

Lothian Care Homes and Care at Home Conference 22 September 2022

The Herbert Protocol Multi-agency Local and National Implementation

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Population Context

Scotland

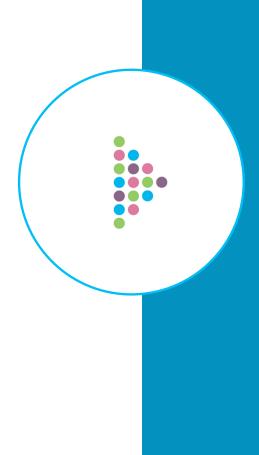
• Estimated 90,000 citizens including around 3,000 under 65 years

Edinburgh 2022

• Estimated 8,464 citizens (includes 296 people under 65 years)

Edinburgh expected increase

- In 10 years (2032): 10,535 (includes 305 people under 65 years)
- In 20 years (2042): 13,174 (includes 331 people under 65 years)

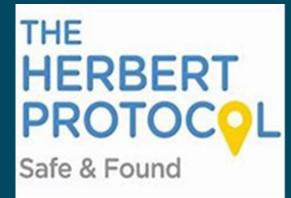


The Local Picture

- Around 3000 reported missing persons incidents in Edinburgh each year
- Generally around 120 incidents each year are for people with a dementia diagnosis/80 individuals (some are reported missing more than once)
- 60% male and 40% female
- Average age, 79
- 75% reported missing from their home address
- 7% from a care home,
- 18% from NHS hospital.
- High intensity resource is put into each incident due to level of risk
- 99% of people are located in less than 3 hours from the time they are reported to Police a completed Herbert Protocol will only help reduce this further.

All are high risk cases so a quick response is vital.

The Herbert Protocol



- Nationally recognised scheme supported and endorsed by Police Scotland.
- Named after George Herbert, a war veteran of the Normandy landings, who lived with dementia. George Herbert died whilst missing, trying to find his childhood home.
- Initiative was first developed by Norfolk Police in 2011.
- It has been implemented by many areas in UK since.

The Herbert Protocol is an information gathering form

- **Records vital information** where the person grew up, favourite places, former or current hobbies, GP contact details, medication, daily routine, a photograph with consent to share on social media (if needed).
- Completed and retained by carers and families.
- Handed to police in event of someone going missing.
- Helps police quickly access important information and avoids unnecessary delays in gathering information at a time of crisis.











Herbert Protocol – Missing Person Form

The Herbert Protocol is an information gathering tool to assist the police to find a person, living with dementia who has been reported missing, as quickly as possible.

There may be important pieces of information event that a relative or person you are caring for has gone missing. Try and have several copies of recent, close up photographs of the person, this will help the Police when they are searching for them.

The checklists below are indicative - do not worry if you don't have, or cannot get, all of the family member / care giver / friend or information it asks for, some of it won't apply to neighbour. everyone.

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It is a good idea to fill in this form after a diagnosis so you are prepared.

Please fill in these sections and keep the form in a safe place where it can be easily located if the person it refers to goes missing. You may that you are able to provide to the Police in the want to make several copies which can be kept safe by neighbours or relatives. If you are concerned about the whereabouts of your friend / relative, then you must contact the police on 999. Please tell the call handler you have a Herbert Protocol Form.

This form is designed to be completed by a

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Dent 4 //-

Full name (of person at risk)	John Smith			Affix a recent photo here. It may also be helpful if you have an
Preferred name	John			electronic photo which can be
Date of birth	01/01/1936	Age	85	emailed to the police or added to
Race / ethnicity	Scottish White			the last page of this form. We can then send a copy to the officers
ls English their first language?	Yes 🖾	No [mobile device.
lf no, confirm language spoken				
Current address	1 Tulliallan Drive, Edinburgh			
Postcode	EH22 1QS			
Living at current address since:	2015			

