobia etc can impact daily living, communication, vision, enthusiasm, etc and use base understanding of many disorders to communicate well with our service users.
Waste Disposal	✓	As part of our approach when working with people that Hoard or are overly cluttered, we have cleared properties for many years and understand the legalities of disposing appropriately. We hold a waste carriers' licence and have many sources where items can be taken to donate or recycle rather than go to landfill.
Pets/Livestock		
Hospital Discharge – fast paced clearance within agreed risk		
Biohazardous waste management and clearance	✓	As part of the service we offer, we have long term experience in clearing and disposing appropriately Bio-hazardous waste. We understand the legalities attached and it is our policy to ensure that this waste does not inadvertently affect others or the environment.
Supporting people with Learning Disability and people with autism	✓	We have worked with people with learning disabilities and people that are autistic. likely success to support them to reclaim a home environment and learn to maintain progress made depends on their ability and motivation to engage fully with a mentor, our policy is that everyone should be empowered to take the opportunity we offer.
Physical Disability	✓	We have worked with people with physical disabilities. likely success to support them to reclaim a home environment and learn to maintain progress made depends on their ability and motivation to engage fully with a mentor, our policy is that everyone should be empowered to take the opportunity we offer.

		It is essential that any ongoing care/support needs are ascertained and that appropriate support organisations implement such support at the soonest time possible.
Drug and Alcohol	✓	I have worked with some success with people that are affected by drug and or alcohol use. However historically an addict must be willing and proactive in receiving appropriate support to address addiction and or causes for substance misuse, as more often than not we have seen little long term commitment to maintaining progress made in their home. It is our policy that everyone should be empowered to take the opportunity we offer.
Other languages		
Working with other cultures	✓	The cultural background, diversity and context of people suffering self-neglect and Hoarding Disorder are taken into account which will inform all future work with support services and desired outcomes.
Conflict Resolution	✓	Often The people we support have conflict with other family members, experience has enabled us to often, bring expectations of family members together by working to achieve a common goal and learning to move on from past experiences when trying to work together.
Autism Awareness	✓	
Trauma informed Practice	✓	We have received Trauma informed practice training via Norfolk County Council and it is an integral part of the approach we have developed to support our Service Users.
Staff Wellbeing		
Other (please detail)		

Norfolk and Suffolk Healthcare Ltd

Contact Email:	solomon@nshhealthcare.co.uk
Telephone No:	01473 515690
Contract Manager Name:	Solomon Okonkwo
Provider Address:	Suite 11 Saracens Business Centre, 25 St Margaret's Green, Ipswich, Suffolk, IP4 2BN

Geographical areas covered:

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|--|---|---|
| ☒ Norwich | ☒ North Norfolk | ☒ South Norfolk |
| ☒ West Norfolk | ☒ East Norfolk | ☒ Waveney |

Areas the company can provide services or has a specialism in:

		Details
Self-Neglect	✓	Self-Neglect training, Care Certificate (15 Standards), Personal Care and Safeguarding
Hoarding	✓	Self-Neglect training, Personal Care and Fire Safety
Mental health	✓	Mental health awareness training, Care Certificate (15 Standards) and Safeguarding, Awareness of mental capacity and deprivation of liberty safeguards, Personal Care, Awareness of challenging behaviour, Lone Working & Personal Safety training, PMVA, Safeguarding Vulnerable Adults (SOVA) Level 1, 2 and 3.
Waste Disposal	✓	Health and safety training
Pets/Livestock		Brooke's Approach To Animal Handling
Hospital Discharge – fast paced clearance within agreed risk		Quality Hospital Discharge training programme – By the NHS
Biohazardous waste management and clearance		COSHH Awareness; Infection Prevention & Control including COVID-19 Protocols Level 2
Supporting people with Learning	✓	Learning Disability awareness training, Care Certificate (15 Standards) and Safeguarding, Oliver McGowan Mandatory

Disability and people with autism		Training, Liberty Protection Safeguards in preparation for future implementation by the end of the current parliament, Deprivation of Liberty Safeguards (DOLS), Safeguarding Vulnerable Adults (SOVA) Level 1
Physical Disability	✓	
Drug and Alcohol	✓	Alcohol and drug awareness training, First Aid In The Workplace
Other languages		Communication training
Working with other cultures		Equality, Diversity and Human Rights
Conflict Resolution	✓	Conflict Resolution training
Autism Awareness	✓	Autism Awareness training, Mental Health Act 2007
Trauma informed Practice	✓	Delivering progression focused support and increasing independence.
Staff Wellbeing	✓	Lone Working & Personal Safety training.
Other (please detail)		

