

OA Reablement Service	OA Day Care	OA Residential Care	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA'd
✓	✓	✓	✓	✓	✓	✓

## M3 MISSING SERVICE USER

### POLICY

To enable staff to take appropriate action should a service user go missing.

### PROCEDURE

In all instances a clear chronology / record of events must be recorded

#### Day Time

1. Staff should immediately report a service user is missing to the manager / supervisor on duty, which may include strategies or known behaviours.  
The service user's person centred care plan should be checked for any relevant information. If their history indicates a known location this must be checked first without unduly delaying the process.
2. Other service users and care staff should be asked if anyone knows of the whereabouts of the service user.
3. The supervisor or appropriate person should organise a search of the building, the grounds and the immediate locality.
4. If the missing service user has not been located contact the Operations manager and the Police. **The Herbert Protocol Form (Appendix 2) must be completed and made available to the police to assist them with the search, i.e. photograph, clothes, distinguishing features, height etc and known places they may visit. Further information about the form can be found on the following website:**  
<https://www.cleveland.police.uk/advice-information/HerbertProtocol.aspx>
5. Adult Social Care must be informed the next working day.
6. In circumstances where these steps have been taken and have failed to locate the service user, staff should telephone the emergency next of kin contact unless there is a documented reason not to do so which has been agreed by the Operations manager.

#### Out of hours

1. The above procedure must be followed except that the Emergency on call Manager and the duty Social Worker that must be contacted.

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Amendment	1	2	3	4	5			

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## M3

### Night Time

1. Follow the procedure for out of hours and conduct a visual search via the windows.
2. DMH Supported Living should contact the on call supervisor and if the missing service user has not been located the Police should be contacted. **Herbert Protocol Form (Appendix 2) must be completed and made available to the police to assist them with the search, i.e. photograph, clothes, distinguishing features, height etc and known places they may visit. Further information about the form can be found on the following website:**

<https://www.cleveland.police.uk/advice-information/HerbertProtocol.aspx>

### All Services

1. When the service user has been located or returned to the service contact all relevant parties to inform them that the service user has been located and update them of the circumstances.
2. When the service user returns to the establishment, assess if the service user needs any medical intervention and organise as appropriate and if necessary monitor their well being.
3. An investigation must be carried out regarding the incident. A review of the person centred care plan and any relevant risk assessments must take place and will include any special action identified to minimise the risk of a similar event.
4. If required a multidisciplinary review may take place.
5. The incident must be reported in line with the A11 policy and procedure, the accident reporting system must be updated.

### Regulated Services

1. The Care Quality Commission must be informed via a notification form.

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