

PM12 - Lone Working Policy and Procedure

Category: Health and Safety Sub-category: Health & Safety

Policy Review Sheet

Last Reviewed: 13/06/19 Last Amended: 06/07/16

Next planned review in 12 months, or sooner as required.

Note: The full policy change history is available in your online management system.

| | | | | |
|--|-----|--------|------|----------|
| Business Impact: | Low | Medium | High | Critical |
| | | X | | |
| Changes are important, but urgent implementation is not required, incorporate into your existing workflow. | | | | |

| | |
|--|---|
|  Reason for this review: | Best practice |
|  Were changes made? | Yes |
|  Summary: | <p>Introduction of new policy format.</p> <p>The policy name has been changed from Working Alone Policy and Procedure to Lone Working Policy and Procedure.</p> <p>The policy has more clearly recognised the importance of risk assessments prior to the delivery of a service by a lone worker, and has defined the procedure to ensure that appropriate resources are available to promote the health, safety and welfare of lone workers.</p> |
|  Relevant Legislation: | <ul style="list-style-type: none"> The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015 Health and Safety at Work etc. Act 1974 |
|  Underpinning Knowledge - What have we used to ensure that the policy is current: | <ul style="list-style-type: none"> Skills for Care, (2010), <i>'We care because you care' domiciliary care lone worker safety guide</i>. [Online] Available from: http://www.skillsforcare.org.uk/Document-library/Skills/Lone-Worker-Guide.pdf [Accessed: 6/26/2017] Health and Safety Executive, (2013), <i>Working alone - Health and safety guidance on the risks of lone working</i>. [Online] Available from: http://www.hse.gov.uk/pubns/indg73.pdf [Accessed: 6/26/2017] Unison, (2007), <i>You are not alone, A UNISON guide to lone working in the health service</i>. [Online] Available from: http://www.unison.org.uk/content/uploads/2013/06/On-line-Catalogue164073.pdf [Accessed: 6/26/2017] |
|  Suggested action: | <ul style="list-style-type: none"> Notify relevant staff of changes to policy Share 'Key Facts' with professionals involved in the service Share 'Key Facts' with people involved in the service Discuss in team meetings Discuss in supervision sessions Encourage sharing the policy through the use of the QCS App |

PM12 - Lone Working Policy and Procedure

This page is deliberately left blank

PM12 - Lone Working Policy and Procedure

1. Purpose

1.1 To safeguard, support and promote the health, safety and welfare of employees working alone.

1.2 To support 4SocialCare Ltd in meeting the following Key Lines of Enquiry:

| Key Question | Key Line of Enquiry (KLOE) |
|--------------|--|
| SAFE | S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs? |
| WELL-LED | W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed? |

1.3 To meet the legal requirements of the regulated activities that 4SocialCare Ltd is registered to provide:

- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015
- Health and Safety at Work etc. Act 1974



2. Scope

2.1 The following roles may be affected by this policy:

- Staff identified as lone workers

2.2 The following people may be affected by this policy:

- Service Users

2.3 The following stakeholders may be affected by this policy:

- Commissioners



3. Objectives

3.1 All staff identified as lone workers perform their roles well, and they are not placed in avoidable risk or harm by the fact they are working alone.

3.2 Staff always receive appropriate training, are aware of the risks and 4SocialCare Ltd has established robust processes to minimise the risks associated with working alone.

3.3 There are no reported incidents, accidents or injuries as a result of working alone.

3.4 That processes and risk assessments are consistently followed and they are seen as robust, clear and comprehensive.

PM12 - Lone Working Policy and Procedure



4. Policy

4.1 4SocialCare Ltd recognises the specific, increased risks associated with lone working and will ensure through the use of this policy that:

- All appropriate risks will be assessed prior to the commencement of any service by a lone worker
- Appropriate resources and processes will be established to support the health, safety and welfare of any lone worker
- If the risks are assessed as being too great, and the health, safety and welfare of the employee cannot be assured then a service will not be provided by a lone worker
- All risks will be regularly reviewed, and the lone worker will contribute to the process and their views will be incorporated

4.2 More specifically 4SocialCare Ltd recognises that solitary workers face particular problems, and will not require employees to work alone where this results in unacceptable risks.

4.3 4SocialCare Ltd will ensure that all lone workers are thoroughly trained at the commencement of their employment, receive regular monitoring and supervision, and are instructed in all matters relating to their health and safety at work.

4.4 4SocialCare Ltd will ensure that by following this policy lone workers will consistently provide safe and effective systems of work at all times.

4.5 All employees have a responsibility to act in such a way as not to put themselves or their colleagues at risk.

4.6 Where employees work alone, 4SocialCare Ltd places even greater trust in them to act responsibly and safely.

PM12 - Lone Working Policy and Procedure

5. Procedure

5.1 All new appointees to lone worker positions will receive comprehensive induction training.

5.2 Supervisors are responsible for ensuring that safe working systems are operated throughout their departments, and these systems should be set down in writing and copies given to all members of staff.