Sunrise Healthcare Ltd

Contact Email:	samson.chinganga@sunrisehealthcareltd.co.uk
Telephone No:	01379 641250
Contract Manager Name:	Samson Chinganga
Provider Address:	DBH 21, Diss Business Hub, Hopper Way, Diss, Norfolk, IP22 4GT

Geographical areas covered:

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|--|---|---|
| ☒ Norwich | ☒ North Norfolk | ☒ South Norfolk |
| ☒ West Norfolk | ☒ East Norfolk | ☒ Waveney |

Areas the company can provide services or has a specialism in:

		Details
Self-Neglect	✓	Our staff complete Self Neglect Awareness Training, we have supported several service users at High risk of self-neglect to attend to cleaning and decluttering so they can access all areas of their home and be able to receive support from others safely within their home.
Hoarding	✓	Our staff attend Hoarding Awareness Training, we have supported several service users with hoarding behaviours to attend to cleaning and decluttering so they can access all areas of their home and be able to receive support from others safely within their home.
Mental health	✓	Our staff attend Mental Health Awareness Training, Mental Capacity Act & Dols Training, Dementia Training, Learning Disability Awareness Training. We have supported service users with Dementia, Schizophrenia, Bipolar Disorder, Depression to maintain their home environments. Our Service Director has a Dip RMN qualification
Waste Disposal	✓	Our Staff attend COSHH Training, we will support our managers to complete Waste Management Training. We have supported service users to safely dispose waste at recycling centres.

Pets/Livestock	✓	Some of our staff have National Diplomas in Animal Management, Dog trainer Certificate, Kennels & Cattery Management Diploma, Dog Grooming Diploma. We have support, we have supported service users to manage their animals and pets.
Hospital Discharge – fast paced clearance within agreed risk	✓	We have supported a lot of service users to prepare their homes ready for discharge from hospital, we have done this quite quickly in line with expected discharge dates with the hospital discharge teams and social workers
Biohazardous waste management and clearance	✓	Our staff attend PPE Training, Infection Control Training, COSHH Training. We will support them to attend Decontamination and Biohazard Cleaning Courses. We have supported services users to safely clean up biohazards within the home such as blood spills, vomit and faecal matter
Supporting people with Learning Disability and people with autism	✓	Our staff attend Learning Disability Awareness Training, Autism Awareness Training, Positive Behaviour Support Training, Oliver McGowan Training and Effective Communication Training. We have supported service users with Mild, Profound and Severe Learning Disabilities to maintain their home environments. Our Director of Services has a Dip RNLD qualification
Physical Disability	✓	Our staff attend Moving & Handling Training, we have supported several service users with physical disabilities such as Multiple Sclerosis, acquired Brain Injury, Chronic Fatigue Syndrome, Stroke, Arthritis, Epilepsy to maintain their home environments.
Drug and Alcohol	✓	Our staff are trained in Mental Health Awareness, we have supported service users with substance misuse issues including drugs (prescription medication, cannabis, cocaine & heroin) and alcohol abuse to maintain their home environments.
Other languages	✓	We have experience of supporting individuals who use English as a second language (Pashto, Kurdish Kurmanji, Arabic, Dari, Amharic, Kurdish Sorani, Shona, Ndebele, Zulu, British sign Language, Makaton). Our staff utilise Voice & Text

		Translator Apps when communicating with people in their preferred language.
Working with other cultures	✓	We have experience of supporting service users from different cultures, races and religious backgrounds.
Conflict Resolution	✓	Our staff attend Positive Behaviour Support Training , PIE Training, Trauma Informed Care Training, Managing Challenging Behaviour Training, PMVA Training. We have supported service users with behaviours that challenge services.
Autism Awareness	✓	Our staff attend Autism Awareness Training and we have supported service users with autism in the past.
Trauma informed Practice	✓	Our staff attend Trauma Informed Care Training and we take a Strengths Based Approach to service delivery
Staff Wellbeing		
Other (please detail)		

