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Lone Working Policy

Live  Care

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Author(s)	Registered manager
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Reviewed by	

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Review Data

Initial Production

Name	Role/Department	RACI	Date
Registered manager	Registered Manager	RA	17.07.2017
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R = Responsible for document production; A = Accountable; C = Consulted; I = Informed

Change History

Version	Date	Details of Change	Author
2.0	17.07.2017	Re-write and re-structure of original policy in line with most recent legislative updates.	Registered manager

Emergency Contact Details

Name	Email	Mobile
Registered manager	fran@livein.care	

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 17: Good governance	Systems or processes must be established and operated effectively to assess, monitor and mitigate the risks relating to the health, safety and welfare of Clients and others who may be at risk which arise from the carrying on of the regulated activity.

Key Lines of Enquiry

KLOE	How this applies to Lone Working
Safe	By assessing and managing the risk associated with lone working we promote the safety of staff who are lone workers.
Well led	By having appropriate systems to assess and audit the risk of working alone and actions to mitigate that risk we demonstrate that the organisation is well led.

Related Documents

This policy should be read in conjunction with our:

- **Health and Safety Policy**
- **Risk Assessment Policy**
- **Supervision Policy**

Policy Aims

- To alert staff to the risks presented by lone working,
- To identify the responsibilities each person has in this situation,
- To describe procedures which will minimise such risks.
- To ensure that Living Carers Ltd has adequate systems in place to ensure the health, safety, and welfare of lone workers

It is not intended to raise anxiety unnecessarily, but to give staff a framework for managing potentially risky situations.

Policy Statement

This policy applies to all employees, permanent or temporary, including any agency, bank staff or visiting professionals employed to provide services on behalf of the company.

Living Carers Ltd does not deploy young workers under the age of 18.

The policy is written in a health and safety framework and applies specifically to employee safety.

It does not extend to the risks posed by lone workers through possible misconduct or negligence to individuals or this care service as an organisation. These contingencies are covered by other policies and the application of the Code of Conduct for Health Care Support Workers and Adult Social Care Workers in England (2013).

