

Missing Person St Anne's Service Experience

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Parties Involved

- Actual Incident
- Immediate Response
- Intermediate Response
- Aftermath

Involved – Actual Incident

- Service User
 - 7 year old Boy (Respite Guest)
- Other Respite Guests
 - 2 Children
 - 1 Adult
- Staff
 - 2 Care Staff

Involved – Immediate Response

- Respite Staff Members
- Senior Cover
- Long Range Bleep Holder
- CEO

Involved – Intermediate Response

- Respite Staff Members
- Senior Cover
- Long Range Bleep Holder
- CEO
- Family
- SMT
- Service Staff – on & off duty
- Neighbours
- Gardai
- Local Radio
- GP Emergency Services – Shannondoc
- H&S Officer and Maintenance On-Call Personnel
- SSHJ&M
- BOM

Involved - Aftermath

- H&SA
- HSE
 - Local
 - Consumer affairs
- Service Solicitors
- State Claims Agency
 - CIS
- Insurers (General Employers & Public Liability)
- External Reviewers / Investigators
- HIQA
- Irish Nursing Homes Agency
- NFVB
- BOM
- Civil Defense

Issues to be addressed

- **Detailed Policy Guideline/s**
- **Risk Assessment**
 - Very different to Residential Service where Residents are well known. In Respite Services a large number of Guests can pass through and responding to emergencies introduces risks which may not have been predictable.
 - Centre Based V's Community / Social Model
 - Constant Risk Review – especially for Children
 - Window and Door Keys as example

RISK ASSESSMENT

- **Pre admission**
- **On admission**
 - Personal
 - Guest – Person themselves
 - Other Guests – Compatibility of Groupings
 - Environmental – Site Maps, Known Hazards in the vicinity,
- **Strategies to address risks**
 - Built into Support Plan
 - Family Involvement in and sign off on Risk management strategy

Solutions

- **Written Guidelines** (for all predictable risks – in this instance Missing Person)
- Clearly defined **Roles & Responsibilities**
- **Easily accessible** recent Photo and personal profile (for all Guests)
- **Written Individual Supervision Guidelines**

Measures to sustain Gains

- Policy Update and intent to circulate
 - (Night Lights in Search Pack)
- Photo / Profile Card
- Admission process and Risk Assessment/s
- H.R. Performance Issues
(Communications)
- Link with Civil Defence & proposed Training

Challenges

- Guest Safety (Duty of Care) V's
Procedural processes (H.R. Due process)
& Organisational Exposure
- Investigation
 - Panel Members (Expertise and availability)
 - Timing
- Guest / Support Staff Team matching
- Who to notify ? - Transparency

Learnings

- **Key Partnership / Relationship**
 - Family & Local Manager
- **Policy Review**
 - Need for transparency and accountability
- **Difference/s for Residential and Respite Teams**
(Numbers of Guests, R&R of support staff)
- **R&R of Senior Personnel**
 - Site Maps, Search Kits
- **Policy & Procedure in action**
 - Monitoring of Systems
- **Debriefing**
 - Timing of and access to
 - Missing / Found Person, Other Guest/s, Families & Siblings,
 - Staff - Co-ordinators, Senior Personnel (enormous impact)