

Agenda Item 6

Herbert Protocol and Implementation in Falkirk HSCP



Falkirk IJB Clinical and Care Governance Committee

26 November 2021

Herbert Protocol and Implementation in Falkirk HSCP

For Consideration and Comment

1. Executive Summary

- 1.1 This report highlights the local work in progress within Falkirk Health and Social Care Partnership (HSCP) to support the national launch of The Herbert Protocol.
- 1.2 Since 2017 the Herbert Protocol has been used to help police and other agencies quickly and safely locate missing people who have dementia. The scheme is being rolled out nationwide from 21 September 2021.
- 1.3 Families of a person with dementia are asked to complete the Herbert Protocol form, attached at Appendix 1. This form provides information such as places of importance to the person, often visited places, health issues and places they have been found in the past if reported missing. Ownership and responsibility for updating the form remains with the family. This means the process for recording information is standardised and accessible. A public information leaflet is attached at Appendix 2.
- 1.4 Following its introduction in Scotland, the Hebert Protocol has been used many times to trace missing people with dementia and return them home. It is another example of how emergency and care services are working together to keep people with dementia safe.

2. Recommendations

The Clinical and Care Governance Committee is asked to consider and comment on:

- 2.1 the contents of the report
- 2.2 the progress to date.

3. Background

- 3.1 The Herbert Protocol is a well-established initiative already used elsewhere in Scotland and the wider UK. It originated in Norfolk and takes its name after Normandy landings veteran George Herbert, who lived with dementia and died in 2011 after he went missing while looking for his childhood home.

- 3.2 The Protocol works well alongside the Purple Alert initiative. The Purple Alert is a free community minded app on smart devices and its purpose is to alert the public that someone with dementia is missing in their local community, or wider geographical area.
- 3.3 The Herbert Protocol is supported and endorsed by Police Scotland, Alzheimer Scotland, Scottish Government and Health & Social Care Scotland. It was officially launched across Forth Valley in January 2021, and Police Scotland have a dedicated officer who works within the missing person's area and has knowledge of this protocol.

4. Implementation of the Herbert Protocol

- 4.1 Within Falkirk HSCP a number of actions are being taken to implement the Herbert Protocol and the Purple Alert App. These actions are set out below for information.
- 4.2 The Partnership participated in the national launch of the Protocol and promotion of the App, [sharing the news release on the HSCP website](#), social media, and newsletter. Continued promotion of the Protocol will support awareness raising and information sharing on these important initiatives.
- 4.3 The Herbert Protocol can be used within any home or care home setting for anyone who is experiencing memory loss. At home, it can be kept in a safe place, and in a residential care home setting, this can be kept alongside the individual's care plan.
- 4.4 Work is ongoing to support and ensure assessors and professionals have all the information, knowledge and awareness to use the Herbert Protocol as part of their professional "tool kit". For example, ensure that this Protocol is discussed during the assessment process, as well as when supporting anticipatory care planning with service users and carers. The protocol can be completed by professional with family, or alternatively, can be completed in an individual's own time and kept in a safe place.
- 4.5 Scottish Care are supporting care home and care at home resources to identify appropriate adults where the Herbert Protocol could be considered as a positive preventative measure
- 4.6 Our third sector, voluntary and carer supports have information on the Herbert Protocol and are supporting and recommending this when in contact with service users and carers.
- 4.7 The Protocol is incorporated into current Adult Support and Protection training and briefings.
- 4.8 Social media content will continue to raise awareness throughout Falkirk, aiming to increase the number of protocols in place. This will utilise the toolkit produced to mark the national launch.

- 4.9 This work also links closely with the promotion of Power of Attorney (PoA). The Partnership recently participated in PoA day, taking part in national media and social activity (<https://falkirkhscp.org/power-of-attorney-2021/>). National toolkit content will continue to be shared via social media and Partnership newsletters.

5. Conclusions

- 5.1 Committee members are asked to note the above actions being taken to implement the Herbert Protocol within Falkirk. These actions will be taken in line with, and to complement the national launch of the Herbert Protocol by Police Scotland and Healthcare Improvement Scotland.

Resource Implications

There are no resource implications arising from this report.

Impact on IJB Outcomes and Priorities

The Herbert Protocol is supportive of local and national priorities around early intervention, supporting adults to be safe at home, risk reduction and management, as well as utilising technological advances in the promotion of the Purple Alert App.

Nationally, the Herbert Protocol also complements the National Dementia Strategy, as well as having an outcomes focused approach, supporting adults to live as safely as they can at home for as long as possible.

Directions

This is not required for the report.

Legal & Risk Implications

This work supports people to be safe at home and manage risks associated with their needs.

Consultation

This is not required for the report.

Equalities Assessment

This is not required for the report.

6. Report Author

- 6.1 Claire Chapman, Locality Manager, Central

7. Appendices

Appendix 1: The Herbert Protocol Form

Appendix 2: Police Scotland – Herbert Protocol Public Information



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 person with dementia was reported missing.

Often people with dementia who go 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.

OFFICIAL SENSITIVE: POLICE ONLY

Herbert Protocol

The Herbert Protocol is an information gathering tool to assist the Police to find a person living with dementia who has gone missing, as quickly as possible. **If you are concerned about a person living with dementia 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.

Photographs

Ideally provide 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 <input type="checkbox"/>	No <input type="checkbox"/>	
Wears Glasses?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Facial Hair?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Any Other Identifying Features (e.g. tattoos, scars, etc.)			

