

# Missing Person Protocol Adult Social Care

**Note: If printed, this document is for immediate reference only. Do not file it, as it will go out-of-date over time and be replaced by newer versions.**

This protocol is to be used by any staff member who is made aware of an adult with care and support needs who is reported to the council as missing from their home and may be at risk of harm. Before enacting this “missing person” protocol a worker is to first discuss with their supervisor and a senior manager for a decision as to whether or not the person is being treated as “missing”. This should be done immediately.

The person may or may not be known to adult social care and contact with the council may come from a range of sources (family, hospitals, care homes, neighbours, and police).

The following actions should be taken as soon as you are made aware that an adult is missing from their home and may be at risk of harm.

## ACTIONS:

- Check LAS for known contacts, next of kin, contact details, any professionals involved and health and medical information. Are they a Careline client and if so do Careline hold keys to the property or is there a key safe for access?
- Contact next of kin (if they are not the person raising the alert).
- Contact the police and report the person missing. The police may need to access the property to search and / or obtain a photo of the missing person. Careline can assist if known to Careline or if access is required out of hours. Pass on information regarding the missing persons health needs and any risks, for example Dementia, sensory impairment. Obtain Police CAD number and record on LAS.
- Report the matter to Careline with the same information as given to the police.
- If known to Careline the Careline responders to attend the property and make a thorough search for the missing person if they have keys. If a block of flats Careline staff to search the block including communal areas and gardens. Assist the police as required (point 3) with obtaining a photo.
- Alert other agencies and other boroughs following the escalation process; inform line manager or manager on call if out of hours. Manager to collate relevant details and action plan and pass on to their line manager and circulate to London ADASS regional office email; Programme Support [programme.support.officer@LondonADASS.org.uk](mailto:programme.support.officer@LondonADASS.org.uk) or Programme Manager: [Joanne.Starkie@Londonadass.org.uk](mailto:Joanne.Starkie@Londonadass.org.uk) for dissemination across the London network.
- Contact Partners from SW London Integrated Care Board Safeguarding Team so that they can circulate information across the trust and hospitals [estelene.klaasen@swlondon.nhs.uk](mailto:estelene.klaasen@swlondon.nhs.uk)

- Out of Hours contact the EDT via security at BWH on 02087266000 or ext. 62202
- Contact all local hospitals and check periodically every 4 hours until the person is found; CUH = 0208401 3000, St Heliers = 0208296 2000, Princess Royal = 01689 863000, St Georges = 0208672 1255, Kings College = 0203 2999000
- Complete the police online missing person form <https://missingpersons.police.uk/en-gb/home>
- Keep in contact with the police, family, and line manager until person is found
- Keep an updated Herbert Protocol for clients with risk factors for going missing, for example, clients with dementia



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- Document all actions and outcomes on LAS and brief the relevant manager or Director.