

Company Name: Integrative Supported Living Care

Policy No: 03-3730	Authorised: Pellagia Margolis	Date:15/01/2020
MISSING PERSON		

This policy sets out the procedure to be followed if a service user aged 18 or over goes missing. There is a separate procedure (Policy No: 3910) for children and young people.

POLICY IMPLEMENTATION:

1. A service user is classed as “missing” when:
 - 1.1 a care worker arrives at a service user’s home to keep a pre-arranged appointment, and the service user is not at home.
 - 1.2 the service user has not presented themselves to participate in a pre-arranged visit to the community (e.g. shopping, recreation, keeping a dental appointment, etc).
2. Any staff member who believes that a service user is missing should immediately inform their Supervisor / Domiciliary Care Manager. The Domiciliary Care Manager will investigate and check office records to see if the person has been recorded as being scheduled to leave their property for a viable reason, e.g. for a hospital appointment.
3. If there is no record of this the following will be implemented:
 - 3.1 A thorough search of the service user’s property, including gardens, sheds and outhouses, will be made to check that the service user has not suffered injury or become trapped in any way.
 - 3.2 Contact will be made with any previous places that the service user used to visit, e.g. pubs, old neighbours / friends etc.
 - 3.3 Attempt to contact the service user directly on his / her mobile phone, as appropriate. Leave a brief voicemail message requesting that they contact the Organisation as a matter of urgency.
4. If the service user remains missing and no explanation is forthcoming then:
 - 4.1 the service user’s next-of-kin or relatives will be informed immediately;
 - 4.2 the Police will be notified and a full description given;
 - 4.3 an entry will be made in the Incident Log in which will be recorded brief details and eventual outcome;
 - 4.4 alert all staff to the possibility of the service user being missing and ask for any information on sightings.
5. Families should be requested to telephone the Organisation if the service user contacts them, and relatives should be kept informed.
6. Once the service user has been safely found, all the parties who were advised of the emergency will be contacted again and informed that the search has been concluded.