## Failed Visits Procedure
### Adult Services Directorate

### Document Control

<table>
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<th>Author</th>
<th>Date</th>
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<th>Review Method</th>
<th>Reviewers</th>
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<td>Joanne Starkie, Community Engagement, Quality and Policy Manager Gillian Beadle-Phelps, Interim Manager for Delivery, Transformation &amp; Independence</td>
<td>15th December 2015</td>
<td>02.12.15</td>
<td>Annual review and response to Failed visits audit</td>
<td>Joanne Starkie &amp; Gillian Beadle-Phelps</td>
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<td>Annual review</td>
<td>Joanne Starkie &amp; Gillian Beadle-Phelps</td>
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### Authorisation

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1. **Purpose**

This document sets out the failed visits procedure and is for the use of Tower Hamlets Council Staff as well as external staff who are delivering services to vulnerable adults across the London Borough of Tower Hamlets (LBTH).

2. **Definition of a failed visit**

It is recognised that there are often simple explanations for failed visits such as service users forgetting appointments. However, we also recognise that a failed visit can be indicative of a serious incident or issue. A failed visit occurs when a member of staff presents to a person’s home at a time when they are unable to gain access to the person’s home. This may arise as part of a scheduled visit by staff or where there is evidence to support concerns about a vulnerable person’s safety within their home. This procedure does not relate to where the person has declined a scheduled service and is able to communicate this to the care worker at the time of the visit.

3. **Scope**

3.1 This procedure applies to all staff who make home visits to vulnerable adults known to adult social care as outlined below:

- Assessment and Intervention officers, Reablement officers, Personalisation & Review officers, Occupational Therapists, Community Mental Health officers, Community Learning Disability officer and Telecare officers
- External and internal homecare agency providers
- Other commissioned providers who visit vulnerable adults at home
- Service User Liaison Team
- Meals on Wheels officers
- Council Transport services

3.2 “Vulnerable adults” in this procedure refer to both adult social care users and carers in receipt of services.

3.3 Staff are reminded of the utmost importance of following up on a failed visit as per their duty of care to our service users. It should be carried out as part of active consultation with partner organisations and other agencies (e.g. Housing, Police)

3.4 Appendix V of this procedure sets out our approach to “non-attendance”, where a vulnerable adult does not attend a service or meeting as expected. Appendix V is applicable to both internal and externally commissioned adult social care services.

3.5 We recognise that there is a need to clarify the approach to failed visits and non-attendance for services purchased by service users using a direct
payment\textsuperscript{1}. Our approach to this issue will be developed over the next twelve months.

4. Practice Protocol

4.1 Responsibility of external and internal homecare, Service User Liaison Team, Reablement, other commissioned providers who visit vulnerable adults at home, Meals on Wheels and Transport officers:

4.1.1 If a failed visit has occurred the worker must carry out all the appropriate checks set out in the checklist in Appendix I. References to the checklist are highlighted using the “tick box” image visible here.

4.1.2 If the vulnerable person is located, the worker must establish that the person is safe from potential harm and that they are not at risk. This includes checking that there are no issues with any carers on whom the vulnerable person is dependent. Appropriate action must be taken if this is not the case.

4.1.3 If the checks do not result in establishing where the vulnerable person is then the worker must contact their supervisor within 15 minutes of being unable to gain access to the person’s home and must report the outcome of all of the checks made.

4.1.4 If the supervisor/manager receives a call regarding a failed visit then they must check their record and ICT system to ascertain any other reasons as to why the person may not be contactable (e.g. holiday, hospital) and then ensure that all the appropriate checks from Appendix I have been made.

4.1.5 A record of the follow up to the failed visit must be completed using the Failed Visit Record in Appendix II and faxed or emailed to the Assessment and Intervention Team. This should be followed up by a telephone call to ensure it has been received by the team.

4.1.6 Contact details for the Assessment and Intervention Team:
Tel: 0207 364 5005
Fax: 0207 364 3860
Email to adultsocialcare@towerhamlets.go.uk

4.2 Responsibility of the Assessment and Intervention Team

4.2.1 Upon notification of the failed visit the Assessment and Intervention Team will check and ascertain whether there is already an allocated worker. If there is an allocated worker, then they will be notified of the failed visit. They can be notified via a case note alert or an email but this should be followed up by a telephone call to the team to ensure it has been received and will be actioned.

