



**Missing Person(s) – CSP040**

Policy and Procedure



<b>Document Title</b>	Missing Person(s) – CSP040
<b>Version number</b>	V1
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<b>Author Title &amp; Issuing Department</b>	Head of Quality and Compliance – Care and Support
<b>Target Audience</b>	Care and Support staff team

<b>Approved By</b>	
<b>Date Approved</b>	
<b>Review Date</b>	24 months from issue date of approval

<b>Links to Regulatory Standards – Economic/ Consumer Standards</b>	The procedures set out below conform with Outcome 7- ‘Safeguarding people who use services from abuse’, of the Care Quality Commission’s (Registration) Regulations 2009, and Regulation 11, Health & Social Care Act 2008 (Regulated Activities) Regulations 2010
<b>Outcomes for Customers</b>	
<b>How were tenants, residents and service users involved in the review/development of this document</b>	No further consultation was carried out for this review – management consultation and approval completed
<b>Training Provision</b>	The managers of the relevant service areas within Care and Support will be responsible for cascading the policy to their teams.
<b>Links to the Business Plan</b>	
<b>Links to Key Values</b>	

## Version Control

<b>Version</b>	<b>Revision Date</b>	<b>Author: Job Title</b>	<b>Change Description</b>
V1			



## **1. Introduction**

- 1.1 EMH Care and Support are committed to ensuring the safety and security of the people we support.
- 1.1 Some of these service users may be frail, infirm, or limited in their mobility; they may have mental health issues or depression and can be confused at times or easily disoriented and so may easily become lost. It is therefore essential that staff remain aware of the whereabouts of the services users under their care.
- 1.2 If a service user disappears from his/her home or out in the community or fails to return to their home while under the care of EMH Care and Support, this is a clear cause for concern and should be treated as a potential 'emergency situation.'

## **2. Definitions and Scope**

- 2.1 This policy applies to all emh care and support staff members working within Supported Living, Outreach, Day Services and Extra Care.
- 2.2 This policy applies to all individuals using Supported Living, Outreach, Day Services, and Extra Care services.
- 2.3 This policy will also indirectly affect the key people associated with the individuals that use any of the mentioned emh care and support services.
- 2.4 EMH Care and Support, promote a 'positive risk taking' approach, however in the event of a missing person being reported for any reason outside of known circumstances or if the person has a tendency to abscond this policy and procedure should be followed immediately.

## **3. Specifics of the Policy**

- 3.1 This document sets out the procedure for minimising the risk of a service user going missing, and the organisation's response if this should happen.
- 3.2 The purpose of this policy is to set out the overall plan embracing the general goals and legal requirements which staff are required to follow to ensure a 'missing person' is reported correctly and to ensure that each aspect of a missing person related incident is handled professionally, sensitively and in conjunction the procedures set out within the appendix documents associated with this policy.

## **4. Implementation**

- 4.1 This policy and its implementation is based upon ensuring that;
  - The Missing Person policy is accessible

- Ensuring that the Missing person processes are straightforward for staff to follow
  - Ensure that appropriate systems and resources are in place
  - Ensure that any organisational learning and service improvement is in place
- 4.2 All staff should be aware that failure to comply with this Policy, including any processes, procedures or arrangements which are put in place under it, will be investigated and may lead to disciplinary action being taken

## **5. Responsibilities**

- 5.1 Registered Manager(s), Assistant Manager(s), Team Leader(s) and Project and Deputy Project Manager(s) Care Coordinators(s) will ensure that: On receiving a missing person report they shall;
- 5.1.1 - Gather information and obtain advice.
  - 5.1.2 - Make immediate efforts to inform the service user's relatives or carers of the situation
  - 5.1.3 - Co-operate fully with any police search.

