



**Lothian Care Homes and Care at Home Conference
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The Herbert Protocol Multi-agency Local and National Implementation

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**Edinburgh Health and
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OFFICIAL

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 that you are able to provide to the Police in the 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 information it asks for, some of it won't apply to everyone.

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 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 family member / care giver / friend or neighbour.



Part 1 (to be completed when it has been identified the individual is at risk of going missing, if the person is able they should assist in filling out the form)

Full name (of person at risk)	John Smith			Affix a recent photo here. It may also be helpful if you have an electronic photo which can be emailed to the police or added to the last page of this form. We can then send a copy to the officers mobile device.
Preferred name	John			
Date of birth	01/01/1936	Age	85	
Race / ethnicity	Scottish White			
Is English their first language?	Yes <input checked="" type="checkbox"/>	No	<input type="checkbox"/>	
If 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 <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
Wears glasses?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	for reading only
Facial hair?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
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 <input checked="" type="checkbox"/>	No	<input type="checkbox"/>
If yes, what is the mobile number	0771234567		
Does the person know how to use their mobile phone?	Yes <input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Is there any GPS or "find my" facility set up on the phone?	Yes <input type="checkbox"/>	No	<input checked="" type="checkbox"/>
If yes please provide details of person(s) who have access to GPS	No GPS in place		
Has the person got access to money?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Don't know <input type="checkbox"/>
			If so, how much? <input type="text"/>

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 (old school, favourite walk, church they attend, cemetery etc.)	1.	Sea and harbours
	2.	Local harbours
	3.	Alzheimer's cafe

Family / Friends / Contacts			
Name	Address	Association	Phone number
Elizabeth Smith	1 Tulliamlan Drive, Edinburgh	Wife	07712345678
Paul Smith	1 Castle Park, Edinburgh	Son	07123456799

If the person has been missing before where have they been found?	Yes
	Granton harbour, Silverknowes waterfront, Leith Harbour

Weekly Habits and Routines

What regular routine do they follow? Someone visits? Weekly shop? Day café? Please include location / address where possible.

	Morning	Afternoon	Evening
Monday	Morning walk to the local park. 20 minutes		Carers visit around 1800 hrs to assist for 1 hour
Tuesday			
Wednesday	Morning walk to the local park. 20 minutes		Carers visit around 1800 hrs to assist for 1 hour
Thursday		Attends local alzheimers café	
Friday			Carers visit around 1800 hrs to assist for 1 hour
Saturday	At 07:00 hrs Attends the local convient store on Braid road to collect morning roll and paper		
Sunday	AttAt 07:00 hrs Attends the local convient store on Braid road to collect morning roll and paper	Son visits for the afternoon while wife goes and does the weekly shopping.	

Hobbies (e.g. fishing, parks visited, etc.)	Likes to visit harbours and watch the boats come and go.

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	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 post-diagnostic 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 multi-
agency 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



Looking out for you

What is it?

- 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
- 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/)

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

Video

[Herbert Protocol video](https://www.youtube.com/watch?v=KwZaULcrXIU) – 2 minute video on The Herbert Protocol

<https://www.youtube.com/watch?v=KwZaULcrXIU>

<https://www.youtube.com/watch?v=v5RvYp4L7ks> - 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-national-launch/>

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

Purple Alert app

[Alzheimer Scotland Purple Alert](https://www.alzscot.org/purplealert)

<https://www.alzscot.org/purplealert>



Contact Details

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QUESTIONS



Edinburgh **Health and Social Care** Partnership