4.2.2 If the case is open to the CMHT or OPCMHT then the Assessment and Intervention Team will send the allocated worker or the duty team a copy of

\textsuperscript{1} The local authority has no contractual arrangements with these services.
the Failed Visit Report via email or fax and will follow this up with a phone call to check that it has been acknowledged.

4.2.3 If the person has an allocated worker in another team then that worker is responsible for following up on a report of a failed visit.

4.2.4 If there is no allocated worker then the case will be allocated to an Assessment and Intervention Officer who will become the allocated worker.²

4.3 Responsibility of the Allocated Worker (in the Assessment and Intervention, Personalisation and Review, OT, CMHT, OPCMHT, CLDS, Sight and Hearing, or Telecare teams)

4.3.1 It is the responsibility of the allocated worker to consider the checks in Appendix I have already taken place, as well as undertake their own checks against the information held on their client database systems. If the checks have not resulted in establishing the whereabouts of the vulnerable person they should consult with their supervisor and a decision will be made as to whether the allocated worker will undertake a home visit.

4.3.2 If there has been a decision that a home visit should be undertaken, the worker needs to ensure they have a copy of the front page of Framework-I or Rio, as well as a copy of the Failed Visit Letter in Appendix III.

4.3.3 Before carrying out a home visit, the allocated worker will need to check the language or communication needs of the vulnerable person. Interpreters should be arranged if required.

4.3.4 Once at the property the visiting officer should follow a similar line of enquiry as the initial investigation of the failed visit. This should follow a logical progression in the activity to locate the person using steps in the checklist in Appendix I.

4.3.5 The checklist in Appendix I is not exhaustive and should act as a minimum requirement for the visiting officer. They should use their professional judgment for other lines of enquiry.

4.3.6 If the vulnerable person is located, the worker must establish that the person is safe from potential harm and that they are not at risk. This includes checking that there are no issues with any carers on whom the vulnerable person is dependent. Appropriate action must be taken if this is not the case.

4.3.7 The visiting officer will complete a risk assessment based on all of the information collected during this process, the person’s case history (disability and vulnerability) and information gathered from the file, in order to decide the next steps.

² Please note that an allocated worker does not have to be a social worker. It can be a First Response Officer, Personalisation & Review Officer, Social Worker, Occupational Therapist, Health Professional or other Allied Health Professional.
The questions below are a guide to assessing risk when considering the next steps:

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1.</td>
<td>What is the person’s health condition/diagnosis/vulnerability?</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Is there a history of failed visits?</td>
<td>Y/N</td>
</tr>
<tr>
<td>3.</td>
<td>If you answered Yes to Q2 then was the person in any danger when they did not respond previously?</td>
<td>Y/N</td>
</tr>
<tr>
<td>4.</td>
<td>Have all the individuals known to the person been contacted without result?</td>
<td>Y/N</td>
</tr>
<tr>
<td>5.</td>
<td>How long is it since the person was last seen &amp; under what circumstances?</td>
<td>Y/N</td>
</tr>
<tr>
<td>6.</td>
<td>Is there a history of falls/wandering/self-neglect?</td>
<td>Y/N</td>
</tr>
<tr>
<td>7.</td>
<td>Has there been a recent period of ill health/hospitalisation?</td>
<td>Y/N</td>
</tr>
<tr>
<td>8.</td>
<td>Is the person mobile outside of their home?</td>
<td>Y/N</td>
</tr>
<tr>
<td>9.</td>
<td>In your opinion could the person be at risk of immediate harm if not located? Why?</td>
<td>Y/N</td>
</tr>
</tbody>
</table>

4.3.8 The visiting officer will then consult with their supervisor and agree whether to involve the Police or leave a Failed Visit Letter (Appendix III).

4.3.9 If the Police are to be involved the visiting officer will call them and request that they undertake a welfare check.

4.3.10 The Police should be called on 020 7515 1212, the central number to contact the Police in London. The caller should ask to be connected to Tower Hamlets Police. They will be connected to the CAD Officer. Once through to the duty sergeant the visiting officer should explain the situation and request a “welfare check”.

