

South Yorkshire Dementia Action Alliances (SYDAA) Dementia Fire & Home Safety Project

In addition to promoting fire & home safety and the free home safety checks the Dementia Fire & Home Safety Project distributes and encourages people living with dementia and their carers to complete and use the **Herbert Protocol**.

The Herbert Protocol is a police initiative that uses a form to collect historical and current information that can be used if a person living with dementia goes missing. Information such as other places the person has lived in, favourite places, other names they have used and an up-to-date photograph can all help the police to find the person and find them more quickly. The family/carers complete the form and keep it (electronically but if not a paper copy is fine).

Keep the form as up-to-date as possible

Providing detailed information to the police at a time when you are stressed and upset often means that you cannot think straight and find it difficult to provide the information needed. Using the Herbert Protocol reduces this stress and worry and evidence shows that in many cases it not only helps to find the missing person but helps to find them more quickly.

“I’ve got Herbert Protocol in place for my mother. It does take some of the worry away, particularly as she still lives alone.”

If a person living with dementia is reported missing the police officer taking the call may ask if you have Herbert Protocol in place – make sure you let them know if you have (don’t worry if you haven’t as the police will still respond quickly to your emergency call) and you can give them the form when they arrive, they will be pleased to have the detailed information. A police officer will be with you as soon as possible at whatever location the person has gone missing from and you will then be able to hand the form to them. If you haven’t got the form with you the police officer will make arrangements with you so that they can get a copy as quickly as possible. All police officers carry mobile devices and once they have the form they scan it into their phone and circulate it instantly to every officer in the area and if relevant to neighbouring police forces. The police will then keep this information on record.

The Herbert Protocol is named after George Herbert, a War veteran of the Normandy landings who lived with dementia and frequently went missing.

It is not uncommon for people living with dementia to walk quickly, purposefully and far greater distances than they would ordinarily be able to walk (either aided or unaided).

If the person living with dementia goes missing it is an emergency call 999

Copies of the form can be downloaded from:

<http://www.southyorks.police.uk/help-and-advice/other-services/herbert-protocol>

Completing the form

The following brief guidelines can be used to help you to fill the form in and it may help if you looked at these alongside the form.

Recent photograph: Add the most recent photographs that show as good a likeness of the person as possible. It's helpful to have a close up facial and a full length photograph,

Name of person living with dementia, date of birth and age: Add in the full name of the person living with dementia. It would also help to put any other names the person has been known by e.g. nick name, shortened name, maiden name, name used before any changes made by Deed Poll or that they used if they didn't legally change it. Provide their date of birth and age.

Race/Ethnicity: Indicate their ethnic background and if English is still their first language. This is important as it is known that when under stress people whose first language is/has not been English often revert to their language of origin.

General description: provide an overview of what the person looks like giving an indication of height, weight etc. and whether they wear glasses. Provide other details that may help the police to find the person e.g. any distinguishing features such as tattoo, scar, etc.

Medical information: In this section make it clear that the person is living with dementia and provide an overview of any other medical conditions. Emphasise if they take any medication regularly (please ensure this information is kept up-to-date) and indicate if they usually carry their medication with them or not. State if their health would be more at risk if they do not have their medication. Also mention if the person is particularly prone to water or chest infections (these can make a person living with dementia feel more confused).

Current address: Provide details of the address they are living at and details of whether they live alone or with others. Give details of who they live with (if not living alone).

Previous addresses: provide these details even if certain buildings/streets or areas no longer exist. Also add in any childhood home/school addresses or other similar things if

they are different from the geographical location they live in now and even if they are many miles away. It is possible that a person living with dementia believes they are living at an earlier time of their life and may for example, go to look for a family member at an address or go to a workplace from years ago.

Most significant job and places of work: Provide details of these even if it's a long time since they worked, and/or these were in different locations to where they currently live. State if they used to go to other places with their work such as visiting clients at home as e.g. a sales rep, cleaner or community nurse.

Favourite places: provide details of any particular places the person was/is fond of. These should include places that the person may have visited alone and/or with others.

Hobbies: Provide details of these even if it's a long time since they took part in the particular hobby/interest. Add in any favourite pubs/clubs/regular sports events and other social meetings/events they used to do. Include information about any volunteering work they have done.

Regular patterns/places visited: In this section provide an overview of any current regular habits such as going to the Post Office/Newsagents. Also include regular habits that they used to do some time ago e.g. a weekly visit to a café and then stop off to buy bread/newspaper, going to Church/Hairdressers, picking children up from school etc. Include these even if the buildings or streets no longer exist.

Regular/favourite holiday spots: Provide details of regular holiday spots and any other places they used to love visiting.

Travel patterns/past and present: In this section provide information about any travel patterns e.g. going to work or meeting with family/friends routes. Add information about access they may have to a car/van/bike and details of local bus/tram stops and the nearest railway station. Include details of any bus/tram/train passes they may be carrying

Access to money: State if the person is likely to have any cash on them and know how to use it. Indicate if they have access to cash via a bank account and if so which branch.

Mobile phone: Indicate if they have a mobile phone with them and if they are likely to answer it. Provide the number.

Phobias/Fears: It is helpful for the police to know about any phobias the person has as well as how they may react to being frightened/worried, e.g. when they might hide somewhere or appear/be angry e.g. use agitated hand actions.

Contact details of key people: Add the name and contact details of key people such as relevant family members, friends, neighbor, carer/support worker.

Additional useful information: Include any information that may help the Police to find the person quickly.