

Monitoring Vulnerable People Who Were Not Brought or Did Not Attend Appointments and No Access Visits Procedure



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

1 Background

Safeguarding and promoting the welfare of children and adults is everybody's business in HDdUHB.

Disengagement from health services can be cumulative. E.g.

- Not being at home for pre-arranged visits
- Avoidance of contact with health professionals (not answering the door)
- Not being registered with a GP
- Disregarding health appointments
- Manipulative behaviour resulting in no health care
- Hostile behaviour

Disengagement from health services can feature where there is abuse and neglect.

2 Children and Young People

Learning from reviews highlights the need to consider if there are safeguarding concerns for children who are repeatedly not brought to appointments.

Some appointment systems, particularly automated discharges following the failure to attend appointments, contributed to the impact on the child. Thinking of missed appointments as **Was Not Brought** for children rather than Did Not Attend promotes child centred practice, reminding practitioners to think about the child's vulnerability and daily life.

3 Adults

A recent Extended Adult Practice Review in Wales highlighted concerns that health staff who were denied access to a vulnerable adult by a carer, failed to implement local 'no access guidance' which would have identified an adult at risk of abuse or neglect.

4 Who does this procedure apply to?

This procedure must be followed by all staff involved with the planning and delivery of care for a child / adult who is dependent on others and who could not attend or was not brought to a pre-arranged outpatient appointment on one or more occasion within HDUHB, or community staff are unable to get access to provide assessment and care.

7 Who can give me advice and support?

You can contact the corporate safeguarding teams as follows.

Children – 01827 1971 /01267 283371

Adults – 01720 2516/ 01437 772516

6 Where will I find the procedure?

The procedure is located on the HDdUHB clinical policy and procedures intranet page, under safeguarding.

<http://howis.wales.nhs.uk/sitesplus/documents/862/887-ProcedureMonitoringVulnerablePeople.v1.pdf>

5 What does it set out to do?

This procedure sets out the process to be followed when a child / young person / vulnerable adult is not brought to a pre-arranged outpatient appointment, investigation, clinic, or community staff are unable to gain access to carry out an assessment and provide care.

This includes the process and information sharing pathways to consider risk those not brought to appointments or where access is denied.

