



# Clear-out with Care

Deep cleaning & therapeutic decluttering

# HOARDING DISORDER

## About Hoarding Disorder

- Not everyone living in extreme clutter has the mental illness known as 'Hoarding Disorder'
- Sometimes additional burdens in a Client's life (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
- The World Health Organisation recognised 'Hoarding Disorder' as a mental illness in 2018:

"Hoarding disorder is characterised by accumulation of possessions that results in living spaces becoming cluttered to the point that their use or safety is compromised. Accumulation occurs due to both repetitive urges or behaviours related to amassing items and difficulty discarding possessions due to a perceived need to save items and distress associated with discarding them. The symptoms result in significant distress or significant impairment in personal, family, social, educational, occupational or other important areas of functioning."

- Hoarding or extreme clutter presents a risk of fire, squalor, infestation and/or structural collapse and the subsequent cost of dealing with this can run to thousands of pounds
- The mental health considerations before, during and after a clear-out intervention need to be the main focus of the intervention
- Building trust with the Client is essential



## About us

Founded by Natalie O'Rourke  
Clinical Psychotherapist

**A Clinical Psychotherapy led approach to  
Extreme Disorganisation and Hoarding  
Disorders**

**A Social Enterprise providing a holistic,  
therapeutic approach to decluttering  
and organisation**

**Changing lives through restoring homes**

**Creating a new beginning for every  
client**

# About us continued

## Founder Natalie O'Rourke

Registered Clinical Practitioner: Natalie O'Rourke

(MSc) Clinical Psychoanalytic Psychotherapy,  
(PGDip) Psychotherapy  
(PGDip) Addiction Counselling & Group Theory,  
(PGCert) Addiction Studies,  
(Dip) Supervision,  
(Dip) Challenging Behaviors,  
(HDip) Motivational Interviewing  
(Cert) Dispensing Medications

## About Natalie

Natalie is a registered Clinical Practitioner, qualified in multiple Psychotherapy based disciplines. She is a Member of the Association for Psychoanalysis & Psychotherapy in Ireland (APPI) and a member of the Irish Council for Psychotherapy (ICP).

## About Adele Marsh

Adele joined Natalie in 2020 with a background in HR Consultancy, Management Development, Learning & Development and Business Management. Since then Adele has trained in Psychology holding a Psychology Diploma, CBT Certificates and various Hoarding Qualifications with the Institute for Challenging Disorganisation in the USA. Adele is now the lead Hoarding Practitioner and Managing Director since Natalie's retirement in 2023.

# About us continued

## Mission

To change lives by restoring homes

## Vision

- To create an organisation 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

# About us continued

## Our raison d'etre

At Clearout NI we believe in creating business value and social value hand in hand.

As a small business, having a positive social and environmental impact in our local community is a core aim of everything that we do.

We do this by helping clients suffering from extreme disorganisation or hoarding disorders to regain control of their lives. We help clients become more responsible and contribute in society, becoming better tenants, neighbours and giving back to our community.

We devise practical, low-cost solutions for Tenants, Landlords, Home Owners and Housing Associations to deal with the underlying mental health and addiction issues that often surround the hoarder or person in extreme disorganisation.

The coronavirus pandemic has had a huge impact on mental health disorders and more generally on how people view and value their home life.

We aim to collaborate successfully in a multi-agency approach to tackling the anti-social behaviour of hoarding. We help home owners and self-funded applicants with individually tailored packages, but we are particularly focused on helping social housing tenants with our low-cost Tenancy Sustainment Package thereby avoiding eviction and the escalating costs across multiple agencies when eviction is actioned.

# Our Services



**Clinical & Counselling Services**



**Reducing Acquiring**



**Essential Decluttering**



**Professional Organising**



**Hazard to health clear-out & rubbish removal**



**Whole home deep cleaning**

# Our Services continued



## Therapeutic Aftercare



## Tenancy Sustainment Package



# Our Team

## Our team consist of:

Qualified Clinical Psychotherapists

Counsellors

Hoarding Practitioners & Hoarding Support Workers

Therapeutic Cleaners

Voluntary Assistants



## How we work

Assessing the Client's needs

### In-home Assessment

We'll start with a pre-arranged meeting at a time convenient for the Client. We work days, evenings & weekends to support our clients, not just 9am to 5pm.

### What happens during the assessment?

Our Hoarding Practitioner will complete the following with the Client:

1. A Hoarding Interview to establish:
  - a. What items are being hoarding
  - b. How rooms are being used
  - c. What emotional connections are being placed on items
  - d. The level of discomfort the Client may feel if items were removed
  - e. Which emotions are being experienced when looking at the clutter
  - f. Behaviours around acquisition
2. A Hoarding Rating Assessment - used to establish the extent of the problem
3. A Home Environmental Index Assessment- to establish health & safety risks, sanitation risks etc
4. Activities of Daily Living Assessment - To establish how difficult it is to perform basic tasks around the house
5. A Saving Cognitions Inventory - To establish thoughts and emotions around discarding items

# How we work (continued)

## Proposed Treatment Plan

After the assessment we will prepare a Proposed Treatment Plan for the client. This will include for example:

1. A number of relationship building meetings required with the Client in order to start the decluttering, organising & cleaning interventions
2. Reducing Acquiring 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 the Client's needs
4. Professional Organising can be undertaken as part of a larger clear-out project or as a stand alone activity. The Client may not be suffering from a Hoarding Disorder and may just be in extreme disorganization. This could be due to a number of reasons such as relationship breakdown, bereavement, caring responsibilities or long working hours.
5. Hazard to health clear-out: A full scale, whole home clear-out including dealing with pest control, hazardous materials and subsequent deep cleaning to facilitate the Client's return to the home.
6. Regular attendance after the clear-out operation by our trained Therapeutic Cleaners for 12 months following the intervention.
7. Working towards our Client's discharge at around 12 months after the clear-out intervention.

## 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 Proposed Treatment Plan. We do not want price to be a barrier to a Client starting treatment. 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.

# How we work (continued)

## 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 the Client's property and will include for example:

1. Risk Assessment
  - a. Hazardous Materials
  - b. Working at Height
  - c. COSHH
2. Details of 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 our Client's neighbours are not alerted to the intervention (unless a skip is required)
3. How we will deal with H& S issues raised in the Home Environmental Index Assessment - including sanitation issues, pest control, smoke detectors & CO2 monitors etc
4. Who we will need onsite at the time to support the Client

## 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 the Client's individual needs, but will include for example:

1. Regular visits from a Therapeutic cleaner who is trained to work with the Client 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
2. Attendance at our online support group
3. Discharge preparation

# Refer a Client

How to refer a client to us

## Do you have further questions?

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

## Are you ready to refer a Client for assessment?

If you already have a client in mind, and you have their permission 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.

# 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>

# Contact us:

Email:

**info@clearoutni.co.uk**

Registered Address:

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BT5 5AD**