People who seriously neglect themselves of their home in a way that is dangerous may be reluctant to engage with some services. However, they may accept help or advice from other services. Persevering in finding the right person or service for someone to engage with can be the key to reducing the risks they may face and improving their lives. This Directory can help in finding the right services to help keep people safe.

**Adult social care –Somerset council**

Phone Adult Social Care on 0300 123 2224

Email at adults@somerset.gov.uk

Adult Social Care can help address some needs that are linked to or caused by self neglect. Someone may be able to get help with adult social care if the following criteria apply:

• The needs arise from or are related to a physical or mental impairment or illness.

• As a result of those needs the adult is unable to achieve two or more of 10 specified

outcomes:

• As a consequence of being unable to achieve these outcomes there is, or there is likely to be, a significant impact on the adult’s wellbeing.

Many of the 10 outcomes could relate to needs arising from or linked to Self-neglect

• managing and maintaining nutrition

• maintaining personal hygiene

• managing toilet needs

• being appropriately clothed

• being able to make use of the home safely

• maintaining a habitable home environment

• developing and maintaining family or other personal relationships

• accessing and engaging in work, training, education or volunteering

• making use of necessary facilities or services in the local community, including public

transport and recreational facilities or services

• carrying out any caring responsibilities the adult has for a child

**Housing support and homelessness prevention services**

<https://www.somerset.gov.uk/housing-support/homelessness-advice-and-assistance/>

Provide support and advice for people who are homeless or sleeping rough

Help and advice on;

• Finding a home

• Housing advice

• Social housing

• Sheltered housing

• Lodgings

• Supported homes

**Environmental health**

<https://www.somerset.gov.uk/contact-us/>

Environmental Health Officers can give advice on risks to health in people’s homes. They can also assess whether action can be taken under the Public Health Act or Environmental Protection Act.

**Fire service**

www.dsfire.gov.uk

Non-emergency 01392 872 200

Emergency 999

How can they help

The Fire and Rescue are increasingly focussed on preventing fire risks. They can assess fire risks and provide information on fire prevention.

They carry out home safety visits, including joint visits with partner agencies.

**NHS the 111 service**

Phone 111

www.nhs.uk

How can they help

On line or telephone advice on a wide range of health issues, including;

• alcohol and substance misuse,

• emotional and mental health,

• health risks,

• staying healthy and living well.

Also information on access to other NHS services

**Police**

https://www.avonandsomerset.police.uk/

Non-emergency call 101.

Emergency call 999

How can they help

If someone is the victim of crime or at risk of being the victim of crime the Police can

investigate and advise on crime prevention.

**Safeguarding adults**

To report an adult at risk: <https://service.somerset.gov.uk/safeguarding-alert>

Escalation to safeguarding adults is required if:

* has needs for care and support (whether or not the authority is meeting any of those needs),
* is experiencing, or is at risk of, abuse or neglect, and
* as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

**Somerset Independence Plus**

<https://www.somersetindependenceplus.co.uk/article/3582/Hoarding-Disorder>

Independent Living Officers will look at the personal circumstances our clients find themselves in and work at their pace, whilst creating an independent living plan that is agreeable to all parties. There are no set time limits within which to work or that the service will be involved with anyone.  Independent Living Officers attempt to do weekly visits or phone calls, using goal setting techniques to achieve desired outcomes which might include:-

* Reducing clutter
* Addressing any associated risks and hazards within the property
* Repairs
* Home safety
* Reducing trips and fall hazards
* Removing category hazards
* Preventing hospital admissions
* Enabling hospital discharge, providing a safe environment.
* Reducing risk of homelessness
* Enabling the client to live safely and independently within their own home

Professionals’ referral form:



**Devon and Somerset Trading Standards**

www.devonsomersettradingstandards.gov.uk

Trading Standards are supporting victims of Financial Abuse.

They can assist with supporting victims of Mass Marketing Fraud and provide details of

Trading Standards Approved Traders

https://www.buywithconfidence.gov.uk/

For Consumer Advice

03454 040506

Action Fraud

You can report and get advice about fraud or internet crime by calling 0300 123 2040 <https://www.actionfraud.police.uk/>

National Debt Line

For advice on debt [www.nationaldebtline.org](http://www.nationaldebtline.org)

**Somerset Village and Community Agents**

<https://somersetagents.org/>

Somerset Village & Community Agents are run by Somerset Charity CCS

CCS Village & Community Agents provide confidential, practical community-based solutions.

Local CCS Village Agent can be contacted directly, or by GP referral.

CCS Community Agents can only be contacted by a referral from the GP or Adult Social Care Services.