## **6. Associated Documents**

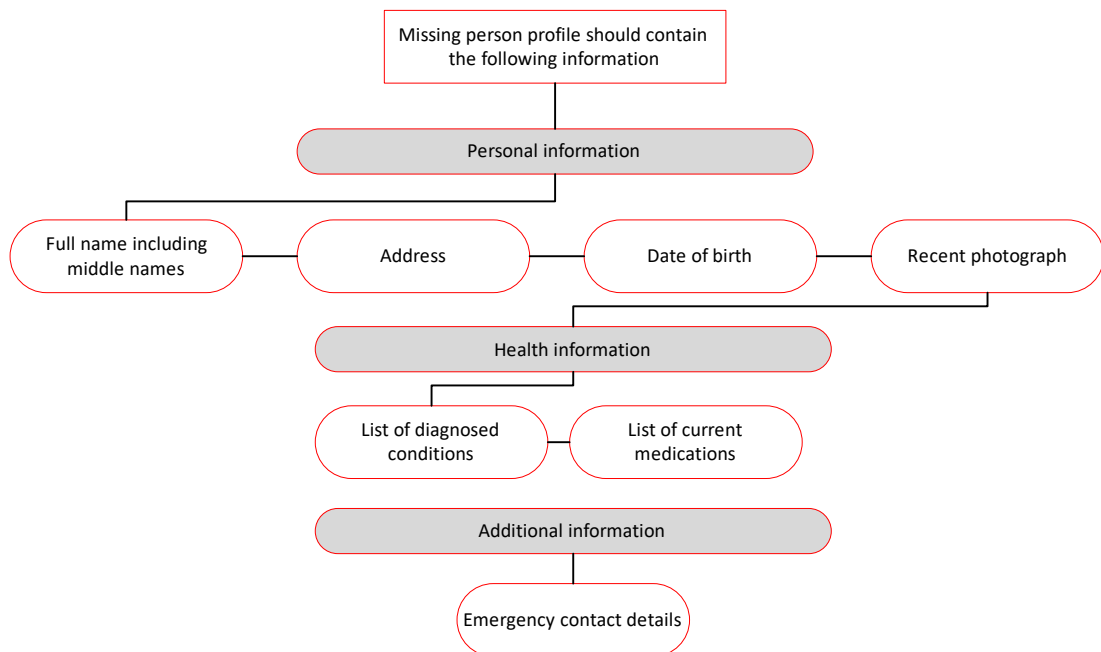
- ▶ Missing Person(s) profile – CSF407
- ▶ Incident, Accident and Medication form – CSF514
- ▶ How to report a missing service user process – Appendix 1
- ▶ Safeguarding Adults at Risk Policy
- ▶ Gaining consent policy
- ▶ Mental capacity policy
- ▶ Accident and incident reporting policy
- ▶ Learning and Development policy - emh group
- ▶ People Centred Dementia Care Policy
- ▶ Health and Safety Policy – emh group
- ▶ Support Planning, Risk Assessment and Review
- ▶ The Human Rights Act 1998
- ▶ The Mental Capacity Act 2005
- ▶ Health and Social Care Act 2008

## Process and Procedures

### 7. Missing person profile

- 7.1.1 A missing person profile shall be completed by staff supporting our service users, containing personal information to assist with the search/whereabouts in the event of a 'missing person' being reported.
- 7.1.2 The missing person profile is to be completed when a service user commences support provided by emh care and support. This is to be completed within the first **two** weeks of the support commencing, the profile is then stored within the support plan folder.
- 7.1.3 The missing person profile should detail if the individual has a known tendency to abscond, if this is not standard behaviour, the emergency action plan should be followed.
- 7.1.4 The missing persons profile is to be reviewed every **six** months to ensure the details within the profile are up to date, or earlier if there has been a change to any detail within the profile.

### 7.2 Completion of 'Missing person profile'



V1.0  
Missing person  
profile process

Document owner – Care and Support Quality and Compliance	Review: 24 months
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## 8. Reporting a service user missing

8.1.1 A persons' mental capacity needs consideration when establishing if a service user is a missing person.

### Points to consider – missing person(s)

Did the person make you aware they would not be returning?

Did the person state that they will be in when they choose ?

Did the person state they do not wish to tell you where they are going?

Have they answered the phone?  
Did you hear them say hello?

8.1.2 Situations where a missing person report should be made include the following:

Where a service user has not returned from or has got lost during an arranged activity or walk

Where the service user has capacity and has indicated they may be staying out, however we are unable to make contact with them.

If a service user cannot be found in his/her house or grounds and no prior arrangements have been made to explain this absence

If the service user is the subject of a DoLS Authorisation.

## 8.2 How to report a service user missing

8.2.1 If it becomes clear that a service user may be missing, it is vital that all the members of staff work as a team and follow a clearly defined procedure immediately.

8.2.2 At the earliest opportunity, an incident form should be completed, and a full note of events should be made in the service user's notes by the member of care staff at the service user's home.

Times of actions and decisions should be noted as accurately as possible.

On conclusion of the incident, care/support staff involved should be asked to check the incident form for accuracy and to sign it.



