

Policy and Procedures

when a Person who uses Kare Services/Supports goes missing.

Kare Policy Document.

Policy Owner: Manager of Operational Services and Supports

Rev. No.	Approved by the Policy Management Committee	Approved by Kare Board/Sub-Committee	Launched at Heads of Units	Operational Period
Rev 2.1	October 2023	n/a	November 2023	November 2023
Rev 2.2	June 2024	n/a	June 2024	June 2024

**** Revision history available at the end of the document.

Section 1: Policy.

1.1 Background to this Policy

For the purpose of this policy “*An unexplained absence has occurred when an Individual has been found to be missing from a location without the staff’s knowledge of his or her whereabouts.*” Ref ; HIQA Guidance for registered providers and persons in charge of designated centres

This policy is underpinned by the following national regulation and guidelines;

- HIQA Guidance for registered providers and persons in charge of designated centres
- Health Act 2007- (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013

1.2 Aim of this Policy.

This document aims to provide specific guidance to staff in the event of a person who uses Kare’s Services and Supports going missing.

1.3 Scope of this Policy.

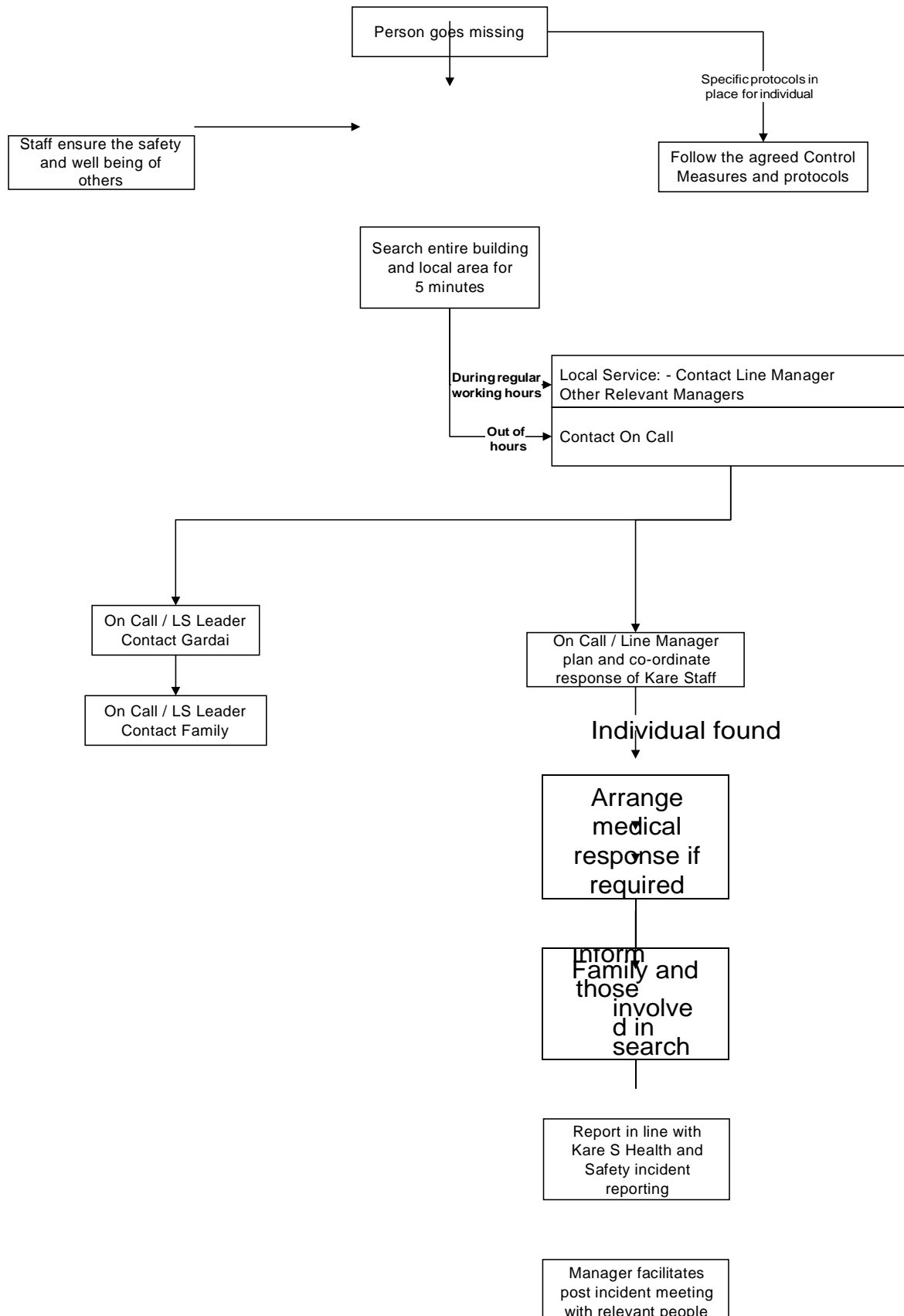
This policy and guidelines apply to all individuals supported by Kare.

1.4 Policy Statements.

- 1.4.1** A person who uses Kare Services/Supports is considered to be missing when they cannot be accounted for by staff who should be aware of their whereabouts.

Section 2: Process.

**Process when a person who
uses Kare
Services/Supports goes
Missing**



Section 3. Procedures.

3.1 When a staff member is aware that a person has gone missing they will:

- Search the entire building/ immediate location for 5 minutes, taking into account the safety and wellbeing of other people.
- Report the situation to the Line Manager/On Call
- Keep other staff on duty informed

3.2 When informing the Line Manager/On Call a staff member will pass on all relevant information that is available to them including but not limited to:

- Who is missing
- Where the person was last seen
- Any medical concerns for the person
- Contact details for their family
- What the person was wearing.

3.3 When the Line Manager/On Call has been informed they will:

- Inform the Gardaí
- Inform the person's family
- Co-ordinate the response of other Kare staff to the situation

3.4 When the situation has been resolved and the person has been found the Line Manager will:

- Arrange medical care for the person if required
- Inform the family and others involved in searching for the person
- Support the staff member to record the details of the incident in line with Kare's Health and Safety Incident report.

3.5 The relevant Operations Manager will facilitate a review within 10 working days taking into account:

- The staff member's written report of the incident
- The outcome of the incident

- 3.6** The relevant Operations Manager will put a plan in place with the team working with the person to minimise the risk of a similar situation re-occurring.
Update/develop a risk assessment and include any appropriate procedures/protocols in the individual's Person Centred Support Plan.
- 3.7** For Designated centres – the Person in Charge will complete HIQA Form NF05 and submit within three working days.
- 3.8** A person who has had a previous incident of going missing should have an Individual Risk Assessment which identifies the controls to be used to minimise the risk of a similar situation occurring. Any procedures or protocols listed in the controls should be included in the individual's Person Centred Support Plan to assist implementation by staff. The controls listed in the risk assessment and any associated procedures or protocols should be approved and reviewed by the team working with the person. A review should occur at a minimum every three months.

****Previous version history*

Kare POLICY DOCUMENT				
<i>Policy Owner: Adults / Children's Support Manager</i>				
<i>Rev. No.</i>	<i>Approved by OMT</i>	<i>Approved by Kare Board</i>	<i>Launched Heads of Units</i>	<i>Operational Period</i>
Rev. 1	July 2014	July 2014	July 2014	July 2014 – October 2017
Rev 1.1	October 2017	October 2017		November 2017- December 2020
Rev 2	December 2020	December 2020	December 2020	December 2020 -