



Trust Headquarters  
Nexus House  
4 Gatwick Road  
Crawley  
West Sussex  
RH10 9BG

Date:

Email:

Dear,

**Tel: 0300 123 0999**  
**[www.secamb.nhs.uk](http://www.secamb.nhs.uk)**

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 230509.

You requested the following information. Please see our response below and on the attached documents.

**Q1. Does your organisation have a panel which focuses on supporting adults who hoard (or a 'hoarding panel')?**

**Q2. If yes, please can you provide me with a copy of the policy/guidance/standard operating procedure/terms of reference that informs the remit of the panel?**

**Q3. Is there policy or guidance in the organisation to support staff working with people who self-neglect?**

**Q4. If yes, please can you provide me with a copy?**

Q1. No. The ambulance service does not case hold and as such a panel is not something we would establish.

Q2. Not applicable, please see 1.

Q3. Yes, the Safeguarding Policy references self-neglect as does safeguarding training.

Q4. The Safeguarding Policy is attached. We have also provided examples from electronic training materials to demonstrate that self-neglect is covered in training.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

**Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust**

