



HWCBS Care (T/A Segal Gardens)

436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH



Review Sheet

Last Reviewed
31 Oct '19Last Amended
31 Oct '19Next Planned Review in 12 months, or sooner
as required.

Business impact



MEDIUM IMPACT

Changes are important, but urgent implementation is not
required, incorporate into your existing workflow.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

This policy describes how staff will respond if a Service User goes missing. The policy title has been amended from Missing Client Policy and Procedure to Missing Service User Policy and Procedure.

Relevant legislation:

- | The Care Act 2014
- | Human Rights Act 1998
- | Mental Capacity Act 2005
- | Mental Health Act 2007
- | The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012

Underpinning knowledge -
What have we used to
ensure that the policy is
current:

Author: Association of Chief Police Officers, (2014), *Missing from Care - A multi-agency approach to protecting vulnerable adults*. [Online] Available from: <http://library.college.police.uk/docs/APPREF/Protecting-Vulnerable-Missing-Adults-Framework-FINAL.pdf> [Accessed: 31/10/2019]

Author: The Metropolitan Police, (2017), *The Herbert Protocol - Safe and Found*. [Online] Available from: <https://www.met.police.uk/herbertprotocol> [Accessed: 31/10/2019]

Author: SCIE, (2017), *The Use of DoLs in Care and Nursing Homes*. [Online] Available from: <https://www.scie.org.uk/mca/dols/practice/care-home> [Accessed: 31/10/2019]

Author: Alzheimers Society, (2017), *Walking About*. [Online] Available from: https://www.alzheimers.org.uk/info/20064/symptoms/262/walking_about [Accessed: 31/10/2019]

Suggested action:

- | Encourage sharing the policy through the use of the QCS App



1. Purpose

1.1 To ensure that HWCGS Care (T/A Segal Gardens) responds in a proportionate, well-considered and reasonable manner to a missing Service User incident.

1.2 To safeguard the wellbeing of vulnerable Service Users.

1.3 To support HWCGS Care (T/A Segal Gardens) in meeting the following Key Lines of Enquiry:

Key Question**Key Lines of Enquiry**

SAFE

S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?

1.4 To meet the legal requirements of the regulated activities that HWCGS Care (T/A Segal Gardens) is registered to provide:

- | The Care Act 2014
- | Human Rights Act 1998
- | Mental Capacity Act 2005
- | Mental Health Act 2007
- | The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012



2. Scope

2.1 The following roles may be affected by this policy:

- | All staff

2.2 The following Service Users may be affected by this policy:

- | A Service Users whose whereabouts cannot be established and where the circumstances are out of character or the context suggests the person may be subject of crime or at risk of harm to themselves or another

2.3 The following stakeholders may be affected by this policy:

- | Family
- | Advocates
- | Commissioners
- | External health professionals
- | Local Authority
- | NHS



3. Objectives

3.1 To ensure that Service Users have freedom of choice and privacy, this includes the choice to leave the service, unless constrained by a Deprivation of Liberty Authorisation or other legal restraint which specifically restricts their freedom in this respect.

3.2 To ensure that all staff recognise their responsibility for the safety and security of all Service Users.

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**4. Policy**

4.1 HWCGS Care (T/A Segal Gardens) understands that it provides care for Service Users who may be frail, infirm or limited in their mobility. Some Service Users may also be confused or easily disoriented, and therefore become easily lost. For these reasons, a Service User going "missing" from HWCGS Care (T/A Segal Gardens) while under its care may be an obvious cause for concern as to the Service User's safety, and should be considered as a potential emergency situation.

4.2 Any response to a 'missing Service User will be proportionate, considered and reasonable. HWCGS Care (T/A Segal Gardens) will ensure that risk assessments are undertaken on admission for Service Users who are known to 'walk' and put themselves at risk. HWCGS Care (T/A Segal Gardens) will also ensure that up-to-date photographs of Service Users are on file and will consider using the [Herbert Protocol](#) for Service Users who are considered at risk.

4.3 In the event of a Service User going missing, this policy will be adhered to. It is the policy of HWCGS Care (T/A Segal Gardens) that all staff recognise their responsibility for the safety and security of all Service Users.

All Service Users have freedom of choice, including the choice to leave HWCGS Care (T/A Segal Gardens), unless constrained by a Deprivation of Liberty Authorisation or other legal restraint which specifically restricts their freedom in this respect. However, it is necessary that members of staff collectively are aware of the whereabouts of all Service Users at all times in order to maintain their safety and welfare.