4.3.11 The visiting officer will need to be able to provide all relevant information and documentation about the person. Ideally the visiting officer should remain outside the property until the Police arrive. However, this can be decided on a case-by-case basis between the visiting officer and their supervisor. The visiting officer must get an indication from the Police of the response time expected. Should the visiting officer not wait for the Police to arrive then they will be required to follow up with the Police regularly until a Police officer has arrived at the property. The Police will decide whether a forced entry is deemed appropriate.
4.3.12 If the Police force entry and the person is found, then the visiting officer will need to follow-up as appropriate. This may include arranging an ambulance, organising an urgent response, contacting family or NOK and ensuring the property is secure. This should be carried out jointly with the Police and action undertaken in consultation with their supervisor. The Police will ensure the property is secure following a forced entry.

4.3.13 If the Police decide not to force entry then the visiting officer will leave the Failed Visit Letter (Appendix III) informing the person of this visit and requesting they make immediate contact with the visiting officer.

4.3.14 It is the responsibility of the visiting officer to advise their supervisor of the outcome of the visit so that a plan of action can be made for the following day. This may include requesting that the visiting officer carry out another visit first thing the next day.

4.3.15 If there is still no contact achieved and/or whereabouts of the person remain unknown then it is the responsibility of the allocated worker (in consultation with their line manager) to continue to carry on investigations as appropriate. This may include going through the checklist again, contacting the Police and carrying out further home visits until the person is located.

4.3.16 For all failed visit a case note alert needs to be sent through to the Access to Resources Team to inform them of the interruption to the service. The Brokerage Officer will then ensure that adjustments are made in the payment of the services.

4.3.17 The allocated worker and supervisor are responsible for recording all their involvement and actions within Framework-I or Rio [See section 5].

4.4 Suspending services

4.4.1 The allocated worker will need to decide whether to suspend any further provider services whilst they try to locate the person. It may be that the provider carrying out further scheduled home visits is part of a strategy for locating the person. However, consideration needs to be given to suspending services if there is no likelihood of the person answering the door.

4.4.2 If the decision is taken for provider services to continue for a period of time and the person does not answer the door, the provider is not expected to report this as a further Failed Visit. Instead, the provider should report the outcome of their visit to the allocated worker and follow this up via email to adultcare@towerhamlets.gov.uk

4.4.3 If services are suspended then it is the responsibility of the allocated worker to inform Brokerage immediately of the need to restart the service once the person is located.
4.5 Checking the need for a reassessment

4.5.1 When carrying out the risk assessment set out above the allocated worker will check the history of failed visits. This can be done on Framework-I through using a case note search. The search type ‘Failed visit’ should be used.

4.5.2 If there have been three or more failed visits recorded for the person within a two month period then this is considered a trigger for the allocated worker to discuss with their senior practitioner the likely requirement for a full reassessment of the person’s needs.

4.5.3 It is considered that where a failed visit takes place this may indicate that the person’s needs have changed or are not being met appropriately. Therefore it is important to consider the need for reassessment each time and not just where the trigger is reached.

4.5.4 If a reassessment is required then the allocated worker must take steps to ensure it is carried out.

4.6 Failed visits outside of normal working hours

4.6.1 This section is for the Meals on Wheels, homecare agencies and Reablement Team who have scheduled visits that fall outside of normal working hours (Mon- Fri 9am – 5pm)

4.6.2 If a failed visit has occurred out of normal working hours the worker must carry out all the checks as appropriate in Appendix I.

4.6.3 If the vulnerable person is located, the worker must establish that the person is safe from potential harm and that they are not at risk. This includes checking that there are no issues with any carers on whom the vulnerable person is dependent. Appropriate action must be taken if this is not the case.

4.6.4 If the person has not been located it is the worker’s responsibility to notify their supervisor. The supervisor will then make their own checks as appropriate from Appendix I.

4.6.5 If the person has not been located then the supervisor must contact the Out-of-hours number (Tel 020 7364 4079) within 30 minutes of the failed visit.

4.7 Responsibility of the Out-of-hours Team

4.7.1 Using the information from the provider, the Out-of-hours customer advisor will complete an EDT referral form (Appendix IV) and will go through all of the checks that have already been made and make additional checks if necessary from the list in Appendix I.

4.7.2 If the person is not able to be located the customer advisor will request that a visiting officer make a visit to the property.
4.7.3 The visiting officer should make additional checks if necessary from the checklist in Appendix I.