Turn the Tides Ea Ltd

Contact Email:	info@turnthetides.co.uk
Telephone No:	07796 512781
Contract Manager Name:	Caroline Kingham
Provider Address:	17D Back Lane, Wymondham, Norfolk, NR18 0QB

Geographical areas covered:

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|---|--|---|
| ☒ Norwich | ☐ North Norfolk | ☒ South Norfolk |
| ☐ West Norfolk | ☐ East Norfolk | ☐ Waveney |

Areas the company can provide services or has a specialism in:

		Details
Self-Neglect	✓	Caroline qualified as a mental health nurse in the 1980s and understands the definitions and consequences of self-neglect. She oversees assessments and interventions to recognise where self-neglect may be an ongoing issue and advises the team with regards to signs of self-neglect. We report back to referrers any concerns in this area and advise service users where possible of anything they can do to self-care. As trust is built with the people we work with we find that they come to seek our advice and value our input. We support service users to make changes in their lifestyle where needed for their own wellbeing, always respecting their decisions and situation. We do not make judgements or offer unsolicited advice; conversations often lead us to the discussions. The self-neglect we come across in our day to day work includes inadequate nutrition, poor personal hygiene /personal care leading to social isolation and physical

		conditions, lack of exercise and fresh air, lack of social interactions, a reluctance to access health care. With regards to health care, it is difficult to encourage a service user to seek the help of a dentist when there are none that are taking NHS patients.
Hoarding	✓	When we started Turn the Tides we did not expect to be dealing with the level of hoarding we have faced. Our experience, gained over the last 2.5 years of trading, means that we have a good understanding of hoarding behaviours and work with people in a sensitive and empowering way. We recognise that hoarding can have numerous underlying issues and will always work with individuals to manage this in a way that works for them, in the least restrictive way. For some of the people we have worked with, their hoarding has developed as a result of bereavement and acute/chronic trauma. By the time they are referred for help they are usually at the point where they have recognised that their lifestyle is not one they want to continue and are ready to engage with the process of decluttering. This often means that a short-term intervention is needed to get them to a point where they can start to rebuild their lives in a clutter free and hygienic domestic environment. We also work with a number of people who have a personal budget under adult social care. They are chronic hoarders who frequently have an awareness that their lifestyle is not conducive to their wellbeing, but they are not yet at the point where they are able to let possessions go. We have also worked in homes that are 9 – 10 on the clutter rating scale; one such was for a service user who was in hospital and had delayed discharge as her home was deemed unsuitable to return to. As well as mountains of possessions throughout the

		property her stair lift was buried. Another cleaning company had assessed the property and said they could only clean if they were able to dispose of 50% of the belongings. The service user was adamant that she wanted to keep everything so was referred to Turn the Tides. We managed the job by allocating the dining area as a storage zone , boxing up items and stacking them neatly, labelled where possible. This did not cure the problem as the three bedroomed house was extremely full and passageways remained narrow and less than ideal. But the work we carried out was sufficient for the homeowner to return to. She was very relieved that nothing had been disposed of, except for perishables from the fridge and pet waste. In our day to day work we ensure that people have every facility to use workable storage, including the provision of boxes to store medication, important paperwork and treasured possessions. Where decluttering is allowed by the householder, freeing up wardrobe and cupboard space is a huge help. We often find that people haven't been able to access these for many years and are sometimes able to let the contents go, after careful scrutiny. We have found that the provision of attractive boxes for sentimental items can help a person to make a considered decision regarding what to keep that will fit in the box.
Mental health	✓	Caroline qualified as a registered mental nurse (RMN) in the 1980s and Jake has undergone mental health training when employed by Julian Support in the 2000s. Dave has received training around safeguarding and mental capacity in his previous employment. The majority of our team have lived experience of mental health difficulties which enhances their understanding and practices.

		Caroline imparts information to the team with regards to the different types of mental ill health service users are experiencing and advises accordingly. The most important part of understanding mental ill health is to recognise that everyone has their own unique experiences and are individuals, not classified by their diagnoses. As part of our role we collect medication for service users who are unable to access the pharmacy and recognise that medication is usually important for a person's mental and physical wellbeing.
Waste Disposal	✓	We use kerbside bins and skips for waste disposal and adhere to the requirements and regulations for recycling. We encourage service users to sort their rubbish into the correct categories and take items to the bins themselves, where appropriate. Where possible we donate items to charity shops and will always consider options such as this before reverting to general waste bins. Service users are also encouraged to donate items to charity shops which can make them feel better about disposing of items. We encourage service users to make use of their food waste bins and keep these covered and as hygienic as possible.
Pets/Livestock	✓	Many of our regular service users have pets and we are experienced in disposing of pet waste and advising them with regards to flea and tick treatment. Where there are infestations in the home we provide pet friendly products to manage these. We have no difficulty in working in these environments. We have never had a service user with livestock but are sure that our employees would soon familiarise themselves with any new requirements they faced.
Hospital Discharge – fast paced	✓	We have carried out many hospital discharge cleans but are

