

Hampshire, IOW, Portsmouth and Southampton 4LSAB

One Minute Guide - what to do if an Adult with Care and Support Needs is not brought to their health appointment.

Why is it a concern when an Adult with Care and Support Needs is not brought to their health appointment?

Professionals must always consider the impact this may have on the adult's overall health and wellbeing.

It may be that the carers supporting the adult have forgotten or that there are multiple appointments which are difficult to co-ordinate.

Organisations should therefore be cautious of instigating their Disengagement Policies without seeking clarification of why the adult with care and support needs has been unable to attend. Missed health appointments however, may be a factor when an adult with care and support needs is suffering from neglect and/or omissions in their care.

Professionals should display professional curiosity when appointments are not attended. They should consider the impact not only on the adult themselves, but other family members within the household.

Professionals should always seek advice if they have any concerns in relation to neglect or omissions in care.

What to do if an Adult with Care and Support Needs cannot attend their appointment.

Another appointment can be made at another date and time that is more convenient to attend. Please check that you have the correct contact details to send the relevant correspondence.

What happens if an Adult with Care and Support Needs is not brought to their health appointment?

If there have been previous missed appointments and there are concerns about the impact on the adult's health and wellbeing, we may need to share information with other professionals to ensure a joined up approach to partnership working.

There is an expectation that the patient's GP would be informed of any missed appointments as the GP is responsible for maintaining a holistic overview of the patient's care. This would also give a picture of any themes, trends or concerns in relation to missed appointments. In addition, there would be an expectation that the agency who arranged and coordinated the appointment would also follow this up with the patient and/or patient's representative as appropriate.



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Useful resources

Hampshire Safeguarding Adults Board:

<http://www.hampshiresab.org.uk/>

Isle of Wight Safeguarding Adults Board:

<https://www.iow.gov.uk/council/OtherServices/Safeguarding-Adults-Board/Introduction2>

Southampton Safeguarding Adults Board:

<http://southamptonlsab.org.uk/>

Portsmouth Safeguarding Adults Board:

<http://www.portsmouthsab.uk/>

Connect to Support Hampshire

A website for Adults in Hampshire to promote independence and self-care

<https://www.connecttosupporthampshire.org.uk/home>

Age UK/help for carers

<https://www.ageuk.org.uk/services/in-your-area/carers-support/>

Hampshire Advocacy Services

<http://hampshireadvocacy.org.uk/>

Age Concern Hampshire

<https://www.ageconcernhampshire.org.uk/>