4.7.4 The visiting officer should liaise with the customer advisor and provide an update on the events. The visiting officer will complete a risk assessment (set out in section 4.3) based on all of the information collected during this process, the person’s case history (disability and vulnerability) and information gathered from the file, in order to decide the next steps. Unless there is a clear need to contact Emergency Services, the visiting officer should contact the customer advisor who will seek advice from the Emergency Duty Team (EDT) social worker in reaching a judgment as to whether to involve the Police or leave a Failed Visit Letter (Appendix III).

4.7.5 The Police should be called on either 999 or 020 7515 1212 the central number to contact the Police in London. The caller should ask to be connected to Tower Hamlets Police. They will be connected to the duty sergeant. Once through to the duty sergeant the visiting officer should explain the situation and request a “welfare check”.

4.7.6 It is the responsibility of the customer advisor and visiting officer to ensure that an EDT referral form is completed (Appendix IV) and forwarded to the EDT social worker via email. This must been done before the completion of the shift.

4.7.7 The EDT social worker will ensure the EDT referral form is emailed to the Assessment and Intervention Team (adultcare@towerhamlets.gov.uk) to enable them to record and follow up the case the next working day if required.

5. Record Keeping

5.1 Responsibility of all staff

All workers involved in the Failed Visits procedure need to ensure there is high standard of record keeping as this ensures good practice around ascertaining the safety of the person as well as determining the level of risk. Record of any action must be recorded within 24 hours of the action taking place.

5.2 Responsibility of external homecare, Service User Liaison, Reablement, Meals on Wheels and Transport officers

The Failed Visit Record form in Appendix II should be used by external homecare, Meals on Wheels, the Service User Liaison Team, the Reablement Team and Transport Officers to record details of all failed visits and attempts to locate the person once notification has been received of a failed visit from a frontline worker.

5.3 Responsibility of the Assessment and Intervention team

5.3.1 Upon notification of the failed visit the Assessment and Intervention Team will:
• Enter a Failed Visit case note on Framework-I
• Notify the Access To Resources Team of the failed visit via a case note alert to ‘Brokerage Alert’
• Ensure the Failed Visit record received is saved onto TRIM as per the recording conventions:
  o Team initials
  o Title of document (incl. date) – e.g Failed Visit 28/09/2011
  o Sender and addressee name e.g. From Care Agency to A&I

5.3.2 As the first team to be notified, the Assessment and Intervention Team must record the failed visit in the case notes section of Framework-I. The case note title will be Failed Visit. (Please note that only failed visits that fall under the scope of this procedure should be recorded under a Failed Visit case note type. No other action should be recorded using this case note type. For example, a home visit to a service user where a carer did not turn up should not be recorded using the Failed Visit case note type).

They should use the headings below as a guide to recording their intervention.
✓ Date the Failed Visit report was received
✓ Who has made the report
✓ Current services the person receives
✓ Initial assessment of the information provided
✓ Risk assessment
✓ Discussion with supervisor
✓ Whether any checks have been made
✓ Next steps including who the notification has been passed to

5.4 Responsibility of the visiting officer

5.4.1 The details of the home visit carried out should be recorded by the visiting officer (or their supervisor if the visiting officer cannot return to the office) with suggested headings below to be used as a guide:

✓ Time of arrival
✓ Checks at the property carried out
✓ Discussion with supervisor
✓ Decision to contact Police
✓ Arrival time/contact details and Police intervention carried out.
✓ Next steps

5.5 Responsibility of the allocated worker

5.5.1 Any further details required as part of the follow-up should also be recorded including, (where appropriate):
✓ Contact with NOK/Family
✓ Contact with Police
Arrangements made with the person about the door being fixed.
✓ Contact with homecare or Meals on Wheels with an outcome
✓ Contact with ART about suspending services

5.5.2 Teams who use Rio will record the Failed Visit on that system and notify the Access to Resources team via email.

5.6 Responsibility of the Out-of-hours Team

Recording responsibilities for this team are set out in section (4.6).

6. Sign-off by a senior practitioner

6.1 All failed visit cases must be signed off by a senior practitioner. The senior practitioner should be made aware in any case of a failed visit but the process to be followed for sign-off is:
- Allocated worker sends a case note alert to the senior practitioner via Framework
- Allocated worker follows this up with an email alerting the senior practitioner to the case note
- The senior practitioner adds a case note to confirm that they agree with the actions carried out and that the failed visit work is now signed off and closed.