clearance within agreed risk		not always able to respond as quickly as we would like to due to having a small team. We are looking to expand in the future so our responses can be quicker. The challenges of delayed discharge have a negative effect on both wards and patients and we recognise that a fast turn around is usually needed. Where we have done 'home from hospital cleans' we like to arrange for the person to have home leave if they are well enough. This ensures that they are part of the process of getting rid of rubbish and cleaning, thereby reducing the risk of disconnect and paranoia. We liaise with hospital health and social care staff to try and make the process manageable for the service user and ensure they know that they are allowing us into their home to support them, not having us inflicted on them.
Biohazardous waste management and clearance	✓	We are aware of the regulations for disposal of biohazardous waste and manage anything hazardous within these requirements. The hazardous waste we are most likely to come across are batteries and print toner (dispose of at supermarket collection points) and old fridges/appliances (support service user to arrange for local authority bulky waste collection)
Supporting people with Learning Disability and people with autism	✓	We have supported, and currently support, people with leaning disabilities and autism to live independently in the community. The team have personal and professional experience of working with people with learning disabilities and autism. A number of our regular service users have autism and we have a good understanding of their needs, largely due to them guiding us regarding their specific requirements. We are aware of the challenges faced by people with neuro divergencies and are able to work with them sensitively. As everyone with autism has their own

		experiences and ways of managing we will always consult with them regarding how they would like us to communicate and what is important to them within their homes. We are able to deal with challenging situations such as respecting areas that need to be cleaned but the service user does not want the area touched. Where this is a decision likely to cause harm (infection, infestation) we will advise the service user that we must let the referrer know that we have concerns. We always try to be open and honest in a sensitive empathetic manner.
Physical Disability	✓	Several of the people we have worked with have physical disabilities. The most important rule we have when working with them is to recognise their individual needs, challenges and requirements so that we can work effectively alongside them in their homes. People need to feel comfortable with our staff being in their homes and we always respect how they manage their disabilities as the starting point for any interventions. Where there are limitations with verbal communication we are patient with the service user and will allow additional time for them to communicate in a way that is effective for them and us. We have recently had a quote approved to work with a partially sighted man. He can read documents if the print is large enough and bold enough so we have written his appointment dates on A3 paper with a marker pen. He was very pleased to receive this and complimented us on being 'very organised' We look out for hazards within the environment, such as torn carpets and ripped lino and will report back to the referrer that these are a concern for the person. Service users have given us positive feedback when this has resulted in new flooring being provided which would have been unaffordable

		for them.
Drug and Alcohol	✓	We have a great deal of experience in working with people who use drugs and alcohol, often to a detrimental effect. We are aware of the risks of sharps and the safe disposal of these but are usually reliant on referrers to give advance notice if sharps boxes and other procedures related to working in an environment where sharps may be a hazard are required. I have recently supported a service user to self refer to Change Grow Live (CGL) for support in managing her alcohol addiction. We are also understanding of difficulties in keeping appointments when substances are part of a person's life, and will ensure we send text reminders as required to let a person know when we are due to visit. As with all service users, we will check at assessment whether certain times of day are preferred to fit in with a person's daily habits.
Other languages	✓	We are happy to work with people who have English as a second language and would ask referrers to provide an interpreter where required. As yet we have not worked with anyone who does not have English as a first language.
Working with other cultures	✓	Our policy of putting the service user at the centre of our work means that any cultural differences are respected and catered for, just as we do with any service user who has specific requirements. This may include removal of shoes or wearing shoe covers, respecting religious festivals and prayer times, checking that we are handling food in the correct way, for example. We will check for house rules and be sensitive of any cultural behaviours of our own which may be unacceptable to someone else. The rule is always – when in doubt, ask.
Conflict Resolution		

