

Policy Name	SERVICE USER NON-ENGAGEMENT AND MISSED APPOINTMENTS POLICY
Policy Number	17
Approved by Trustees	JULY 2019
Last Review Date	JULY 2019
Next Review Date	JULY 2021
Staff notified of updated policy and where this can be located	JULY 2019
Who does this Policy Apply to?	STAFF, STUDENTS & VOLUNTEERS

1. Statement

1.1 This Policy and accompanying Procedure provide instruction to all staff and volunteers offering support to either people supported in the community or within one of our services.

1.2 Norfolk & Waveney Mind are committed to maximising the safety and wellbeing of the people using its services, their relatives, their carers and public and to ensuring the principles of risk assessment and management are adhered to.

1.3 The National Framework of Mental Health (Department of Health, 1999) stated that service users must receive care that optimises engagement, anticipates or prevents a crisis, and reduces risk. Safety First (Department of Health, 2001) showed that non-concordance with planned support and treatment and loss of contact with services are associated with suicide and homicide. The National Confidential Enquiry into Suicide and Homicide by People with Mental Illness (2013) highlighted that suicide is still frequently predicted by missed contact with services.

1.4 Norfolk and Waveney Mind recognises that some people may pose a risk to themselves or others if they do not maintain contact with commissioned services and it is vital that every effort to re-engage with the person is made. It is also important that effective communication is maintained amongst professionals, the person and their family and carers.

2. Point of referral to Norfolk and Waveney Mind services

2.1 The procedure for non-engagement and missed appointments must be discussed with the referrer to ascertain the likelihood of non-engagement of the person receiving support. If it is felt that the person may not fully engage, then the accompanying service user non-engagement and missed appointment procedure must be followed and implemented. This procedure details the documentation required prior to support starting and the process involved should the person not engage as anticipated.

2.2 If at the point of referral non-engagement is considered by the referrer and the Service/Project Manager to not be a factor, this must be documented in the person's risk assessment and support plan. However, it is deemed best practice that a non-engagement protocol should be documented for each person using our community services regardless of previous engagement levels with other services, to ensure the person receiving support knows how Norfolk and Waveney Mind employees will react if non-engagement or missed appointments occur.

3. During support

3.1 In accordance with the service user non-engagement and missed appointment procedure, the actions detailed in the person's risk assessment and support plan must be followed.

3.2 Where a person fails to engage with a planned appointment and this has not been detailed in the risk assessment or support plan as it was considered unlikely at the time of the referral, the worker attempting to conduct the visit or appointment must contact their Line Manager immediately who will decide on the action to be taken. If the Line Manager is unavailable, the On Call Manager must be contacted without delay instead.