



Missing person guidance consideration for residential care and domiciliary care

Worcestershire Safeguarding Adults Board

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Document Control

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09.12.17	0	New document	Sarah Cox
11.12.17	0.1	Added introduction	Richard White
08.01.18	0.2	Further clarification in induction and some of the actions. Use of plainer language.	Suzanne Hardy
01/06/18	0.3	Typographical changes, title changed, expansion of justification for care environment considerations	Suzanne Hardy
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Consulted on the Policy/Guidelines

Organisation	Date
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Acknowledgements

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1.0 Introduction

A Safeguarding Adult Review was completed in 2015 and published on the WSAB web page, as Michael Upwood, relating to the death of an individual who left a care environment without those responsible knowing and subsequently was found dead in a field. The learning from this very sad and untimely death highlighted, amongst other aspects, the need for all providers of care to address their responsibilities for the physical safety of all those they are providing care for. In particular this relates to the actual presence within a caring situation of an individual and what action to take if an unsafe exit from a place of a care is identified.

Regulation 12 of the Health and Social Care Act 2008 requires that Providers are;

‘assessing the risks, to the health and safety of service users, of receiving the care or treatment;

‘doing all that is reasonably practicable to mitigate any such risk’

WSAB has identified the following which providers should consider within their own policy and procedure frameworks.

The guidance is not an exhaustive list of actions but should be seen as a prompt to review provider policies and procedures.

2.0 Assessment process

1. Where any doubt exists regarding the persons Mental Capacity to make a decision to leave the care environment an assessment should be completed. The outcome of the capacity assessment should inform a proportionate risk assessment to maintain the person’s physical safety. An application for a standard authorisation under Deprivation of Liberty Safeguarding (DoLS) may also be required.
2. The assessment process should identify amongst other aspects a review of the past tendency of the person being assessed to seek to leave their care environment and the reasons for this.
3. The assessment process should clearly address the provider’s ability to maintain the physical safety within the providers care environment.

3.0 Care environment considerations

1. The provider should address the need to alarm all exits to ensure safety of all those within the care environment and support awareness of all movement in and out of the environment
2. The provider should consider how the access points to enter and exit the care environment are managed to ensure safety of all within the care environment.
3. The provider should consider what process is necessary to ensure that staff during each shift can be confident that all who should be in the premises are accounted for.
4. The provider should consider a door safety check when the night staffing team assume responsibility for the care of individuals within the care environment.
5. The provider should consider placing adjacent to the main entrance a box containing

- A plan of the building
- A plan of the grounds identifying any outbuildings
- An ordinance survey map of the area.

4.0 On discovering a person is missing from the care environment

Immediate

- The senior manager on duty should assume overall responsibility by becoming the Incident Controller
- The Incident Controller should assess the risk level
- The Incident Controller should allocate the following tasks to be completed as applicable – this list should not be seen as exhaustive:
 - Staff to follow, ...is on a staff ratio – (consideration must be given to the safety of remaining residents)
 - Make contact with individual on mobile phone, if s/he has one.
 - Staff to search service address, including outbuildings
 - Service manager to be informed
 - Staff to make contact with family.
 - Staff/family to search home surrounding area and then onto (check with family and notable places the individual may have wished to visit)
 - Taxi companies to be contacted by staff
 - Local train station to be searched and British Transport Police officers informed as applicable
 - Local bus station to be searched as applicable
 - Staff to make contact with any known friends of ... and to include use of social media as appropriate

The Incident Controller to Inform POLICE after tasks completed ‘unless there are immediate concerns that the adult is in danger’ if so then inform Police immediately

Have available the following information

Name of Adult:

Date of Birth/Age:

Location Missing From:

Home Address (if different):

Family Contact Details:

Summary of Care and Support Needs: - ideally with up to date clear photograph

Details regarding mobility and fitness: