

# Hoarder Clean- Central London

CASE STUDY

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London, United Kingdom



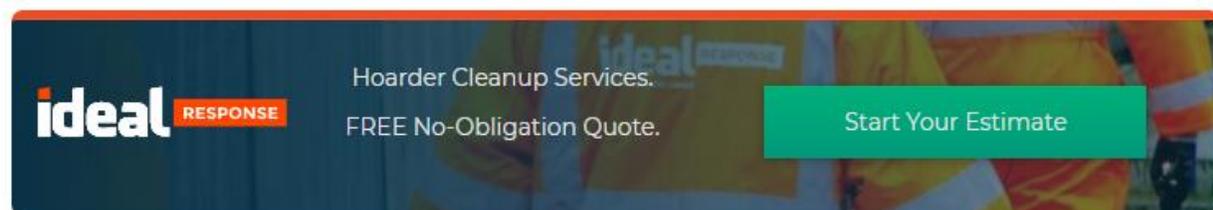
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### THE CHALLENGE

When a person is suffering from a mental disorder, it puts a large strain on the people around them – on top of the concern, there is also a feeling of obligation to help them make a positive change. Unfortunately, it is often the case that without professional training or support, there is very little that we can do to help those that are suffering.

That is not always the case, though. While the serious nature of hoarding is often misunderstood, it is recognised as a result of Hoarding Disorder by the NHS – a serious mental health problem. When a person suffers from hoarding disorder, it can have serious knock-on effects on their personal hygiene, social relationships and pose many practical physical risks such as trip and fire hazards.



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The good news is that loved ones can take an active role in support for sufferers. While you should still speak to a qualified professional (ideally a doctor), there are practical steps that you can take to help your loved one in their recovery. Encourage them to seek help, both medically and practically.

For the practical aspect, a hoarder cleanup service is highly recommended – a professional cleaning company that can come in and clean their living space to a high standard, meaning they can live in safety and comfort.

When a relative of a sufferer in central London decided to take action, they reached out for some professional help. The situation had worsened as a result of the Covid-19 pandemic, so something had to be done. It is always a delicate situation that needs to be handled carefully, so she made sure that she chose the best people for the job. She called Ideal Response.

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### The IDEAL SOLUTION

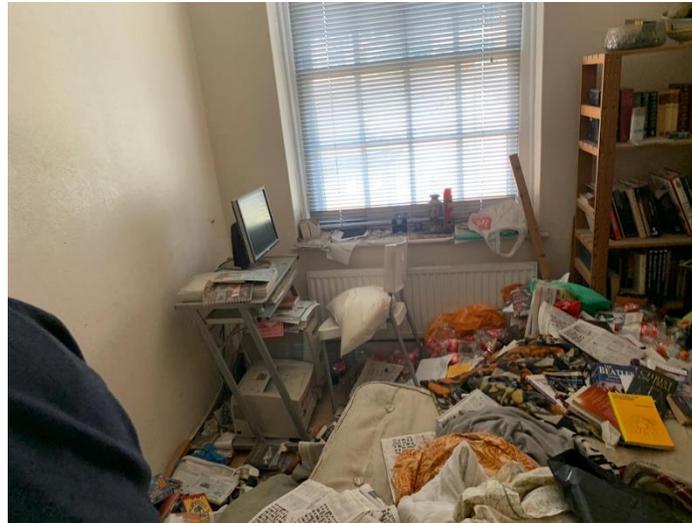
Our team had been asked to concentrate solely on the bedroom of this one-bedroom flat, which was situated on the third floor of a building with no lift. When they arrived onsite, they began work straight away. They had already had discussions about what was to be thrown away and what was to be saved.

The bedroom was filled with old newspapers, soft drink bottles, Cd's, books and clothes. The Cd's and books were amongst the items that were to be saved, while everything else was carefully collected and put into heavy duty bin bags, before being taken down the stairs and into a van, ready to be disposed of responsibly.

While our team carefully moved things around the room, they came across some items that they thought the owner might like to keep that hadn't been specified in the original discussions – things like family photos. These were kept to one side for the owner to look through, and she decided to keep them.

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Once all of the rubbish had been cleared, it was time to clean the room from top to bottom. This was, understandably, the first time in a long time that the room had been thoroughly cleaned, so there was plenty of dust, rubbish and cobwebs to tackle.

Following this, the entire room was sanitised and everything within it was wiped down. This ensured that the room was left in a condition that matched our impeccably high cleanliness standards.

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### THE RESULT

Our client was overwhelmed with the transformation in her relative's bedroom – it was restored back to a healthy and safe liveable state, and in such a short space of time.

She told us "Kate arrived at the property with two other team members, Tahlia and Kayleigh, to ensure the job was completed as soon as possible. They all worked so hard with dignity and respect at all times and most of all, with great understanding."

"I feel your company have got very special staff and if ever anybody needs any of your services, I will gladly recommend Ideal Group"



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