

Caring for someone with Dementia?

Worried that they may go missing?



Glasgow City Health and Social Care Partnership (GCHSCP) is fully committed to delivering the best possible outcomes for people with dementia, their families and carers and as such have introduced the Herbert Protocol in the city in partnership with Police Scotland, Alzheimer Scotland, and a range of other partners.

Glasgow's Dementia Strategy outlines a range of commitments to improve health and social services, recognising that a diagnosis of dementia should be the gateway to information, support and treatment.

The Herbert Protocol is for people living with dementia, their families and carers in Glasgow and it is designed to provide the Police with everything they need to know to find the person who may have gone missing.

The Herbert Protocol is here to give you some reassurance and help keep your loved ones safe.

The Herbert Protocol demonstrates GCHSCP's commitment to keeping people safe and reflects our aspirations of safe Dementia Friendly Communities in the city. Our staff will be instrumental in raising awareness of this protocol with people with dementia and their families.

The Herbert Protocol form is contained within this booklet (or can be accessed on the Police Scotland website) and can be completed for any vulnerable person where there is concern that they could potentially go missing in the future. The form records vital information such as where the person grew up, favourite places, former or current hobbies, GP contact details and also a picture of the person, with consent to share this on social media should it be required.

It is well known that people living with dementia can experience loss of short term memory but can easily recall memories from decades earlier. Sometimes we find that those who are reported missing are attempting to make their way to a place of previous significance to them.

The Herbert Protocol is named after Normandy veteran George Herbert who lived with dementia. He sadly died in 2011 after he went missing in England looking for his childhood home. The protocol was originally devised by Norfolk Police to compile information about a person which could be used if a vulnerable person goes missing, and has now been adopted across Scotland.

It can be distressing for family members to give important details when their loved one has disappeared so by completing the Herbert Protocol form before any incident occurs, it will allow the police to respond more quickly and to help identify where best to deploy staff and issue appeals on social media and traditional media for any sightings.

It is estimated that 4% of missing person episodes relate to people living with dementia, by the nature of the vulnerabilities and high risks invariably involved, but the protocol provides a safety net.

We hope this booklet and information on the Herbert Protocol provides you with reassurance should the person you care for goes missing.

What is the Herbert Protocol?

It is a simple risk reduction tool to be used in the event of an adult with care and support needs going missing. It consists of a form (available as part of this leaflet) that contains vital information about a person at risk that can be passed to the police at the point the person is reported missing. A recent photograph of the person should also be kept with the form. It is not intended to replace existing safeguarding and security measures.

Who decides who is at risk?

The judgement should be based on your professional opinion or knowledge of your family member.

Who completes the form and when?

The intention is that the person at risk and/or their family can complete the form now and keep it safe. The form should be regularly reviewed and updated, so that all the information is as relevant as possible.

When should the form be given to the police?

The police only need the form at the point the person is reported missing. There is no need to hand it to police before then and the form will be returned once the person is found.

Where should the form be stored?

It should be stored at the home of the person who is a risk, or with family somewhere but where it can be found easily and handed to the police officer who attends to take the missing person's report.

Printed or electronic form?

This booklet has a paper copy that can be completed or you can download an electronic Herbert Protocol Form from Police Scotland website.

What should I do if I am concerned that my friend or relative is missing?

If you believe the person is missing and at risk of harm, please call 999 at the earliest opportunity. Tell the operator you have a Herbert Protocol form.

What happens if a person appears to be missing?

If you think someone is missing then search their home address, ground and any outbuildings. If you can't find them and believe they are missing, then contact the police at the earliest opportunity.

If you believe that the person missing is at a high risk of harm, please call 999. Tell the police operator that you have the Herbert Protocol person profile.

Herbert Protocol

Information Regarding the Herbert Protocol Form

The Herbert Protocol form should be completed by the individual(s) who know(s) the person named on the form best, who has the consent of the person concerned or power of attorney to do so.

The Herbert Protocol has been designed to allow you to complete the form in your own time or with the support of care professionals and should be updated as necessary on a regular basis, so that the information is as current as possible. A recent photo should also be kept with the form.

Why should I consider providing this information?

The information provided by you will assist Police enquiries in the event that the person concerned goes missing, so that they can be traced safe and well, as quickly as possible.

It is not a medical document, but will provide relevant information about the person at the time that the document is completed. We understand how stressful it can be answering questions from the Police when a relative or someone you care for has been reported missing so it covers the questions an officer would be required to ask if a vulnerable person was reported missing.

