

Adult Social Care and Health

Adult Short Break and Community Service Missing Person protocol

| | |
|---------------------|---|
| Issue Date: | Version 2 September 2022 |
| Review Date: | September 2024 |
| Owner: | Kelly Field and Tracy Haith Adult Short Breaks and Community Services - Enablement and support services |

Other documents to be read in conjunction

PROTOCOLS FOR KENT AND MEDWAY Multi-agency response for adults missing from health and care settings

[Protocol for missing adults from health and care settings \(kmsab.org.uk\)](https://kmsab.org.uk)



Introduction

Each individual accessing the service will have a completed 'About me' document, risk assessments and a completed 'Individual Missing Profile' form (appendix 1).

This will enable staff to safely and appropriately plan activities, on or offsite, and allow for groups of individuals accessing overnight short breaks to be planned in appropriately which minimises the risk of anybody going missing.

Each building has environmental risk assessments, and the overnight short break services have monitored access and egress. Offsite activities will be supported by risk assessments and staffing levels will be reflective of the needs of the group either onsite or offsite.

The service should hold a current photograph of the individual to be able to share with those assisting a search.

If an individual is thought to be missing the following procedure is implemented:

1. Ensure all other individuals in the building are well supervised.
2. Check the immediate vicinity thoroughly. Where possible, this will involve at least two people, as the individual may still be in the building.
3. Once you are sure the individual is absent, inform the local police by telephone. You will need to give as much information as possible from the 'Individual missing profile form' (*Appendix 1*)– i.e. physical description, identifying features, what the individual could be wearing. In addition, you need to make them aware of the individual's functional ability and vulnerabilities. It is quite likely that the police will send someone to the building to complete more documentation. The reporting person should provide a point of contact to the police for ongoing updates. Consideration should be given to how the police will continue to stay in touch if there is a change in shift or staff.
4. If there are sufficient staff to supervise those requiring support, it is advisable to search the surrounding area. Ensure that staff who leave the immediate vicinity have means to be contactable whilst offsite. The other individuals must not be put in a vulnerable situation so if there are insufficient staff, you may have to rely on the police search.
5. Registered Manager / Provision Manager and relevant Service Manager to be informed during working hours. At weekends or out of hours, the on call is to be informed.

NB: For missing individuals whilst out in the community, this may also involve informing Team Coordinators if they are not supporting the activity.

6. Next of kin / Parents and carers should be informed of an individual's absence within 30 minutes. Staff should listen to any concerns from them about their loved

one, as this may help to inform the risk assessment. They may also be able to provide information about places and people the individual may go to. From this point onwards they should be kept updated and involved with the investigation where possible.

7. If an individual is missing from their room during a night time check within adult short breaks, the waking night staff should quickly check the building. If they are unsuccessful with the first check, they should enlist the help of the sleep-in or other staff member within the building. If the individual is still not found proceed as points 3, 4, 5 & 6.

NB: For services that do not have waking night staff, the shift lead sleep in will be responsible for conducting a building security check before they go off duty, and individuals 'About me' documents should clearly document night time / sleeping routines and any associated risks.

8. An incident form (**HS157**) to be completed and the relevant social care team to be notified, (out of hours team to be notified at weekends, bank holidays and evenings **03000 419191**).
9. Reporting under safeguarding protocol should be considered and if requested a KASAF form should be completed as soon as possible.
10. Within 24 hours of the incident a **Care Quality Commission (CQC)** notification is to be submitted for Adult Short Breaks.
11. **Duty of Candour** applies if an action or inaction is thought to be a contributory factor in cases of an incidents resulting in unexpected death/s, serious harm, moderate harm or prolonged psychological harm other.
12. The Registered/Provision Manager should ensure that they refer to the Duty of Candour policy and procedure on the services responsibility and expectations to Individual and their parents/carers under this CQC Regulation.
13. When the individual returns, either by the own accord, with staff or accompanied by the police it is important they are welcomed back, assisted to feel settled and supported in a non-judgmental manner.
14. When a missing adult is found or returns, it is important to listen and involve them in discussions about the support they may require ensuring they remain safe. Any communication held with the individual about their missing episode should be sensitively managed by one identified staff member. It is important to ask the person these key three questions:
 - Why they went missing?
 - What happened whilst they were missing?
 - Do they feel safe now?

Any conversations should be documented after discussion and forwarded to the relevant social work team.

15. Following on from any missing incident the individuals risk assessments and 'About me' document must be reviewed and shared with staff to avoid where possible any repeat episode.
16. If a person is known to the service for absconding, this should be clearly noted in their "About me" and ensure the appropriate staffing level and observational support is provided.

If an individual is thought to be missing whilst out in the community on a trip, follow points 1, 2, 3, 4, 5, 6, 8, 9, 10, 11 (*only for CQC registered services or if the individual accesses a CQC requested service).*

17. Senior management to ensure that the appropriate assistant director/director is made aware of the incident and seek advice on sharing information with the Kent County Council press team. This may include sending in a summarised report of the events should the events be made public.

Safe working practices for individuals that can safely access the community without support

1. If an individual can access the community unaccompanied, ensure before they leave the building you have gained information on their planned whereabouts, and that they have given you an estimated time of returning. Advise them that if they wish to stay out longer, that it is important they let the staff know they will be late.
2. Ensure they have a contact numbers for the service that is supporting them. If they have a mobile phone double check their number with service records.
3. Before leaving the building make a note of clothes they are wearing or any items they may have with them.
4. If they have not returned by the stated time, allow 30 minutes then try repeatedly to make contact on their mobile or any other known contact numbers of people they may be with. If after an hour they have not returned contact the Police and advise of the concerns.
5. Following on from any missing incident, or an incident where an individual is late returning, the individuals risk assessments and 'About me' document must be reviewed and shared with staff to avoid where possible any repeat episode.

Individuals Missing Profile form

| | | |
|------------------------------------|---------------------------------|------------------------|
| <i>Insert photo</i> | Name: | DOB: |
| | Preferred name: | |
| | Home address: | Phone number: |
| | | Mobile number: |
| Gender: | Build: | Height: |
| Hair style/colour: | Eye colour: | Glasses: |
| Hearing/Aids: | Distinguishing features: | |
| Medical Conditions/: | | |
| Appearance (if applicable): | | |
| Known risks to individual | | |
| Possible risks to others | | |
| Next of Kin Name: | Address: | Phone number/s: |

| | |
|----------------------|--|
| Completed by: | |
| Date: | |