5.3 All employees must satisfy their supervisor that they are competent in all aspects included in the training, which will cover:

- The duties of the particular post
- Safety aspects of all premises, machinery / equipment to be used
- Emergency procedures: fire, accident, illness, physical attack
- Issues regarding how to handle behaviour which may be challenging, how to defuse any difficult situation which may arise as a result of such behaviour, and the reporting procedures to be used when concerns arise in the mind of the lone worker about the behaviour of anyone who they meet or may meet in the performance of their duties
- Departmental systems of monitoring, supervision, and employee support
- Pay, employment conditions, organisation rules

5.4 Suitable and appropriate risk assessments will be completed where staff will be lone working.

5.5 All risk assessments should be completed before the first lone worker contact is made, and they should cover all identified areas of risk and clearly record how the risk will be managed.

5.6 All risks will be regularly reviewed and updated as required, and all necessary additional resources or processes will be provided.

5.7 All employees are required to draw to the attention of their supervisor any amendments or additions to the procedure which may become necessary from time-to-time.

5.8 4SocialCare Ltd should follow HSE guidance on Lone workers with medical conditions and consider following a risk assessment whether medical advice is required by 4SocialCare Ltd to ensure the lone worker can safely carry out their role when working alone.

5.9 Each individual's suitability on medical grounds will be related to the specific job applied for and the particular hazards and risks associated with that job.

5.10 Requests for medical reports will be subject to the Access to Medical Reports Act 1988 where appropriate.

5.11 4SocialCare Ltd recognises that lone working is a highly responsible role, with limited opportunity for observed practice or for the lone worker to share the responsibility for actions. However any breaches of trust and failure to follow agreed procedure will be viewed very seriously and may result in disciplinary action being taken.

5.12 Supervisors are responsible for:

- Setting up and maintaining an effective procedure to ensure that: all premises, equipment or machinery used by lone workers are safe; defects are quickly reported and rectified, and regular maintenance is carried out
- Regularly reviewing the training needs of their staff, and ensuring that refresher training, or training in new working methods, is provided
- Having verbal contact with lone working staff at least once every shift
- Holding departmental meetings, which all lone working staff must attend, on a regular basis
- Providing lone working staff with the contact details of the person they should contact for help and support in fulfilling their duties whilst on duty

5.13 Lone workers will be provided with emergency contact details of a responsible person within 4SocialCare Ltd. This emergency contact could be the organisation's regular on call facility, or could be a named individual with supervisory responsibility for the lone worker.

5.14 4SocialCare Ltd will ensure that the lone worker has, or has been provided with, the means to contact the member of staff that is 'on call' or the person responsible for the lone worker at all times when working.

PM12 - Lone Working Policy and Procedure

5.15 Recognition will be given to mobile phone reception and other issues that may prevent contact being made in an emergency, and systems will be established, or installed, to facilitate the lone worker to always contact a nominated person for advice, support either in the line of their regular work or in an emergency.

5.16 Where lone workers are mobile during their working day, systems will be established whereby the location of individuals at any particular time can be determined; this may include the requirement to report to a central point at the end of a working period, a phone buddy system or GPS tracking. The system will be agreed locally by 4SocialCare Ltd such systems must be strictly adhered to

5.17 All lone workers will have quick and easy access to first aid facilities and mobile workers will be provided with a first aid kit.

5.18 Temporary or casual workers will not be used to cover absence by solitary workers, unless they are known to be competent and fully trained in all the relevant procedures and systems of working.



6. Definitions

6.1 Lone Worker

- A lone worker is an employee who performs an activity that is carried out in isolation from other workers without close or direct supervision
- A lone worker can also be referred to as a solitary worker



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- All lone working staff should be identified and receive a full induction that includes the specific issues of lone working
- All risks associated with lone working need to be assessed and appropriate processes put in place to manage the risk
- The safety of the premises, equipment and machinery used will be maintained by the employer
- A persons suitability for lone working will be assessed by 4SocialCare Ltd
- All lone workers will always have the means to contact responsible people at 4SocialCare Ltd in the event of an emergency, or in the need for advice
- 4SocialCare Ltd will contact all lone workers at least once when they are on duty to confirm their safety and discuss any issue they may have encountered



Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- When a person is supported by a lone worker they can expect to be treated with dignity and respect just as if they were being supported by more than one person
- Lone workers should be respected just as much as if there were more than one person present
- Lone workers should have suitable equipment with them at all times to summon emergency support or to clarify any issues about the care and support being provided
- Lone workers should always be aware of the needs of the person receiving support
- If the environment, equipment or machinery is unsafe, or if the lone worker feels vulnerable or threatened they may leave and seek additional support



Further Reading

There is no further reading for this policy, but we recommend the 'Underpinning Knowledge' section of the review sheet to increase your knowledge and understanding.

PM12 - Lone Working Policy and Procedure



Outstanding Practice

To be 'Outstanding' in this policy area you could provide evidence that:

- Comprehensive risk assessments are produced that are highly creative in the way that risks are managed
- Where employees are lone workers they state that they are very well supported by 4SocialCare Ltd
- When risks are identified by lone workers they are consistently listened too and issues are addressed quickly
- People using services report high levels of satisfaction with the lone workers providing support
- Innovative solutions to issues are put in place which encourage lone working (if that is what is wanted by the person using services)
- There are very few accidents, incidents or injuries involving lone workers
- There is evidence that promoting the health, safety and welfare of lone workers is a very important theme within the service
- The wide understanding of the policy is enabled by proactive use of the QCS App

PM12 - Lone Working Policy and Procedure

This page is deliberately left blank