Information for Professionals

A referable, judgement-free home-support service for adults in West London overwhelmed by self-neglect, hoarding, ADHD, or depression-related clutter.

Who we are

Healing Spaces provides gentle, in-home wellbeing support and decluttering for adults in West London. The founder, Karina (Kari) Barboza, spent several years as an NHS Lived Experience Professional and a Peer Trainer at the West London NHS Trust Recovery College, and brings lived experience, trauma-informed training, and bilingual support (English and Spanish) to every visit. We offer a free first visit so people can assess fit without pressure.

We are a practical, calm, judgement-free service. We are not a crisis or clinical service, but we often help where someone is stuck, ashamed, and needs supportive, consensual, practical help at home.

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Enhanced DBS checked
certificate available on request

Fully insured
£1m public liability & professional indemnity

ICO registered · ZC180019
personal data handled under UK GDPR

Who this is for

Adults in Ealing, Hounslow, Hammersmith and nearby West London (within about an hour of W13) who are:

- struggling with self-neglect or a home that has become overwhelming
- living with hoarding patterns and at risk of tenancy, health, or safety problems
- ADHD, autistic, or otherwise neurodivergent and stuck with executive-function and clutter
- recovering from a mental-health crisis and returning to a home environment that threatens relapse
- in need of calm, paced, non-judgemental home support that clinical services do not provide

What we do, and what we do not do

We do: work alongside the person, at their pace, with full consent at every step; sort, declutter, and organise; set up simple systems that last; arrange donation, disposal, or storage as agreed; and hold a warm, shame-free space.

We do not: force, rush, or remove anything without consent; provide clinical treatment, therapy, or crisis intervention; or work where a person is in active crisis. We cannot begin or continue practical work while someone is experiencing active psychosis, is in an acute mental-health crisis, or is temporarily unable to engage safely and give meaningful consent; a diagnosis alone does not automatically exclude someone from using the service. Where a safeguarding concern about an adult at risk arises, safety and the correct escalation come first, ahead of any decluttering work.

The free first visit

A link worker, clinician, housing officer, or family member can hand someone one thing: a **free, judgement-free first visit**. No commitment, no cost, no need to tidy first. It is the lowest-risk way to help someone take the first step.

How to refer

- Share our details and the free-first-visit offer with the person, or contact us directly with their consent.
- Our intake asks "how did you hear about us?" so we can keep referrers updated on outcomes (with client consent).
- We are happy to provide feedback to referrers, with the client's consent.

Pricing

Every client gets a **free first visit**. After that, transparent **per-session** pricing with structured half-day and ongoing-support options; the always-current price list is at **healing-spaces-kari.co.uk/pricing**. We offer a **discounted community partnership rate** for clients referred via NHS, Recovery College, charity, or council routes. Eligible employed or self-employed clients may be able to fund appropriate workplace-related support through the **DWP Access to Work** scheme, and we can provide the quotations and invoices an application requires.

Governance and assurances

Public liability & professional indemnity	**Held.** £1,000,000 professional indemnity, public liability and medical malpractice cover (combined limit). Current certificate available on request.
Enhanced DBS check	**Held.** Enhanced certificate (Child & Adult Workforce), issued 9 July 2024, nothing recorded. Certificate number and full certificate available to verified partners on request.
ICO registration	**Registered.** Reference ZC180019.
APDO membership	**Member.** Association of Professional Declutterers and Organisers.
Terms of engagement	**Published.** Plain English, at healing-spaces-kari.co.uk/terms; every booking confirmed against them, including the 14-day cooling-off right.
Safeguarding adults policy	Held, aligned to Ealing's multi-agency safeguarding adults protocol and the APDO Code of Ethics.
Lone-worker policy	Held.
Complaints policy	Held.
Confidentiality & data handling	UK GDPR compliant; client information and home circumstances kept confidential; special-category data minimised; consent obtained for any images used.

Boundaries and escalation

We are not a crisis or statutory service. If a client is in crisis or at immediate risk, we support them to contact the appropriate service (crisis line, GP, 999, or local safeguarding) and do not proceed with practical work until it is safe and consensual to do so. We work within our competence and refer or signpost where another service is the right fit.

Contact

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