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**5. Procedure****5.1 Prevention**

Whilst the emphasis of this policy and procedure is on when Service Users go missing, it is fundamentally vital that HWCBS Care (T/A Segal Gardens) does all that it can to reduce the risk of this happening in the first place.

5.2 Record Keeping and Consent

- | It is essential to keep up-to-date information for all individuals at HWCBS Care (T/A Segal Gardens). On moving to HWCBS Care (T/A Segal Gardens), full information about the Service User should be taken which includes addresses (previous home, previous work, family), all known and significant locations, and descriptive information such as skin colour, hair (colour and style), eye colour, height, build, distinctive features (tattoos, physical impairment, etc)
- | Where Service Users are known to 'walk about' information on why they 'walk about' (if this is known) should be recorded to assist staff with engaging with the Service User to stay safe and independent
- | An up-to-date photograph should also be taken for all Service Users. Where possible, consent must be gained from the Service User to take the photo - however, where a Service User lacks the capacity to consent, a decision to take one must be based on a risk assessment outcome
- | This should form the basis of information to be shared with police when reporting a missing incident. Where possible, HWCBS Care (T/A Segal Gardens) should seek Service Users consent to share their risk assessment information with the police and other relevant agencies in order to inform a search strategy in the event of them going missing. If they do not have capacity to consent, consent should be sought from the health-related power of attorney
- | HWCBS Care (T/A Segal Gardens) should consider the **Herbert Protocol** to assist with obtaining information that will be useful in the event that a Service User goes missing

5.3 Risk Assessment Outcomes

Risk assessments to ensure the safety of Service Users when they leave the premises should have one of the following outcomes:

- | **Outcome 1:** A general agreement that the Service User is able to maintain their safety while away from the premises alone
- | **Outcome 2:** An agreement that the Service User is not able to maintain their safety while away from the premises, except with a companion who is able to maintain that safety and agrees to do so
- | **Outcome 3:** An agreement that the Service User is unable to maintain their safety while off the premises in any circumstances

Relating to above Outcomes

- | Outcome 1 must be accompanied by a copy of the risk assessment held within the Care Plan
- | Either of outcomes 2 or 3 indicate that in the best interests of the Service User, they may be deprived of their liberty
- | Where the Service User lacks capacity, in which case this must trigger an immediate referral for an authorisation of the Deprivation of Liberty

5.4 Raising the Alarm

Staff should raise the alarm immediately if they suspect that a Service User may be missing by informing the manager in charge. Staff should note that it is often difficult to identify whether or not a Service User has gone missing for certain until the Service User fails to return at their usual time, such as meal times or their usual bedtime. Situations where a missing persons incident should be raised include the following:

- | Where a Service User has not returned from an arranged outing, activity or walk
- | Where a Service User cannot be found in the home or grounds following an open door search and no arrangements have been made for an outing, activity or walk

5.5 Missing Service User Incident Procedure

- | Check in the diary that the Service User is not on a prearranged outing, activity or walk. If they are and are overdue, then the senior manager should make efforts to contact the Service User or the

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people/place they are visiting

- | Where contact cannot be made, and the judgement of the senior manager is that they may be at risk, then the police should be contacted and a suitable entry made in the Service User's record. The manager should consider any medication that might be due or medical or mental health conditions when assessing the risk. Weather conditions should also be considered
- | Where a Service User is not on a prearranged outing, activity or walk then the following procedure should be followed

The senior manager should:

- | Alert all staff to the possibility of the Service User being missing and ask for information or sightings
- | Identify who last saw the Service User and question them about the Service User's known plans and movements and what they wear wearing
- | Where appropriate, sensitively ask relevant Service Users about the missing Service User's plans and movements
- | Arrange an extensive search of the home and grounds, checking that the Service User has not become lost or trapped. Knowledge of the Service User and their usual movements and habits should be used, (i.e. staff should search their favourite places and, if they are used to visiting relatives nearby, then relatives should be contacted) and staff may be sent to search the local area
- | If a Service User has recently been in hospital, contact local hospitals. Be aware that it is not unusual for vulnerable people to be picked up by concerned motorists who may then drop them at hospitals on their journey some distance away
- | It is important here that the senior manager has a structured plan to their search and that the search does not place staff or Service Users at risk
- | If searching at night, staff safety must be considered. Reflective tabards, torches and a map of the local area should be available for staff to search safely. Staff who are searching on foot should be in pairs. Again, allocating staff to a search must not jeopardise the safety of other Service Users. Staff should carry a first aid kit containing an emergency foil blanket and a charged mobile phone
- | If there is no sign of the Service User, or if information provided by either staff or other Service Users raises concern that the Service User may be at risk, then the local police should be alerted and their advice and assistance sought. Where the police are involved, then the Registered Manager (if they are not the most senior manager on duty) should be informed, as should members of the missing Service User's family, if they have not already been contacted
- | The senior manager should, at the earliest opportunity, complete an incident form and record details of the incident in the Service Users records. Times of actions and decisions should be recorded as accurately as possible
- | Families should be requested to telephone HWCGS Care (T/A Segal Gardens) if the Service User contacts them and relatives should be kept informed at each stage of the search
- | Once the Service User has been found, it is essential that all the parties who were advised of the emergency are contacted again and informed that the search has been concluded

