



Clearout with Care

Deep cleaning & therapeutic decluttering



About us

Founded by Natalie O'Rourke
Clinical Psychotherapist

We're helping to change our client's lives through restoring their homes

We're creating a new beginning for every client

We're a Social Enterprise providing a friendly, holistic, therapeutic approach to decluttering and organisation

We provide a Clinical Psychotherapy led approach to Extreme Disorganisation and Hoarding Disorders



Is life getting cluttered at home?

- Not enough time to get on top of tidying?
- Not enough time to get on top of the washing?
- Kids or other family members need your time, no time to keep on top of house keeping
- Feel like your home is suffering?
- Not everyone living in extreme clutter has the mental illness known as 'Hoarding Disorder'
- Sometimes additional burdens in our lives such as caring responsibilities, bereavement, family breakdown or long-working hours etc mean that keeping the home tidy has become overwhelming and before long Extreme Disorganization has occurred
- However Extreme Disorganization can lead to significant distress or significant impairment in personal, family, social, educational, occupational or other important areas of functioning."
- Extreme clutter presents and risk of fire, squalor, infestation and/or structural collapse and the subsequent cost of dealing with this can run to thousands of pounds
- Our client's mental health considerations before, during and after a clear-out intervention need to be the main focus of the intervention
- We build trust with our clients. We are not there to judge, we're here to help

About us continued



Mission

To change lives by restoring homes

Vision

- To create a Social Enterprise company with a holistic approach to dealing with extreme disorganisation and hoarding issues to support the wider community
- To provide work & career opportunities for disadvantaged people on low incomes
- To reduce social isolation for those living with hoarding disorders
- To restore families' lives impacted by hoarding disorder or extreme disorganisation

Values

- Trust
- Honesty
- Kindness
- Fairness
- Respect

Goals

C: Community driven activities

L: Life changing interventions

E: Empathy with clients and their families

A: Advancement of opportunities for disadvantaged women

R: Restoring lives

O: Outreach through comprehensive aftercare

U: Unrivalled compassion for our clients

T: Team based approach

Our Services



Clinical Psychotherapist Services



Reducing Acquiring



Essential Decluttering



Professional Organising



Hazard to health clearout & rubbish removal



Whole home deep cleaning



Our Services continued



Therapeutic Aftercare



Tenancy Sustainment Package





Our Teams

Our field based teams consist of:

Qualified Clinical Psychotherapists

Hoarding Practitioners

Therapeutic Support Workers

Therapeutic Cleaners

Voluntary Assistants

Our Operational Support team consists of:

Operations Director

Administration Team

Drivers



How we work

Assessing your needs

Initial Assessment

We'll start with a pre-arranged meeting at a time convenient for you.

We work days, evenings & weekends to support our clients, not just 9am to 5pm.

What happens during the assessment?

We will complete a full assessment of your needs.

We will need to view all the rooms in your home to see what areas you're struggling with.

We'll try to establish how rooms are being and the extent of the cluttering problem

We'll establish health & safety risks, sanitation risks and what needs fixing around the home.

We'll make a plan with you

After the assessment we'll prepare a plan, tailored specifically for every individual client. This will include for example:

1. A number of relationship building meetings in order to start the decluttering, organising & cleaning
2. Help to reduce acquiring (where applicable) through a number of sessions with our Clinical Psychologist
3. Essential decluttering which can be done over 3 to 5 intensive days or on a smaller, more regular basis depending on your needs
4. Professional Organising can be undertaken as part of a larger clear-out project or as a stand alone activity. You may not be suffering from a Hoarding Disorder. You might just be in extreme disorganization.
5. WE can undertake a full scale, whole home clear-out including dealing with pest control, hazardous materials and subsequent deep cleaning to facilitate your return to the home.
6. You will have the option to participate in our 20 week support group programme - run twice a year (March to July and September to January)
7. We can arrange regular attendance after the initial clear-out operation by our trained Therapeutic Cleaners for 12 months following the intervention.
8. We'll work towards getting your life back to organised & safe within 12 months.

Quotation

We understand that each Client has a different price point at which they may feel comfortable. Often Client's family members are contributing towards the intervention. Therefore we will always propose 3 different levels of intervention within the Plan. We do not want price to be a barrier to a Client using our services. On acceptance of the Quotation we provide a Contract for Services and ask for this to be signed off and the agreed deposit to be paid.

Job Plan & Execution of Clear-out Intervention

Once the Contract has been agreed and the deposit paid, we prepare a Job Plan for the clear-out intervention. This relates mostly to our attendance at your home.

We'll provide you with details of the proposed rubbish removal - generally through black bags picked up quickly by an unmarked white van and repeat visits as required. We aim to be as discreet as possible so that your neighbours are not alerted to the intervention

We'll let you know How we will deal with H& S issues raised in the Assessment - including sanitation issues, pest control, smoke detectors & CO2 monitors etc

We'll advise on who we think should be there to support you during the clearout intervention.

After Care plan

Once the initial clear-out / decluttering intervention has been completed we will commence our After Care Plan. Each plan will be tailored to your individual needs, but will include for example:

We will arrange regular visits from a Therapeutic cleaner who is trained to work with you to address cluttering and failure to discard issues as they arise.

- a. Weekly visits months 1 to 3
- b. Bi-Weekly visits months 4 to 6
- c. Monthly visits months 7 to 12

You will have the option to attend our support group run twice annually for 20 weeks.



Contact us

We're very approachable

Do you have further questions?

We're happy to answer any initial questions by phone or email on the contact details below.

One of our office team will help you with your enquiry, and if we feel that you need to speak to our Clinical Psychotherapist, then we will make a phone appointment for you at a mutually convenient time.

Are you ready to book an assessment?

If you are ready to start seeking an intervention then please complete the 'Hoarding Referral Questionnaire' which can be found on our website or will have been emailed to you already with this information brochure.

Download the Hoarding Referral Questionnaire here: [\[INSERT LINK\]](#)

Contact us:

Email:

info@clearoutni.co.uk

Registered Address:

Unit 793 Moat House Business Centre
54 Bloomfield Avenue
Belfast
BT5 5AD



Help with Funding

Discretionary Support:

<https://www.nidirect.gov.uk/services/claim-discretionary-support>

Royal British Legion:

<https://www.britishlegion.org.uk/get-support/financial-and-employment-support/finance/grants/external-grants>