- 8.2.3 The completed incident form should be forwarded to adult social care and; [central.hub@emhcareandsupport.org.uk](mailto:central.hub@emhcareandsupport.org.uk)
- 8.2.4 In Supported Living or Extra Care where an individual is in receipt of a regulated activity; a regulated activity is personal care which consists of the provision of personal care for people who are unable to provide it for themselves, because of old age, illness or disability, and which is provided to them in the place where those people are living at the time when the care is provided CQC should be notified also.
- 8.2.5 In Nursing homes, where individual is in receipt of a regulated activity; a regulated activity is treatment of disease, disorder or injury, nursing and personal care which consists of the provision of personal care for people who are unable to provide it for themselves, because of old age, illness or disability, and which is provided to them in the place where those people are living at the time when the care is provided CQC should be notified also.
- 8.2.6 Where the Police are involved then all relevant parties should be kept informed of developments, including members of the missing service user's family. Families should be requested to telephone the office or police if the service user contacts them and relatives should be updated at each stage of the search. The senior manager on duty or (outside office hours) the manager on call must be kept updated regularly
- 8.2.7 Staff should always be sensitive to the potential distress of the service user's family and carers / Support workers and should take all appropriate steps to minimise it.
- 8.2.8 The on-call manager should be sensitive at all stages to the fact that care/support staff involved may themselves be upset by the emergency incident, and support should be arranged if needed. This may include bringing in extra staff to help, sending someone to sit with the care/support staff involved, and checking that they are not unduly distressed before they go home.

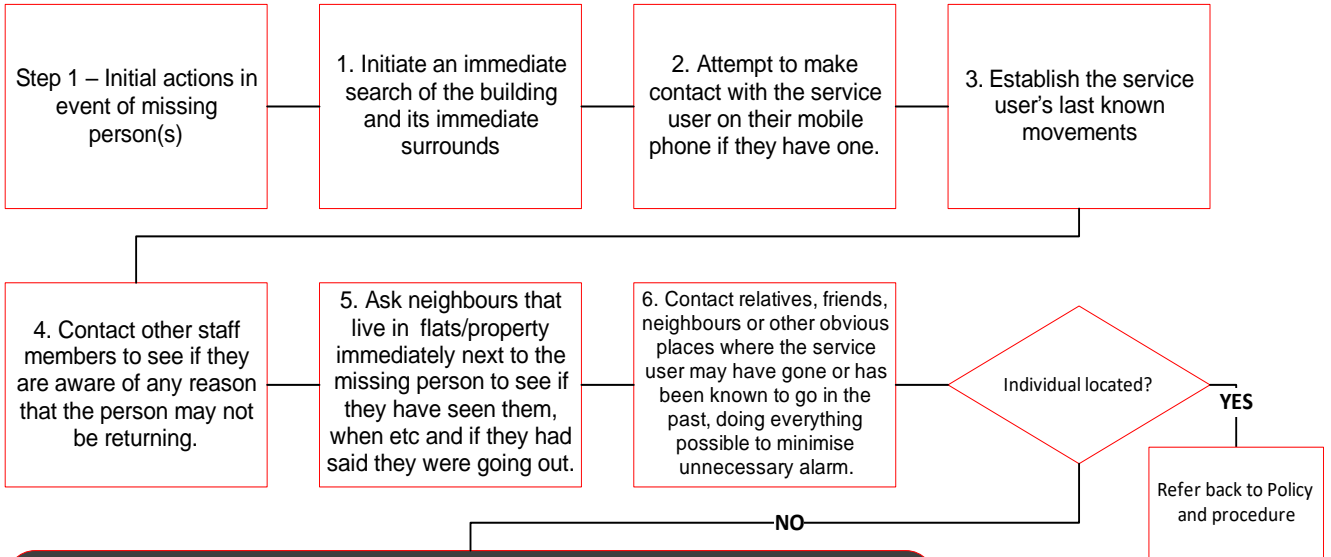
## **9. Post incident investigation**

- 9.1 On conclusion of a missing persons incident EMH Care and Support will complete a full enquiry and investigate the incident thoroughly.
- Investigations should be led by a Registered/Service Manager who is responsible for the service area. These same individuals will also be responsible for implementing any improvements required.

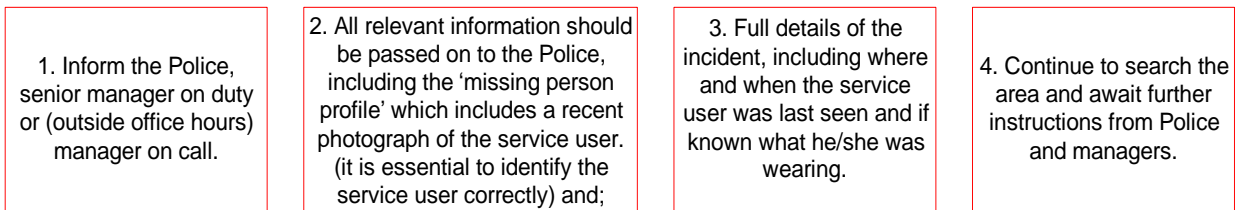


## Appendix 1 – ‘How to report a missing service user process’

EMH Care and support staff at the service user's home or place of care should follow this process in the event of a missing person – Appendix 1



Step 2 - If the service user cannot be found during the initial search, then the member of staff should immediately raise the alarm as follows:



**If at any stage the staff involved in the incident are unsure of what to do then a Service Manager should be contacted immediately for advice.**