5.6 Incident Review and Notifications

- | Following a missing person incident, HWCGS Care (T/A Segal Gardens) should investigate the incident thoroughly. The investigation should try to establish why and how the Service User went missing. The investigation should include any recommendations to prevent the incident arising again
- | HWCGS Care (T/A Segal Gardens) should refer to CQC statutory notification requirements and submit a CQC notification following the incident
- | HWCGS Care (T/A Segal Gardens) should also review St Helens safeguarding adult procedures and raise a safeguarding notification with the St Helens safeguarding adults team if there are concerns a Service User has suffered or may have suffered harm or neglect



6. Definitions

6.1 Missing Service User

- | A Service User who has left the premises but whose ability to manage their personal safety is in doubt, who may or may not be subject to a Deprivation of Liberty (DoL) Authorisation or other legal restraint on their freedom to leave the premises
- | A Service User, who has left the premises with the knowledge of staff but whose late return is unusual and causing concern
- | Anyone whose whereabouts cannot be established and where the circumstances are out of character or the context suggests the person may be subject of a crime or at risk of harm to themselves or others

6.2 'Walking About'

- | Many people with dementia feel the urge to **walk about** and in some cases leave their homes. Walking is not a problem in itself - it can help to relieve stress and boredom and is a good form of exercise. When a person with dementia often walks about, it can be worrying for those around them and may at times put the person in danger. It may not be clear why the person is walking about and this is often referred to as '**wandering**'. However, this term is **unhelpful** because it suggests **aimlessness**, whereas the **walking** often does have a **purpose**. Rather than dismissing it, it is important to think about how the person's independence, safety and dignity can be preserved

6.3 Herbert Protocol

- | The Herbert Protocol initiative is named after George Herbert, a war veteran of the Normandy landings, who lived with dementia
- | It is an initiative adopted by many police forces compiled of useful information, which could be used in the event of a vulnerable person with dementia going missing
- | HWCGS Care (T/A Segal Gardens) should seek advice from their local Police force on the initiative in the local area



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | HWCGS Care (T/A Segal Gardens) should ensure that detailed information is recorded when a Service User moves into the home. This information should be checked and updated regularly
- | Service User's consent should be obtained before taking a photograph and to share information about them in the event of an emergency
- | Staff should be trained to understand the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards and how they might apply in the home
- | Service User's right to privacy, dignity, respect and choice should be maintained and this needs to be considered in the context of security within HWCGS Care (T/A Segal Gardens)



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- | Unless you are detained under the Mental Health Act 2007 or subject to a DoLs order, you should be free to come and go from HWCGS Care (T/A Segal Gardens)
- | Your right to privacy should be respected
- | You should be asked for your consent prior to any information about you being shared with other agencies



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Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

Resources to assist with ensuring the safety of people living with dementia:

<https://www.met.police.uk/herbertprotocol>



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- | The care records and care plans at HWCGS Care (T/A Segal Gardens) contain information about Service Users and their life, including significant people, events and places
- | There is evidence that the information about the Service User's likes, dislikes and choices are considered and reviewed frequently
- | Staff have received training on living with dementia and have employed person-centred strategies to support Service Users who walk with purpose to remain safe and engaged in activities that are meaningful to them. They use life histories to assist with this
- | Robust risk assessments are in place and regularly reviewed when there is an incident or near miss, or change in circumstance or health arise
- | HWCGS Care (T/A Segal Gardens) can evidence that there is a clear management escalation plan in place if an incident arises
- | The wide understanding of the policy is enabled by proactive use of the QCS App



Forms

Currently there is no form accompanied to this policy.