Medical Information			
Has a dementia diagnosis or has memory problems?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Any known risks? (e.g. aggression, suicidal, depressed, alcohol)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Any mental health issues? (e.g. anxiety, depression)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Other health issues? (e.g. diabetes, etc.)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Takes medication? (if yes, please specify)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Are they at any risks without it?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Is there a visual, hearing, communication or speech impairment? (if yes, please specify)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	

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Any mobility issues? (e.g. uses a stick, falls, breathlessness)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
GP Contact Details			

Personal Circumstances

Lives alone?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Lives with others? (if yes, please state who)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Name of Next of Kin / Carer			
Previous Addresses (indicate if childhood address)	1.		
	2.		
	3.		
Name and Place of Schools Attended			
Most Significant Job			
Phone	Uses a mobile phone?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	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 <input type="checkbox"/>	No <input type="checkbox"/>	
Carrying cash?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	

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Bank Card?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
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 <input type="checkbox"/>	No <input type="checkbox"/>	
What routes and bus numbers?			
Have they got a bus pass?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Trains?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
What stations and routes?			

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Access to a vehicle?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Car / Motor Bike / Mobility Scooter?			
Vehicle Registration and Description			

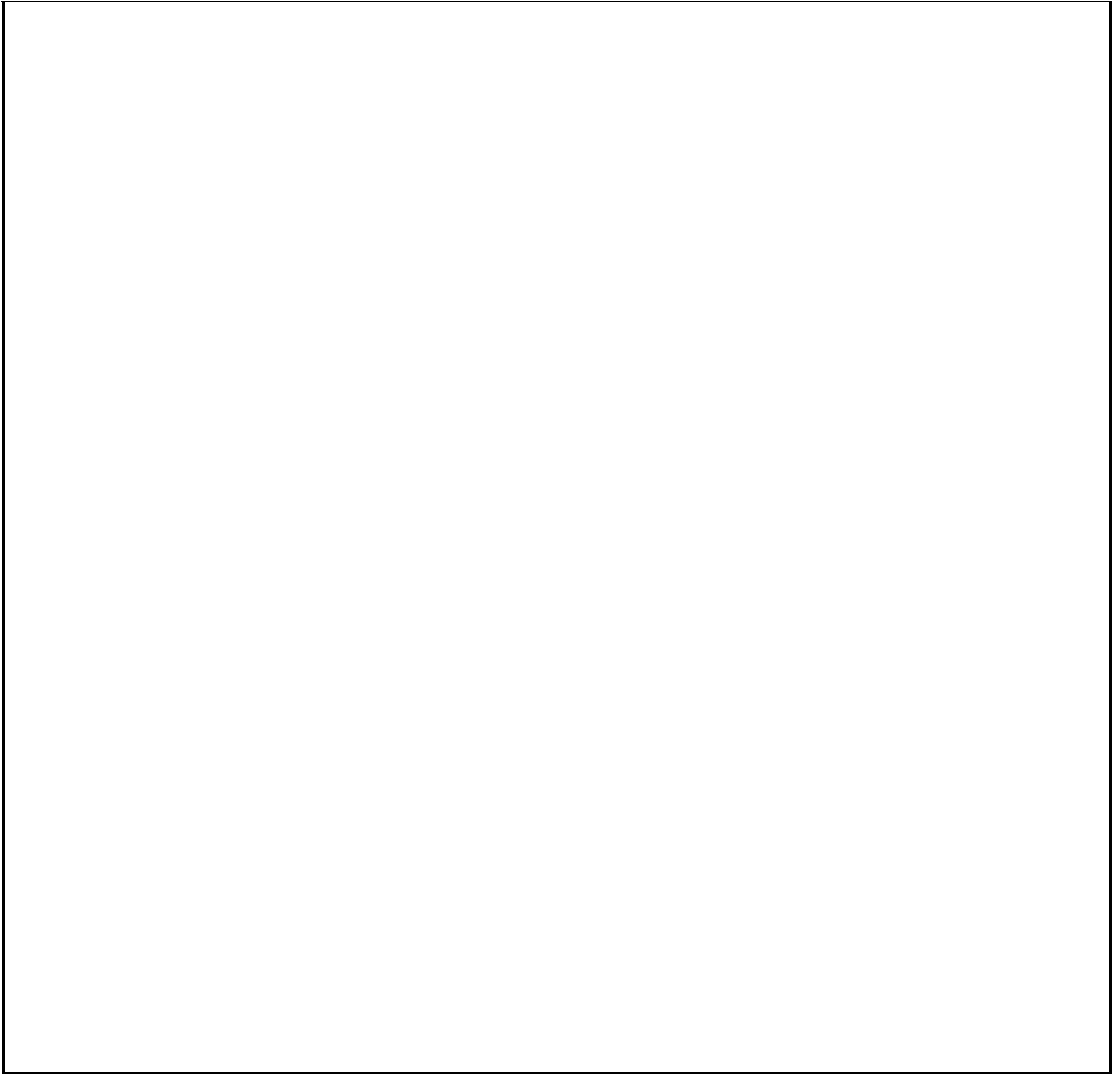
Contact Details of Family / Friend / Carer / Support Worker

Name	Relationship (e.g. wife, son, carer, etc.)	Contact Telephone No.

Additional Useful Information

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

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Caring for someone with Dementia?

Worried that they
may go missing?



POLICE
SCOTLAND
Keeping people safe
POILEAS ALBA

The Herbert Protocol is here to give you some reassurance and help keep your loved ones safe. The system provides the police with everything they need to know to search for the person living with the dementia.

It's a form that is kept at home containing important information regarding known routines, habits as well as descriptions of your friend/relative and details of their and others involved with their care. It can be handed to Police so that you do not have to worry about gathering the information during what can be a very stressful time.

You can download the form from **www.scotland.police.uk/your-community/edinburgh** It should be kept up-to-date so that all the information is relevant and current. A recent photograph should also be kept with the form.

The police will only need the form when the person is reported missing and the form will be returned when the person is found.

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.