

St Elizabeth's College & Supported Living

Missing Person Policy and Procedure

Date Policy Approved: January 2017
Renewal Date: March 2022
Date of next Review: February 2024



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St Elizabeth's Centre has a duty of care for the safety of all residents / learners. At the same time, the residents/learners have a legal right to leave, unless they are restricted under the Deprivation of Liberty Safeguards with links to the Mental Health Act 2005.

Please use this policy in conjunction with the Missing Persons Folder, which is located in the Hub Office and in the Main College Office in the ARC.

1. Introduction

- 1.1 This policy is available to provide staff with a procedure to follow in the event of an individual who uses the service going missing.
- 1.2 All staff must be alert to the whereabouts of the individuals who use the service at all times.

2. Advanced Planning

- 2.1 On admission, all individuals who use the service must have a profile completed to refer to, should they go missing at some future date (see Appendix A).
- 2.2 Profiles should be updated annually and pictures changed, if necessary (see Appendix A).
- 2.3 A risk assessment must also be completed on the likelihood of an individual going missing / absconding and the probable risks associated with this (See Appendix A).
- 2.4 Strategies must be in place to pre-empt and prevent such a situation occurring.

3. What is a missing person?

A missing person can be defined as someone who has absented himself / herself from their home, or activity they are attending without the knowledge of staff or without letting others know that they have left the grounds.

4. Actions in the event a resident / learner goes missing

- 4.1 If someone has gone missing the following actions must be taken:
 - It is vital that all members of staff work as a team.
 - Care / academic staff are to check the daily diary and daily records to establish whether the resident / learner is on a prearranged outing, activity or walk. If they are, and are overdue then the Person In Charge should make efforts to contact the resident or the people / place to check that they are safe.
- 4.2 Upon receiving a missing person's report, the Person In Charge (Bleep 99) should carry out the following procedure:
 - Establish when the person was last seen, who the last person was that saw them and question them about the resident / learner's known plans and movements. Record this information.
 - Alert all staff to the possibility of the resident / learner being missing and ask for information / sightings (channel 10 on Bleep).
 - Person In Charge to inform Registered Manager / Head of College.
 - Arrange a thorough search of the accommodation and grounds, checking that the resident / learner is not on-site or in the vicinity of the building. Knowledge of the resident / learner and their usual movements and habits should be applied (i.e. staff should search their favourite places. Staff may be dispatched to tour the vicinity).
 - At the end of the search, the Duty Manager/Person In Charge must be confident that the accommodation and its grounds have been systematically searched, including the resident / learner's own room, flat toilet and favourite spots. For

searches in the dark, a supply of torches is kept in the Hub, along with high visibility jackets and a first aid kit. Bleeps and a mobile phone should be taken on the search.

- On no account should other residents / learners be allowed to be involved in any search of the grounds and sufficient staff should always remain in the bungalow / building to ensure its proper running and safety of other residents / learners.
- If no sign of the resident / learner can be found, or if information is provided from either staff or other residents that raise concern that the resident / learner may be at risk, then the local police should be alerted.
- Contact members of the missing resident / learner's family, if they have not already been contacted.
- Ensure CPOMS Incident Report Form is completed by staff.
- If the resident / learner has been found, it is essential that all the parties who were advised of the emergency, are contacted again (on bleep channel 10) and informed that the search has been concluded.
- Follow the below actions for assessed risk: (as further detailed at Appendix B).

1. GREEN - Low Risk

There is no immediate apparent threat or risk to self, peers, staff or visitors.

2. AMBER - Medium Risk

The risk assessed is likely to place the missing person in danger. They or others are likely to come to harm.

3. RED - High Risk

The assessed risk is immediate and significant. There are substantial grounds for believing that the individual is in danger through their own vulnerability or there is substantial risk to others.

In this way individuals who use the services are supported in a safe and responsive manner depending on their individual levels of risk.

5. Procedure to Follow after a Missing Persons Incident

- 5.1 Care / academic staff must record any significant incident on CPOMS Web and update the Risk Assessment accordingly. This should be made available for inspection. The recording on the missing persons form should include the times the person went missing and was returned and the actions taken for the person to be returned.
- 5.2 If the resident/ Learner was injured or harmed or was seriously at risk of being harmed as a result of going missing, the Domiciliary Care Manager /Registered Manager will notify the Care Quality Commission and relevant Local Authority Safeguarding Team, who may wish to investigate further, depending on the circumstances.
- 5.3 If a complaint is made against a member of staff, as a result of a resident / learner going missing, the matter will be investigated through the complaints procedure. The investigation will include any possible misconduct by the staff member responsible, as a result of the person going missing through its established disciplinary procedures.
- 5.4 All staff are made aware of the possible risks and consequences of a resident / learner whom they are supervising going missing.

6. Training

All staff are trained in the missing persons procedure and to know their role in the event of a search.