General Description									
Height, weight, build		5 ft 11, 10.5 stone, medium build							
Hair colour		white / grey							
Wig / hair piece?		Yes 🔲	No 🗵	1					
Wears glasses?		Yes 🔟	No 🔲]	for reading only				
Facial hair?		Yes 🔲	No 🗵	1					
Any other identifying features (e.g. tattoos, scars, etc.)		Small scare on his left pinkie							
Access to Mobile Phone	and	Money							
Does the person have access to a mobile phone?		Yes 🛛		N	0				
If yes, what is the mobile number		07712345	0771234567						
Does the person know how to use their mobile phone?		Yes 🛛		N	0				
Is there any GPS or "find my" facility set up on the phone?		Yes 🔲		N	0	\boxtimes			
If yes please provide details of person(s) who have access to GPS		No GPS i	n place						
Has the person got access to money?		Yes 🔲	No 🖾	D	on't	t know		lf so, how much?	
Previous addresses	Previous addresses 1.		1 Tulliallan Avenue, Edinburgh (2000 - 2015)						
	2.	6 Wester Way, South Queensferry (1936 - 1999)							
	3.								
Previous employment details and addresses	1.	Fishing industry, South Queensferry Harbour							
	2.								
	3.								
Places of interest or significance	1.	Sea and harbours							
(old school, favourite	2.	Local harbours							
walk, church they attend, cemetery etc.)		Alzheimers cafe							

Name	Address		Association		Phone number		
				Association	Prione number		
Elizabeth Smi	th	1 Tulliamllan Driv Edinburgh	e, Wife		07712345678		
Paul Smith	Paul Smith 1 Castle Park, Edinburgh			Son	07123456799		
If the person has been missing before where have they been found?							
		Granton harbour,	r, Silverknowes waterfront, Leith Harbour				
Weekly Habit							
What regular location / add			eone v	isits? Weekly shop?	Day café? Please include		
	Morning		Afterr	noon	Evening		
Monday		Morning walk to the local park. 20 minutes			Carers visitis around 1800 hrs to assist for 1 hour		
Tuesday							
	Morning walk to the local park. 20 minutes						
Wednesday					Carers visitis around 1800 hrs to assist for 1 hour		
Wednesday Thursday			Atteno café	is local alzheimers	1800 hrs to assist for 1		
Thursday				is local alzheimers	1800 hrs to assist for 1		
Thursday	park. 20 At 07:00 local con Braid roa			ds local alzheimers	1800 hrs to assist for 1 hour Carers visitis around 1800 hrs to assist for 1		
Thursday Friday	At 07:00 local con Braid roa morning AttAt 07: the local on Braid	minutes hrs Attends the vient store on id to collect	café Son vi aftern	isits for the oon while wife goes oes the weekly	1800 hrs to assist for 1 hour Carers visitis around 1800 hrs to assist for 1		

Hoddles	Likes to visit harbours
(e.g. fishing, parks visited, etc.)	

What Matters to Me

Who matters to me? Who can you talk to me about to comfort me?	Wife and son
What reduces my distress?	Visting the sea
What is the best way to speak to me? (softly or loudly etc.)	Cal manner
Any other information which may be useful	No

Medical Information / Medical History / Dementia Diagnosis

Medical conditions, current medication, medical needs and times of medication can be added here if you feel this would be relevant if the person is missing. Please be aware of Data Protection requirements and confidentiality of medical data.

Medical conditions / medication	Alzheimers and high blood pressure
When was the diagnosis of dementia made?	October 2019
Communication difficulties	No
Physical impairments	No
GP details	Dr Smith - Tulliallan Surgery

Details of the Person Completing this Form			
Name	Elizabeth Smith		
Relationship to person	Wife		
Contact number	0777123456		
Date	06/08/2021		

Part 2 (to be completed when the person has been reported as missing)			
Description of what the person was last seen wearing, include colour, designer labels / brands.			
Shirt / sweater	Plain light blue jumper over a white shirt with collar.		
Trousers / skirt	Dark blue trousers		
Outerwear (e.g. coat, jacket)	No jacket		
Headwear	No headwear		
Gloves	No gloves		
Scarf	No scarf		
Footwear	Footwear Black dress shoes		

Why use it?

- People living with dementia often have loss of short term memory but can recall memories from decades earlier. Sometimes those who are reported missing are attempting to make their way to a place of previous significance to them.
- Enhances Police ability to respond to a reported incident quickly.
- Supportive as re-assurance for carers and vital information recorded on form for use, if required.
- Can be completed at point of diagnosis as part of postdiagnostic support and advanced planning.
- Multi Agency Response

Reported missing – what next?

