

Procedures Manual

Title: MISSING RESIDENT

1.0 Scope

1.1 Covering the procedure used if a resident goes missing.

2.0 Aims and Values

2.1 To ensure that there is an effective procedure in place for finding missing residents.

3.0 Contents

6.0 When a resident goes missing.

7.0 When the resident is located.

8.0 Recording.

4.0 Referenced Documents

C4-001 Accident / Incident Report Form.

C4-056 Notification to an Enforcing Agency Form.

C4-079 Resident / Individual Service User Plan.

C4-081 Resident's Daily Report Record.

C4-SHB Staff Handover Book.

C4-SSCB Senior Staff Communications Book.

5.0 Responsibilities

5.1 The manager, senior staff and all care staff.

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This is the procedure to be followed

6.0 WHEN A RESIDENT GOES MISSING

- 6.1 The senior member of staff on duty is responsible for making the decision that a resident should be classed as ‘missing’ and for ensuring that prompt action is taken as a result.
- 6.2 The senior member of staff on duty should firstly arrange for the whole building to be checked to ensure that every room is examined. The grounds of the home should also be checked for signs of the resident if it is safe to do so.
- 6.3 When the senior member of staff has made the decision that a resident is missing, they should immediately:
- Telephone known relatives (if it is possible that the resident may have gone there) or friends of the resident.
 - Inform the manager of the home, if they are not already on duty.
 - Inform the local police, giving the best possible description. This information should include clothing being worn, general appearance, known mental or physical health problems and that the missing person is a resident in a residential home.

If the resident cannot be found, the senior member of staff on duty should then:

- Contact members of staff who live in the vicinity who might be able to help look for the resident.
 - Inform the social worker / care manager, if appropriate.
 - Inform the National Care Standards Commission.
- 6.4 The senior member of staff on duty should write a full report of events and complete an Accident / Incident Report Form, C4-001.
- 6.5 The senior member of staff on duty should prepare as much information as possible which may help to find the resident. It should include:
- A photograph (if available).
 - List of known medication.
 - Known routes used by the resident (where residents normally go out).
 - Local shops used, friends or family visited (where residents normally go out).

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7.0 WHEN THE RESIDENT IS LOCATED

- 7.1 When confirmation is received that the resident has been found, the senior member of staff on duty should be satisfied that the resident is well and has sustained no injuries. If there is the slightest doubt, call a GP.
- 7.2 Providing that the resident is well, the senior member of staff on duty should immediately inform all those previously informed that the resident was missing:
- The police.
 - Resident's relatives or friends that were contacted.
 - All members of staff who have been involved, including staff who were on duty when the incident began.
 - Social worker / care manager.
 - National Care Standards Commission.
- 7.3 If the resident is injured in any way, the senior member of staff on duty should:
- Arrange for a GP visit or transfer to hospital for a medical check and treatment if this has not already been done by the emergency services.
 - Inform the police of the return and injuries sustained, if this has not already been done.
 - Inform relatives and friends who were contacted, informing them of the situation (without breaching details of a confidential nature).
 - Inform all staff involved including those who were on duty when the incident began.

8.0 RECORDING

- 8.1 The senior member of staff on duty should ensure that the following records are completed:
- Written account in the Resident's Daily Report Record, C4-081.
 - Entry in the Senior Staff Communications Book, C4-SSCB.
 - Completion of Accident Incident Form, C4-001.
 - Completion of the Notification to an Enforcing Agency Form, C4-056.
 - Entries in the Staff Handover Book, C4-SHB.
- 8.2 If necessary the manager will arrange for an emergency review of the Resident / Individual Service User Plan, C4-079.

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