6.2 For officers using Rio the case will be signed off by the supervisor adding a progress note to Rio

7. Escalation Procedure

7.1 Should any officer involved in the above process have cause for concern that actions are not being taken to locate or safeguard the vulnerable adult then they must escalate this up to their team manager who in turn will escalate to their Service Manager if appropriate.

7.2 The Head of Service must be informed by officers at any level where there are concerns with the above procedure of a nature that could bring about the serious harm of a service user.

8. Monitoring the Procedure

8.1 The compliance of local authority and East London NHS Trust staff with the Failed Visits procedure will be monitored through auditing activity. The Adult Services Quality Assurance Framework sets out how audits of staff practice are carried out. These audits will include those on the Failed Visits Policy procedure\(^3\).

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\(^3\) The Adult Services Quality Assurance Framework is currently being refreshed and is due to be in place by April 2016.
8.2 The compliance of external homecare agencies with the Failed Visits procedure will be carried out by Adult Services commissioning teams. Failed visits are recorded in quarterly monitoring returns submitted by homecare agencies.

8.3 Any complaints or serious incidents that occur in relation to Failed Visits will trigger a review of this procedure.
Appendix I – Checklist for locating a person

Please note that this checklist is not exhaustive and should act as a minimum requirement for the visiting officer. They should use their professional judgment for other lines of enquiry.

<table>
<thead>
<tr>
<th></th>
<th>✓ Check that they have the correct address for the person.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>✓ Knock on the persons door and (if possible) windows.</td>
</tr>
<tr>
<td>3</td>
<td>✓ Check doors and windows for signs of occupancy or distress.</td>
</tr>
<tr>
<td>4</td>
<td>✓ Call through the letter box, checking for unnatural internal signs or smells.</td>
</tr>
<tr>
<td>5</td>
<td>✓ Attempt to contact the person via work issued mobile phone.</td>
</tr>
<tr>
<td>6</td>
<td>✓ Check with neighbours whether they have seen the person or have any information on the person’s whereabouts</td>
</tr>
<tr>
<td>7</td>
<td>✓ (If Transport), contact the day centre &amp; establish whether they have been notified of non-attendance</td>
</tr>
<tr>
<td>8</td>
<td>✓ Meals on wheels (if applicable) – Tel: 0207 364 5152</td>
</tr>
<tr>
<td>9</td>
<td>✓ Warden (if applicable)</td>
</tr>
<tr>
<td>10</td>
<td>✓ Neighbour or other local key holder (if applicable)</td>
</tr>
<tr>
<td>11</td>
<td>✓ Allocated adults social care worker (if applicable)</td>
</tr>
<tr>
<td>12</td>
<td>✓ Hospital admissions (LBTH 0207 377 7136/7 or Homerton 02085107072/02085107121)</td>
</tr>
<tr>
<td>13</td>
<td>✓ Day Centre (if applicable)</td>
</tr>
<tr>
<td>14</td>
<td>✓ G.P</td>
</tr>
<tr>
<td>15</td>
<td>✓ Telecare, (if applicable) – Tel: 0207 364 4827</td>
</tr>
<tr>
<td>16</td>
<td>✓ Other services the person is known to access as detailed on their support plan</td>
</tr>
<tr>
<td>17</td>
<td>✓ Next of Kin (if applicable)</td>
</tr>
<tr>
<td>18</td>
<td>✓ Any other person or agency who may know the whereabouts of service user (if applicable)</td>
</tr>
</tbody>
</table>
Appendix II: Failed Visits Form

London Borough of Tower Hamlets
Failed Visit Record

<table>
<thead>
<tr>
<th>Details of person completing form</th>
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</thead>
<tbody>
<tr>
<td>Name:</td>
</tr>
<tr>
<td>Job title:</td>
</tr>
<tr>
<td>Service carrying out visit:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Work contact details for member of staff carrying out the visit &amp;/or Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
</tr>
<tr>
<td>Job Title:</td>
</tr>
<tr>
<td>Email:</td>
</tr>
<tr>
<td>Telephone No. (Landline) (Mobile) (Fax)</td>
</tr>
<tr>
<td>Address:</td>
</tr>
<tr>
<td>Email:</td>
</tr>
<tr>
<td>Date of failed visit: Date:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service user details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
</tr>
<tr>
<td>SWIFT No:</td>
</tr>
<tr>
<td>Address:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact details of allocated worker (if there is one)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
</tr>
<tr>
<td>Address:</td>
</tr>
<tr>
<td>Telephone No. (Landline) (Mobile) (Fax)</td>
</tr>
<tr>
<td>Email:</td>
</tr>
<tr>
<td>Is this the first attempt to locate service user regarding this failed visit?</td>
</tr>
<tr>
<td>If no, give details of other attempts, including timing and outcome and any other useful information:</td>
</tr>
<tr>
<td>Signature: Date:</td>
</tr>
</tbody>
</table>
Dear

We have today received notification from [insert here] alerting us that you were not at home for your scheduled appointment. When we are notified of a failed visit we are required to undertake a number of enquiries to check on your welfare and this includes an unscheduled visit to your home.

