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| A Protocol between Gwent Police and Care Home. |
| This protocol has been created to manage the relationships between the two organisations and to ensure effective communications and response to incidents arising at the care home and with the residents. |

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| **POLICE PRIMARY CONTACTS** |
| NPT: |   |
| Address: |   |
| Contact telephone numbers: | 101 |
| Email: |   |
| Officer details: |   |

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| **CARE HOME DETAILS** |
| Care Home address: |   |
| Contact telephone numbers: |   |
| Email: |   |
| Contact name (if applicable): |   |
| **Background information** |
| Some of the residents who reside at this address suffer from behavioural or degenerative conditions that are severe enough to interfere with their daily lives and their ability to look after themselves. In the event of a resident with such a condition leaving the premises without a carer they may fall into the bracket of a high risk vulnerable missing person.The above paragraph will need to be adapted accordingly to meet the needs of the premises. |

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| **Prevention** |
| The relationship will be primarily managed by the Local Neighbourhood Policing Teams (NPT). There will be regular visits at least once every six months by a member of the NPT to engage with staff and residents as appropriate. This will be an opportunity to review if there are any changes in circumstances at the care home, discuss any incidents of residents going missing and identify improvements. Regular informal visits should be encouraged where issues can be raised by either organisation at these visits or, if more pressing, via telephone or email. 1. Door access should be restricted where possible and controlled by a key pad.

These key pads should be covered by a shroud to prevent residents watching staff key in the number. Alternatively staff should be briefed to ensure they cover the number when entering it. (The above paragraph will only be applicable to certain premises. It will not be relevant to those premises where the residents have full liberty). 1. Emergency exit doors should be controlled in a similar manner but also alarmed. (As per paragraph 1).
2. A daily gate/door checking regime should be put in place to ensure all are locked as required. (Particularly after fire alarms). (As per paragraph 1).
3. A CCTV System should be maintained to cover the doors of the premises recording the dates, time and comings and goings of all persons. (As per paragraph 1, not all premises will have CCTV cover).
4. A minimum of an hourly checking regime should be in place for high risk residents, where the carer physically checks the resident’s location in the home and records the visit or sighting on a written log. This should be overseen by a senior carer to ensure that it is completed correctly. This should form part of the care plan. (As per paragraph 1).
5. For any resident who is considered vulnerable and at risk from going missing a “Herbert Protocol Missing Person Form” should be completed with the following information:
6. A recent photograph of the resident (both hard copy and electronic).
7. Up-to-date medical details of any condition the resident may have.
8. An up-to-date list of medication they require and the consequence of what happens if they do not take this medication.
9. Details of their lifestyle including previous homes, places of previous treatment and areas frequented including favourite places or places of work. This should include details of what they may be focused on and talking about.
10. If resident has previously gone missing then details of where they were previously found should be recorded. These can then be checked as a priority.
11. Details of any cash the resident may have or have access to.

The information above will assist in enabling a missing person trained police search advisor to profile the missing person. This profiling will enable the police search advisors to direct resources to areas the missing person is most likely to be found in.**Due to the personal, medical and confidential information contained within this Form, this will be retained by the Care Home and not the Police. This form will only be provided to the Police in the event that the resident goes missing.**1. Where possible a room/office near the main entrance should be identified as a possible search HQ to be used by police and search and rescue personnel in the event of high risk missing person. Ideally the room has a land line telephone and is near to the entrance. (A suitable room/office in the premises should be identified as a possible HQ. If possible this room should be near to the exit so search personnel can come and go without causing disruption to other residents, if possible this room should have a telephone in it).
2. Where applicable the home should be encouraged to purchase an Ordnance Survey map (1:25,000) with the care facility centred on it by the facility and pinned to the wall in the office which will be used by the police to co-ordinate a search. This can be obtained from the Ordnance Survey web site and covers a 20 square kilometre area. The cost, including postage is approximately £17. This can be ordered on line www.shop.ordnancesurveyleisure.co.uk (follow to custom made maps) or by telephone 0845 456 0420. (This paragraph should state the following. ‘A 1:25:000 map has been purchased by the unit’ or ‘a town plan map has been purchased by the unit and is kept in the manager’s office’, etc. This will be made available to police on their arrival, etc.).
3. The care home should be aware of local amenities such as local pubs, eating establishments, shops and business in the area and consider telephoning these premises when a resident goes missing. A list of contact details should be maintained in the office for use in when a resident is found to be missing. (This should state: A list of local landlords/ Pubs/Shops/eating establishments are held at the rear of this plan).
4. The care home should be made aware that in the event of a resident going missing it may be necessary to conduct media appeals. The care home will be consulted on this point. (This paragraph should explain the process required before we put out a press release. Many companies may want to notify their head office of the situation before a press release, however if there is a danger to the life of the Misper then we will put out a press release).
5. The care home should ensure that there is an adequate 24-hour reporting mechanism. (This paragraph should explain that they have an on call duty manager system, or list the person who should be called so that staff can inform the boss of any critical incidents).
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| **Actions on the discovery of a missing resident** |
| On discovering a resident missing, as a minimum, the following actions should be complied with: 1. All staff are informed of the missing resident and an ‘Open Door’ search is conducted of the home, grounds and out buildings. This should also include staff vehicles ensuring they are secure in case the resident has entered a vehicle and hidden inside.