Autism Awareness	✓	A number of our regular service users have autism and we have a good understanding of this. We are aware of the challenges faced by people with neuro divergencies and are able to work with them sensitively. As everyone with autism has their own experiences and ways of managing we will always consult with them regarding how they would like us to communicate and what is important to them within their homes. We are able to deal with challenging situations such as respecting areas that need to be cleaned but the service user does not want the area touched. Where this is a decision likely to cause harm (infection, infestation) we will advise the service user that we must let the referrer know that we have concerns. We always try to be open and honest in a sensitive empathetic manner.
Trauma informed Practice	✓	We are sensitive and understanding where people have been adversely affected by trauma and will check with them regarding potential triggers and situations that may present them with distress. One of our questions at assessment/first visit is to ask the person how long they can manage to have us in their property. This can range from one to four hours and we will accommodate their wishes and schedule the work accordingly. For some of the people we have worked with, their hoarding has developed as a result of bereavement and acute/chronic trauma. By the time they are referred for help they are usually at the point where they have recognised that their lifestyle is not one they want to continue and are ready to engage with the process of decluttering. This often means that a short term intervention is needed to get them to a point where they can start to rebuild their lives in a clutter free and hygienic domestic environment.

		Chronic hoarding requires a sensitive and compassionate approach. Some people who hoard attach huge importance to the items in their home and its incredibly painful to them to allow even the smallest piece of, what we would consider rubbish, to be disposed of. Our practice recognises this trauma, ensuring that we consult with service users every step of the way. When people are fully involved in the process we go some way towards reducing the trauma of the experience, hoping that they will feel in control and be enabled to deal with the hoarded items.
Staff Wellbeing	✓	As a small team, we are closely linked and open with each other. Management are friendly and approachable, understanding and empathetic when any issues arise. We have a staff WhatsApp group where work can be discussed and plans made that contribute to staff engagement and wellbeing. When a household situation is complex, for example where a couple may both have mental health difficulties, several animals and access challenges, we will allocate two workers to balance the dynamic within the property and this will hopefully mean that there is a worker for each resident, who will listen if both householders wish to impart information at the same time. This provides reassurance for the staff and means that they can carry out their work knowing a colleague is there for support as required. At referral and assessment we discuss any potential risks within the property and will allocate two workers to a job if this will help to mitigate risk and help them feel supported. The potential for risk to staff is taken seriously: although occurrences are, fortunately, rare. To safeguard staff we consider the possibility of risk of abuse from service users (including physical assault). Mitigations include

		obtaining information from care teams with the service user's consent, including care plans, risk assessments and crisis and contingency plans. Safe working practice would include providing two or more members of the team, conducting an environmental risk evaluation (including for potential weapons), establishing exit routes, obtaining good rapport and leaving if any risk indicators emerge, taking further appropriate action to manage the risk after having left the property, including liaising with the client's care coordinator and even calling the police if a serious crime is being committed or there is a serious risk to safety.
Other (please detail)		

Your Priority Healthcare

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Geographical areas covered:

- | | | |
|--|---|---|
| ☒ Norwich | ☒ North Norfolk | ☒ South Norfolk |
| ☒ West Norfolk | ☒ East Norfolk | ☒ Waveney |

Areas the company can provide services or has a specialism in:

		Details
Self-Neglect	✓	
Hoarding	✓	
Mental health	✓	
Waste Disposal	✓	
Pets/Livestock	✓	
Hospital Discharge – fast paced clearance within agreed risk	✓	
Biohazardous waste management and clearance	✓	We have a waste carrier licence
Supporting people with Learning Disability and people with autism	✓	
Physical Disability	✓	

Drug and Alcohol	✓	
Other languages	✓	
Working with other cultures	✓	
Conflict Resolution	✓	
Autism Awareness	✓	
Trauma informed Practice	✓	
Conflict Resolution	✓	
Staff Wellbeing	✓	
Autism Awareness	✓	
Trauma informed Practice	✓	
Other (please detail)		All aspects of care, homecare, domiciliary care, supported living. We also have a day care centre which would like to get on the framework for adults with learning disability. We are also keen on frameworks for supported living or discharged clients who require temporary accommodation in our homes we own.

Service Specification

1. Background

Norfolk and Waveney ICS are seeing a high number of referrals into multiple services for individuals living with complex self-neglect and/or hoarding challenges. This has highlighted the opportunity to provide additional support to specifically meet the needs of these individuals.