7. Monitoring

This policy will be reviewed at regular intervals. Data and appropriate reporting methods will be used to inform Senior Leadership and Governors and will include the following:

- Frequency of Incidents
- Multi-Disciplinary team action
- Complaints
- Investigation outcomes

DESCRIPTION OF CLOTHING WORN AT TIME OF DISAPPEARANCE

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NOTIFICATION OF MISSING RESIDENT/LEARNER CHECKLIST

PERSON TO BE INFORMED	TIME	NAME/SIGNATURE
DOMICILIARY CARE MANAGER		
DUTY NURSE		
REGISTERED MANAGER		
HEAD OF COLLEGE		
DEPUTY REGISTERED MANAGER		
DIRECTOR OF HEALTH AND CARE / DIRECTOR OF EDUCATIONS & SKILLS		
NOK		
SLT MEMBER ON CALL		
SISTER SUPERIOR		
GP		
POLICE INFORMED		

NOTES/COMMENTS

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GREEN - LOCAL RESPONSE AGREEMENT

INDIVIDUAL	STAFF	POLICE
<p>There is no apparent threat of danger to the individual, staff or visitors if the individual is reported as being a missing person.</p> <p>Examples include:</p> <ol style="list-style-type: none"> 1. Any individual whose whereabouts are unknown but who is not thought to pose a risk to themselves or others. 2. Any individual who may have made their way to the home of a friend or peer and is thought to be safe until agreement about return can be made. 3. Any individual who has the capacity to safely leave an area by themselves however has done this and has not returned to the area for some time. 	<ol style="list-style-type: none"> 1. If individual is identified as missing, then follow policy and procedure. 2. Confirm search of buildings and grounds of centre. 3. Confirm search of buildings, grounds and immediate vicinity of main site or Windhill. 4. Make contact with relatives or people at home address to advise them. Keep a log of who has been contacted, when, by whom and the outcome. 5. Make all other reasonable enquires (friends or relatives) to establish whereabouts of Missing person. Keep a log of who has been contacted, when, by whom and the outcome. 6. Contact Person In Charge (person on Bleep 99) to inform them. 7. If not returned/located within 1-hour, contact Police and request officer to attend. Conduct further risk assessment and pass a copy of the logs, and risk assessment to the Police upon arrival. Allow Police access to individual's files. 8. On location of the missing person, Person In Charge to be informed and to conduct a de-brief with missing person to ascertain reason for going missing and where the person has been 	<ol style="list-style-type: none"> 1. To be informed after 1 hour. 2. Initiate search. This would become a red incident at this stage. 3. Receive care plans and risk assessments about the missing individual if requested / required.

AMBER - LOCAL RESPONSE AGREEMENT

INDIVIDUAL	STAFF	POLICE
<p>The risk posed is likely to place the subject in danger or they are a threat to themselves or others:</p> <ol style="list-style-type: none"> 1. The individual's behaviour may be a risk to themselves or others around them. 2. The individual may show dramatic changes in behaviour that may cause danger or risk to others. 3. An individual's prolonged absence without medication places them at high risk. 	<ol style="list-style-type: none"> 1. If individual is identified as missing, follow missing person policy and procedure. 2. Confirm search of buildings and grounds at centre. 3. Confirm search of buildings, grounds and immediate vicinity of main site or Windhill. 4. Make contact with relatives or people at home address to advise them Keep a log of who has been contacted, when, by whom and the outcome. 5. Make all other reasonable enquiries (friends or relatives) to establish whereabouts of Missing person. Keep a log of who has been contacted, when, by whom and the outcome. 6. Undertake a review of risk status. 7. If not located within 30 minutes then re, classify as RED incident. 8. If located Person In Charge will assess the individual's well-being and conduct debriefing session with the missing person to ascertain reason for going missing and where the person has been. 	<ol style="list-style-type: none"> 1. Informed after 30 minutes. 2. Initiate more extensive search. 3. Visit site and take over search. 4. Receive care plans and risk assessments about the missing individual if requested/required.

RED - LOCAL RESPONSE AGREEMENT

INDIVIDUAL	STAFF	POLICE
<p>The risk posed is immediate and there are individual substantial grounds for believing that the danger or risk posed to the individual or others around them is substantial and may cause serious potential harm or injury.</p> <ol style="list-style-type: none"> 1. Individual who, due to their diagnosis of epilepsy, is likely to have a seizure posing a threat to their wellbeing or life? 2. Individual known to show risk behaviours that may cause physical harm to themselves or others. 3. Individual may be unaware of external dangers. 4. Individual poses a serious risk to themselves through self-harm or self-injury. 5. Individuals who suffer from intense physical pain or individual who have mental health problems which would be greatly exacerbated without the use of medication. 6. When located lead nurse must review and conduct risk assessment. If not located within 15 minutes the police must be informed. 7. Complete a safeguarding referral and CQC notification. 	<ol style="list-style-type: none"> 1. If individual is identified as missing, follow missing person policy and procedure. 2. Confirm search of buildings and grounds at centre. 3. Confirm search of buildings, grounds and immediate vicinity of main site or Windhill. 4. Make contact with relatives or people at home address to advise them. Keep a log of who has been contacted, when, by whom and the outcome. 5. Make all other reasonable enquiries (friends or relatives) to establish whereabouts of Missing Person. Keep a log of who has been contacted, when, by whom and the outcome. 6. The Person in Charge must also alert the SLT member on duty 7. When located, Person In Charge, must review and conduct risk assessment. 8. If not located within 15 minutes the police must be informed. 9. Complete a safeguarding referral and CQC notification. 	<ol style="list-style-type: none"> 1. To be informed if missing for 15 minutes. 2. Police will attend centre and lead/co-ordinate search. 3. Receive care plans and risk assessments about the missing individual if requested/ needed.