Often people at risk of going missing are found heading towards places which have a particular significance to them and it is important that any such places are highlighted on the form.

Don't worry if you can't complete the whole form; the more information you can provide, the better.

What will happen with this information?

You should be aware that information from this form will be recorded and assessed by officers on police systems in relation to enquiries carried out to trace the person concerned. The form will only be used for this enquiry and can be handed back to you thereafter or destroyed, whichever you prefer. Any photographs will be returned.

However, it is also important to highlight that sometimes, we must by law, share information with statutory agencies and we will share information in relation to this incident with those agencies who have support, welfare or health responsibilities such as:

- Local Authority Health and Social Care, which includes Social Work Services;
- NHS Scotland; and
- Scottish Fire and Rescue Service (SFRS).

Officers will seek your views on this after we have traced the person who you have reported missing.

How does this comply with data protection law?

The information you provide will be processed on the basis of our public task and of substantial public interest in safeguarding, in accordance with the General Data Protection and the Data Protection Act 2018. More information on how we handle personal data for these purposes is given in our Risk and Concern Privacy Notice, available on our website.

Herbert Protocol

The Herbert Protocol is an information gathering tool to assist the Police to find a vulnerable person who has gone missing, as quickly as possible. If you are concerned about **"A PERSON AT RISK OF GOING MISSING"** (including individuals living with Dementia, Alzheimer's, learning difficulties or other cognitive disorders or illnesses) and believe they are missing, this is an emergency and you must dial '999'.

This form is designed to be completed by a family member / friend / neighbour / carer, with copies of the form being held by all relevant people. It is a good idea to fill this form in after diagnosis so you are prepared. Keep it as up-to-date as possible. If you have answered 'Yes' to any of the questions, please give details.

DATE OF COMPLETION:

Photographs

Ideally provide a facial close up and a full length picture. Please cross this box if you consent to having this picture / these pictures put on social media in the event of the person going missing.

Picture 1

Picture 2

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Personal Details

Full Name

Known as / Preferred Name

Current Address

Current Telephone Number

Date of Birth and Age

Race / Ethnicity

Is English their first language?
(if no, confirm language spoken)

Yes No

General Description

Height and Weight, Build

Hair Colour

Wig / Hair Piece?

Yes No

Wears Glasses?

Yes No

Facial Hair?

Yes No

Any Other Identifying Features
(e.g. tattoos, scars, etc.)

Medical Information

Has a dementia diagnosis or
has memory problems?

Yes No

Any known risks? (e.g.
aggression, suicidal, depressed,

Yes No

Any mental health issues?
(e.g. anxiety, depression)

Yes No

Learning difficulties? (if yes
please specify severity)

Yes No

Other health issues?
(e.g. diabetes, etc.)

Yes No

Takes medication? (if yes
please specify)

Yes No

Are they at any risks
without it?

Yes No

Is there a visual, hearing, communication or speech impairment? (if yes, please specify)

Yes No

Any mobility issues? (e.g. uses a stick, falls, breathlessness)

Yes No

GP Contact Details

Personal Circumstances

Lives alone?

Yes No

Lives with others?
(if yes, please state who)

Yes No

Name of Next of Kin / Carer

Previous Addresses
(indicate if childhood address)

1.

2.

3.

Name and Place of Schools Attended

Most Significant Job

Uses a mobile phone?

Yes No

Phone

Mobile Phone Number

Network Provider

Any phobias that may affect them?

How might they react if worried / frightened?

Anything that might relax or calm them if they are distressed?

Access to money?

Yes No

Carrying cash?

Yes No

Bank Card?

Yes No

Which bank and branch are visited?

Places of Work (please include addresses)

1.

2.

3.

Favourite Places

1.

2.

3.

Hobbies (e.g. fishing, parks visited, etc)

1.

2.

3.

Regular Patterns / Places Visited (e.g. appointments, chemists, shops, pub, church, clubs, etc)

Regular or Favourite Holiday Spots

Travel Patterns Past and Present

Buses?

Yes No

What routes and bus numbers?

Have they got a bus pass?

Yes No

Trains?

Yes No

What stations and routes?

Access to a vehicle?

Yes No

Car / Motor Bike / Mobility Scooter?

**Vehicle Registration
and Description**

**GPS Tracker Number
if relevant**

GPS Responders (Contact details
for individuals with live GPS
Tracker capability)

Contact Details of Family / Friend / Carer / Support Worker

Name

Relationship
(e.g. wife, son, carer, etc.)

Contact Telephone No.

**Include when and where last seen, a description of clothing or any other
information you feel may be relevant to assist the Police.**



