

Heritage Care at Home Ltd

Missing Customer Policy

Policy reviewed and valid from: 01/01/20



Purpose

To comply with statutes, regulations and quality standards. Heritage Care at Home Ltd will respond in an effective and structured manner to missing Customers.

Scope

All employees and all Customers.

Policy

In the event of a Customer going missing, the following procedures must be adhered to. It is Heritage Care at Home Ltd's policy that all staff recognise their responsibility for the safety and security of all Customers during their visit.

All staff should be aware that no Customer can be held against their will (unless they are subject to a section under the Mental Health Act) but safety and risk management are the primary concerns.

Procedure

Risk assessments must be carried out and any identified signs that the Customer is prone to wandering will be documented.

Checks should be made to ensure the absence is not planned. When it is ascertained that a Customer is missing, management must be informed so that they can immediately start making further enquiries. Heritage Care at Home Ltd will try to contact family or known friends and where appropriate, seek information from friends and neighbours who may know the customer's plans or movements. They will also inform Registered Service Provider to take instruction from them.

Heritage Care at Home Ltd will contact the local hospital to check recent admissions. If looking for a Customer during the hours of darkness, staff safety must be considered and they should wear their reflective gilet / jacket. After 30 minutes the local police should be alerted and their advice and assistance sought.

Once the Customer has been found, the person in charge will notify all parties concerned the search is ended and the Customer is safe. If necessary the manager will contact the GP and ask them to visit. A record of events will be recorded in Customers Care Plan.

If the police do become involved then the CQC will be informed by statutory notice.