Please contact us immediately on the number below with your whereabouts. If we do not receive contact from you this could lead to a forced entry being undertaken, with the support of the Police.

Please contact us as a matter of urgency on 0207 364 5005

Yours sincerely
## Appendix IV: Emergency Duty Team Referral

### LBTH EMERGENCY DUTY TEAM REFERRAL

<table>
<thead>
<tr>
<th>DATE:</th>
<th>TIME:</th>
</tr>
</thead>
<tbody>
<tr>
<td>REFFERER:</td>
<td>TELEPHONE:</td>
</tr>
<tr>
<td>TEAM:</td>
<td></td>
</tr>
<tr>
<td>PERSON REFERRED:</td>
<td>FWI:</td>
</tr>
<tr>
<td>D.O.B:</td>
<td></td>
</tr>
<tr>
<td>ADDRESS:</td>
<td></td>
</tr>
<tr>
<td>TELEPHONE:</td>
<td></td>
</tr>
<tr>
<td>SOCIAL WORKER: (if applicable)</td>
<td></td>
</tr>
<tr>
<td>ABSCONDEES ONLY: (has the police been notified)</td>
<td>CAD:</td>
</tr>
<tr>
<td>REASON FOR REFERRAL:</td>
<td></td>
</tr>
</tbody>
</table>

### PASSING INFORMATION ON

| SOCIAL WORKER: | |
| CARE ALARM OFFICER: | |
| TIME SENT: | TIME RESPONDED: | ETHNICITY: |
Appendix V: Non-Attendance

1.1 This Appendix sets out our approach to “non-attendance”, where a vulnerable adult does not attend a service or meeting as expected. This includes a person failing to arrive at a day centre as expected, or failing to arrive for an appointment with staff.

1.2 This Appendix is applicable to both internal and externally commissioned adult social care services.

1.3 In the event that a vulnerable adult does not attend a service, their key worker is expected to complete the following checks:

- Attempt to contact the person via phone
- Contact the person’s next of kin or carer via phone
- Any other person or agency who may know the whereabouts of service user (if applicable)
- Carry out a check of transport (for example, checking the status of public transport on www.tfl.gov.uk if the person could have been delayed this way)
- Any other reasonable checks to establish the whereabouts and safety of the vulnerable person

1.4 If these checks do not result in the vulnerable person being located, the key worker must inform their Supervisor. The Supervisor must then complete a risk assessment set out in (4.3.7) of this policy to decide the next steps. If there are still concerns following the risk assessment, next steps could include:

- The Supervisor or Key Worker carrying out a home visit, depending on if home visits are within the remit of the service. If the vulnerable person is not at home, staff should then follow the Failed Visits procedure.
- The Supervisor contacting the Assessment and Intervention team to request a home visit as a result of non-attendance. Upon receipt of this request, the Assessment and Intervention team will follow the process set out in the Failed Visits procedure.

1.5 If the vulnerable person is located at any stage in this process, the worker must establish that the person is safe from potential harm and that they are not at risk. Appropriate action must be taken if this is not the case.

1.6 It is the responsibility of the Supervisor to ensure accurate records of non-attendance are kept. These records should include details of the non-attendance, details of the risk assessment, details of subsequent action and the final action.

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4 Defined as the member of staff the vulnerable adult was due to meet with, or their designated staff contact within that service

5 We recognise that there may be a small number of cases where a vulnerable adult is not “known” to the Adult Services Directorate or Community Mental Health Team (i.e. not recorded on Framework-I or Rio). In these cases, the Assessment and Intervention team will agree the best way forward with the service provider. The risk assessment should be used to support any decision. This may include the Assessment and Intervention team carrying out a home visit due to safeguarding concerns, and following Safeguarding Adult procedures with this in mind