

# Multi-agency

# ‘no access / no reply’ checklist

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## Introduction

This checklist has been developed to provide a clear process to support staff in managing situations where a person known to services does not attend a planned appointment or the staff member fails to gain access on a home visit.

Safeguarding Adults Reviews have often shown a history of poor engagement with services for adults who are at risk of or have experienced abuse or neglect. As such any failure of planned contact should be regarded as a potentially serious matter. Robust risk assessment, liaison with other agencies involved and timely action is key in supporting appropriate responses to failed or missed appointments.

There is no definitive list of categories or events that constitute a failed appointment and decision making can involve a number of complex and varied factors. It is important therefore to always consider the individual circumstances of each situation and use professional judgement, in consultation with management oversight and local policies when deciding on the best course of action.

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| **Please fill in the checklist below and upload it to your central system where it can easily be located if the person it refers to goes missing. If you are concerned about the whereabouts of the person, then you MUST follow your local organisation’s ‘no access / no reply’ policy and if necessary, call the police on 999.**  |

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## Checklist

The following steps should be undertaken within 24 hours of the failed or missed appointment, alongside completion of a risk assessment as set out in section 3.

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| **Steps** | **Action to take** | **Tick** |
| Step 1 | Have you checked if this is the correct:* person you are visiting?
* property or residence?
* date and time for the appointment.
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| Step 2 | Has the person been given enough time to come to the door/respond? |  |
| Step 3 | Have you called the person on the contact numbers available to enquire about their where abouts (if no contact with the person, have you tried contacting any nominated next of kin)? Leave a card requesting contact from the person urgently within 24 hours and outlining that the police may be called to carry out a welfare check if no response. |  |
| Step 4 | Have you tried looking through the windows/peering through letter box for signs of activity? Have you called out to the person? Be aware of signs of concern such as an accumulation of unopened post.**NB: If the person is visible and there does not appear to be any response or movement, call 999. Police may also need to be called if there are other people in the property who do not come forward and answer the door.** |  |
| Step 5 | Have you listened out for any signs of occupancy e.g., radio/television sounds? Take note of any offensive smells that are coming from the property. |  |
| Step 6 | If there is a key safe proceed with entry but announce yourself before entering the property |  |
| Step 7 | Have you made discreet enquiries to neighbours or identified persons from patient records (without breaking confidentiality to enquire about the person’s movements of whether they have recently been seen (if in sheltered or warden-controlled residence, have you contacted the onsite staff/warden)? |  |
| Step 8 | Contact your team base to contact the following services to establish when the person was last seen or if they have been admitted into hospital:* GP
* Local hospitals / A&E departments
* Care provider
* Any other service involved, such as Adult Social Care
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| Step 9 | If the person remains unseen, contact the police to request a welfare visit. |  |
| Step 10 | Record all actions taken and rationale for decision making in the person’s records. |  |

## Risk assessment – factors for consideration

If you have been unable to contact the person, you should consider the following points when undertaking your own risk assessment:

1. When was the person last seen?
2. Is this the first failed visit/no response from this person?
3. Did the individual confirm the visit/appointment at the time that it was made?
4. What is their general health condition (e.g., do they have any life threating conditions such as diabetes, known heart condition, on oxygen etc)?
5. Any previous safeguarding concerns (e.g., domestic violence, self-neglect, obstructive relatives etc)?
6. What is the urgency of the task, can this be rescheduled without any likelihood of harm?
7. Is there a history of falls/wandering for this individual?
8. How likely is the person to be out accessing the community (i.e., are they generally mobile or are the housebound)?
9. When is their next visit due and has another visit already happened on that day?
10. Is the person known to have any cognitive deficits/issues (e.g., dementia or learning disabilities etc)?
11. Is the person a vulnerable adult and there are children in need or at risk in contact with this person?
12. In your opinion, could the person be at risk of immediate harm if they remain unaccounted for/are not located?

## Steps to take following risk assessment

If risk and/or safeguarding concerns have been identified, raise concerns with immediate supervisor / manager/ senior clinician as appropriate.

Contact your Safeguarding Team for advice or guidance as necessary and if necessary, consider contacting the relevant Adult Social Care department (see section 6 for contact details).

If appropriate notify the GP and any other relevant professionals of the outcome in writing.

You should consider contacting the police/emergency services urgently if as stated in the checklist:

1. The person is visible but does not respond.
2. If there are offensive smells coming from the property/residence.
3. If there are people in the property who do not respond to your request to come to the door.

## Definitions

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| **No access / no reply** | Where there is no access or contact with the person at a planned or agreed visit. |
| **Failed visit** | Where the purpose of the visit is not achieved because although the person is there, they refuse access or where access arrangements in place allow the visiting agency to enter the property and find the person not present and their whereabouts need to be determined to ensure that they are safe. |
| **Does not attend** | There is a scheduled appointment/visit where the person has not attended and did not notify the team in advance of his/her unavailability to attend on the offered date/appointment. |

## Further reading and useful resources

[Gaining access to an adult suspected to be at risk of neglect or abuse: Social Care Institute for Excellence](https://www.scie.org.uk/safeguarding/adults/practice/gaining-access)

Adult Social Care:

* [Kensington and Chelsea](https://www.rbkc.gov.uk/health-and-social-care/adult-social-care/safeguarding-adults#:~:text=If%20you%20are%20concerned%20that,socialservices%40rbkc.gov.uk) Ph: 020 7361 3013 Email: socialservices@tbkc.gov.uk
* [Westminster](https://www.westminster.gov.uk/health-and-social-care/safeguarding-adults#:~:text=Reporting%20abuse%20and%20neglect,-We%20take%20reports&text=If%20you%20are%20concerned%20that,adultsocialcare%40westminster.gov.uk) Ph: 020 7641 2176 Email: adultsocialcare@westminster.gov.uk