For individuals living in severely cluttered or neglected homes, their home situation can have significant impact on their mental and physical wellbeing:

- they are often stigmatised, isolated, and lonely
- their home situation can prevent them having visitors and socialising
- their personal hygiene and nutrition may be compromised due to partially inaccessible kitchens and/or bathrooms
- there is a high risk of fire in the building due to the availability of combustible materials, this risk increases if there are smokers in the household
- they are more likely to experience falls at home
- health services may be unable to be delivered in their home due to unsafe working conditions for staff
- if admitted to hospital, their discharge is likely to be delayed whilst the home is made safe
- they or their family members may not have a space to sleep, relax and/or study.

The pandemic is likely to have exacerbated negative impacts of home environments on people's health as we all spent more time at home with reduced social contact.

Deteriorating mental health due to pressures of Covid-19 is also likely to have had knock on impact on people's ability to care for themselves and their home environment. Reduced home visits by professionals during the pandemic will also have reduced the identification and support available to people who are in this situation. The mass panic buying during the pandemic only served to confirm to people that over collecting/buying of items was essential.

Partners in the Norfolk and Waveney system have been working together to identify the prevalence of this issue and to understand the right type of support to meet people's needs and improve safety, without causing more trauma to the person and their families. We would like to be able to provide a diverse and broad range of support to ensure any offer is personalised and achieves the best outcomes for the person. This framework has been developed to support this work, to ensure we can work closely and effectively with a range of suitable providers as part of a wider partnership to best support people.

2. Scope of the framework

We are looking for providers of any size interested in self-neglect and hoarding, providing any of the following services:

- Decluttering and organisation
- Cleaning
- Clearance
- Management of biohazardous waste

Providers should have a non-judgmental, compassionate nature, incorporating an understanding of trauma and its impact on the person's ability to manage their belongings, home, and their environment. We are interested in a range of approaches to different aspects of this work, including short- and longer-term approaches and small- to larger-scale tasks.

3. Approach to the work

We are looking for providers to offer varying degrees of support depending on the situation, including telephone calls or regular visits to build trust and relationships. Getting to know the person and finding a point of interest to build from is important, with conversations starting from what is important to the person rather than issues with the hoarded or neglected property directly.

We will recognise incremental improvement, and would like to see a flexible approach adopted, with the style of communication adapted depending on the situation. Providers will need to be resilient, intuitive, and patient as relationship building can take a long time – months and years even.

Persistency is important but this needs to be gently done to establish trust, working at the person's pace, and knowing when to step back and pause.

We know this way of working is key to success as we focus on the whole person, using non-judgemental verbal and body language. You should not be easily shocked and acknowledge the person items may have meaning and 'value', even if others find that hard to see.

Building practical action in a way that works for the person is key – the more control we support people to have in removing items the more successful recovery will be. This may mean working with the person to take items to charity shops, car boots or selling items online rather than just taking things to the tip.

Helping to organise and focus work on the high-risk areas first, where possible, are important – considering risks around fire safety and access, kitchens, bathrooms and sleeping areas.

Confidentiality and knowing your boundaries are essential, we want you to feel confident to reach out to the wider team to ask for support when unsure or concerned. Ongoing monitoring by maintaining regular contact and reviewing where people are at, keeping relationships alive, will also be important in achieving goals.

4. Required skills and experience

Based on the above scope and approach, we would be looking for providers to be able to demonstrate the below skills and experience:

- ✓ Non-judgemental, person-centred approach, focussing on what matters to the person
- ✓ Resilient and patient approach to building trust and relationships with people in complex situations
- ✓ Working flexibly at the person's pace and allowing them to have control over the process
- ✓ Assessing and managing risk – ability to assess risk and respond accordingly (including confirmation all staff are DBS checked)
- ✓ Ability to work as part of a wider team with a range of partners
- ✓ Confidentiality and knowing your boundaries
- ✓ Awareness of and interest in working in a trauma informed way

5. Benefits of being part of the framework

What we can offer you:

- Coordinated information and points of contact within commissioning organisations
- Support of a wider multidisciplinary team of professionals from different organisations, with the opportunity to book a meeting slot to discuss someone you are working with as needed
- Clear objectives and a good response timeframe for the work to be carried out
- Background information about the person, including risks
- Standardised approach to providing updates on work you have been commissioned to do