



Lindsey Lodge Hospice and Healthcare

MISSING PATIENTS

Liberty is the fundamental right of all patients, and there needs to be a balance which protects that right, but also ensures that staff and families are aware of the patients' whereabouts.

Missing from the Hospice – by day (IPU and Wellbeing Centre)

- a) If you suspect that a patient is missing inform the Nurse in Charge immediately.
- b) Arrange a comprehensive search of the hospice and grounds.
- c) Inform the patient's next of kin.
- d) Extend the search outside the hospice grounds if patient not found within the hospice grounds.
- e) Ring the local police station and be prepared to give a detailed description of the patient and what they are wearing. See appendix 1 The Herbert Protocol.
- f) Complete an incident form and document within the patient records on SystemOne.

Missing from the Hospice - by night (IPU only)

- a) If you suspect that a patient is missing inform the Nurse in Charge immediately.
- b) Contact the Senior Manager on call
- c) Senior Manager on call to agree with the staff on the Unit a search of the grounds and the use of the CCTV.
- d) Inform patient's next of kin.
- e) Ring the local police station and be prepared to give a detailed description of the patient and what they are wearing. See appendix 1 The Herbert Protocol.
- f) Complete an incident form and document with the patient records on SystemOne.

This incident must be escalated to the CQC via the portal if the incident was reported to, or investigated by, the police;

Vulnerable patients

Should a patient be identified as vulnerable in terms of they could wander i.e. confused, dementia, fluctuating delirium, the Herbert protocol should be proactively completed in accordance with consent from the next of kin in order that a photograph could be taken.

The Hospice has an ability to lockdown, as secure door access systems are in place should patients be identified as vulnerable and could wander, due care and attention should be given to maintain strict access controls particularly response to the external bedroom doors that alarm on opening.



Herbert Protocol
Leaflet 1.1.pdf



Herbert Protocol
Forms.pdf

REFERENCES:				
ISSUE DATE July 2001 Review 3 yearly				
TO BE REVIEWED	REVIEW COMPLETED	BY	APPROVED BY	CIRCULATION
2005	JAN 2005	AT/JG	SMG	Policy Books
JAN 2007	01/03/07	AT/JG	SMG	Policy Books
01/03/09	10/08/09	AT	SMG	Policy Books
10/08/11	17/01/12	AT/KA	SMG	Policy Books
17/02/14	26/02/15	AT/KA	SMG	Policy books
26/02/18	19/07/2018	KA	SMG	Policy Books
July 2020	02/11/2021	KA	Clinical Leads/QA	L: Policies, Guidelines & Protocols
Oct 2024				