- 101 call (or 999 if urgent) from a carer, NOK or NHS worker to report – encourage to call sooner rather than later
- Immediate response and allocate Police officers to attend/take details, search and investigate
- On arrival at the scene: conduct initial search and direct others to search the locality based on initial information from call, then,
- Take more detailed information from the carer and continue further search and enquiries.
- If Herbert Protocol already in place enhances ability to respond quickly

After

- Letter from Missing Person's Unit to carer to encourage use of Herbert Protocol if already not in place
- Police Report to Social Care Direct forwarded to Health and Social Care Locality Hubs for follow up (Vulnerable Persons Database form)

How is information stored?

- Completed Herbert Protocol form is owned and held by family/relatives to share as and when needed – can be electronically stored or kept in place that is easy to retrieve in the home.
- Care homes can choose to add to care plans, with carer consent.
- Not held on database centrally (to ensure information is kept up to date and comply with data protection).
- Option for completed forms to be stored in jar in person's fridge with Herbert Protocol label attached. Useful for people who have no next of kin or family/friends able to assist with form storage. When this becomes available information will be found on the Police Scotland website.

Edinburgh Implementation 2019

National Implementation 2021

Our vision: By 2024, the Herbert Protocol becomes widely known in Scotland as a support tool for people living with dementia and at risk of going missing.

Coordinated multiagency approach across Edinburgh then Scotland

One form for use Scotland wide

Promote joint working at a local level to:

- Raise awareness of Herbert Protocol to become part of everyday support offered to people living with dementia and their circles of support.

- Build into business as usual.











Purple Alert App



What is it?

Looking out for you

- A mobile app for people with dementia that allows the community to help if someone with dementia is missing.
- Developed by Alzheimer Scotland and is free.
- Is useful to use in conjunction with Herbert Protocol form.

How does it work?

Allows main carer to share information regarding the missing person at the point
of crisis and allows for eyes and ears on the ground immediately helping with the
search.

For more information go to https://www.alzscot.org/purplealert

What can you do to help?

- Help spread the word to family and friends
- Raise awareness to people living with dementia and their families
- Build into your local everyday working practices and processes, for example: care plans, checklists, staff induction, training. The form is also a useful tool for gathering information for life story and reminiscence work

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Looking out for you

HERBER

Safe & Found

- Give a presentation to colleagues and share video links
- Download the Purple Alert app to help with the community response
- Share Herbert Protocol information on local web pages, social media such as Twitter, Facebook

FURTHER INFORMATION

Herbert Protocol Form

The Herbert Protocol - missing persons with Dementia - Police Scotland

https://www.scotland.police.uk/what-s-happening/missing-persons/the-herbert-protocol/

Video

<u>Herbert Protocol video</u> – 2 minute video on The Herbert Protocol <u>https://www.youtube.com/watch?v=KwZaULcrXIU</u>

<u>https://www.youtube.com/watch?v=v5RvYp4L7ks</u> - Video from Morag Francis on her decision to implement the Herbert Protocol for her mother

Herbert Protocol communications toolkit - With content for web page and social media use

https://ihub.scot/improvement-programmes/focus-on-dementia/herbert-protocol-nationallaunch/

https://hscscotland.scot/media/news/the-herbert-protocol-safe-and-found.html

Purple Alert app

<u>Alzheimer Scotland Purple Alert</u> <u>https://www.alzscot.org/purplealert</u>



Contact Details	
Police Scotland	PC Yocksan Bell Missing Persons Operational Coordinator, Edinburgh Division Police Scotland - West End Police Station Tel: 0131 221 2086 Email: yocksan.bell@scotland.pnn.police.uk
Edinburgh Health and Social Care Partnership	Karen Thom Strategic Planning and Commissioning Officer Waverley Court - Level 1:8 Tel: 0131 553 8310 Email: <u>Karen.thom@Edinburgh.gov.uk</u>
Scottish Care	Rene Rigby Independent Sector Integration Lead Email: <u>rene.rigby@scottishcare.org</u>
O	FFICIAL

QUESTIONS







Edinburgh **Health and Social Care** Partnership