A written record of this search should be made on a floor plan of the premises, recording who has searched where, hatch marking what areas are being searched and cross hatching when they are complete. This should be handed to the police when they arrive, who will recheck the premises.1. Details of the missing resident should be reported to the Police Control Room (101) by telephone as this search takes place. The level of concern for the welfare of the missing resident should be stressed to the call taker where applicable.
2. Staff should commence telephoning the list of contacts for local pubs and restaurants in the area giving a detailed description of the missing person, particularly if the resident has a history of alcohol use or smokes and is likely to go to a premise to purchase these items. Details of who has been called should be passed onto the police on their arrival.
3. The CCTV system should be checked to try to pin point the time that the missing person left the premise and by which exit.
4. The duty on call manager should be informed and be available to speak to the police if required.
5. Police should be furnished with a photograph of the missing person and full details from the files (as stated above). They should also be advised about any subject that the missing resident may have been focused on or talking about prior to their disappearance.
6. They should also be granted access to the location that has been identified as a suitable room to use as a search HQ.

**The safety and welfare of the residents must be the overriding consideration in all decisions and actions.** |

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| **Return of missing residents** |
| An officer will still need to visit the resident upon their return to check their welfare. They will also conduct an interview with the care worker responsible for the resident to ascertain why the resident went missing and where they went. This information will then be used to update Niche. |

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| **General incidents** |
| Due to the nature of the resident’s circumstances it is possible that they may cause some problems.Staff will report to Safeguarding who will decide on whether police attendance and intervention is necessary. There will be a general expectation that staff will deal with low level incidents without police involvement.The local NPT will follow up low level incidents that will not result in a prosecution, at the request of staff from the home. |

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| **Crimes** |
| Where staff are intending to report a matter as a crime, this will be called in on the general phone number (101), an event created as normal and an officer dispatched according to the grading of the incident. |

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| **Agreed by** (Manager, print and sign): | ……………………………………………………………….. |
| Position: |   |
| Date: |   |
| **Signed by Officer** (print and sign): | ……………………………………………………………….. |
| **Date:** |   |

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| **Guidance to officers completing the Herbert Protocol**Having received the appropriate training, supervisors will identify and allocate a PCSO with the responsibility of contacting the care homes and making a personal visit to explain the protocol in detail. The officers attending will need to agree the terms of what parts of the protocol they can use for each particular care home.  **It is a bespoke plan.** For example some will not have CCTV, others will not have residents who are in need of acute care and have lost their right to liberty from a care point of view, etc. However, setting up an agreement with care homes using the parts of the plan that fit will still be of great assistance if they have a resident go missing.One of the most important parts of the protocol is the Missing Person Incident form. If this is filled out **and kept within each care home resident’s file**, it can be handed to police officers on their arrival when they attend the report of a high risk missing person.  This will buy back some considerable time and enable us to target our resources to particular areas quickly.**This form contains personal, medical and confidential information. On no account should this form be given to the police or be retained by the police unless a resident is reported missing.**Once an agreement has been reached the following actions need to take place:1. Details of the agreement should be signed and held at the care home.
2. An engagement plan should be agreed and managed locally with the NPT. This will probably only require one contact every 6 months, either by phone or personal visit, unless you deem the need for more contact. The PCSO will also record details about the home, number of residents, local bus routes, nearby CCTV, etc., on the Care Home Locality form.
3. Once implemented an objects marker is placed on the premises address on Storm (Control Room).

The principles of this protocol will be discussed and supported by representatives in the relevant local authority from the Care Quality Commission (CQC) and the Alzheimer’s Society as well as other health professionals. You will find a suggested format for the Herbert Protocol. Please remember, it is a **bespoke plan** and points can be removed or added to meet the needs of the premises. |