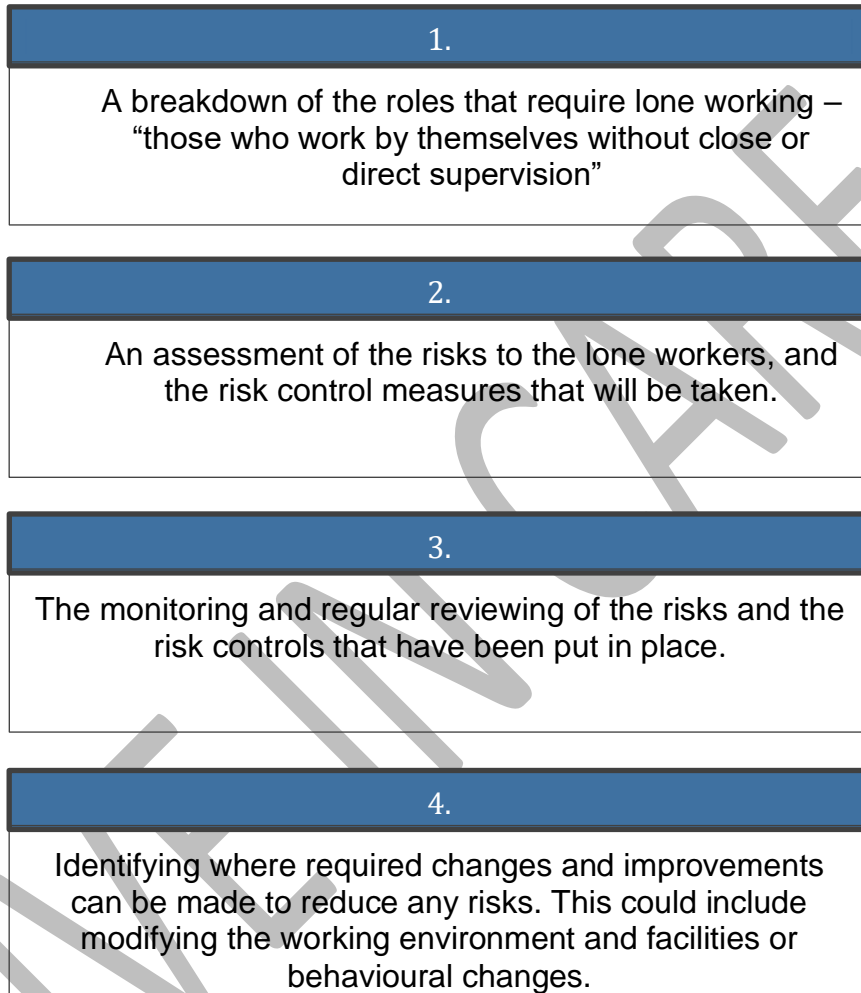
Issues with Working Alone

“Lone Workers” refers to members of staff who work without close or direct supervision or company for substantial periods of time. Staff working alone can find themselves in potentially isolated conditions with no immediate backup or support and so are at a potentially greater general risk than when larger numbers of staff are available.

A lone working policy is driven by health and safety considerations for those who have to work on their own, usually for long periods, and as a result are exposed to increased risks to their personal safety.

Some lone working can be considered as low risk, while others are at greater risk, including domiciliary care workers visiting isolated homes or homes at night, which are situated in risky areas and lone working night care staff in a care home.

To create and apply a lone working policy in any care situation requires the following steps to be taken.



Living Carers Ltd recognises that the risks to lone workers include injury through accidents or illnesses or as a result of exposure to aggression or violence, sexual assaults and other anti-social and possibly serious criminal acts.

It also recognises that younger or less experienced staff are often at a greater risk when working alone than more experienced staff. Lone workers also need to rely on their own judgment and initiative and may be at a greater risk of making mistakes or errors which could have adverse consequences for Clients, their colleagues and the organisation in general.

Therefore, it needs to ensure that any of its employees who work on their own with Clients or in other capacities must be able to do so safely with the risks to their and others’ safety always well assessed and controlled.

Legislation and Guidance

Living Carers Ltd recognises its responsibility under the **Health and Safety at Work Act 1974** to ensure the health, safety and welfare of its employees and its responsibility under the Management of **Health and Safety at Work Regulations 1999 (MHSWR)** to identify significant risks within the organisation and implement suitable measures to reduce those risks so far as is reasonably practicable.

It recognises that this responsibility applies to lone workers and accepts that it is the employer's duty to assess any risks to lone workers and take steps to avoid or control risks where necessary.

Living Carers Ltd accepts that lone workers should not be at more risk than other employees. In line with the Health and Safety Executive's guidance, **Working Alone**, it recognises that this may require extra risk-control measures to be put into place, including training, supervision and, where applicable, protective equipment, better means of communication, better security measures and means of raising the alarm in case of emergencies

Living Carers Ltd also follows the guidance produced by **Skills for Care**, which though intended for domiciliary care lone workers, can be applied across the board of care work. This guidance states employers' responsibilities for lone working to be:

Carrying out risk assessments;

Having systems in place to ensure staff who work alone are safe;

Recording all assessment and safety measures identified to alleviate risk;

Regularly evaluating the systems;

Ensuring that if a risk cannot be made safe, lone working is discontinued;

Ensuring staff training takes place;

Knowing where lone workers are during their working hours;

Ensuring lone workers are supervised regularly;

Ensuring that the company is insured to cover lone working.

Implementation – Step 1: Analysis of Lone Working

Living Carers Ltd provides support for people with numerous individual diagnosis.

It has a staffing cover whereby there are various numbers on days, nights and evenings depending on client need. The occasions when staff will typically work alone and unsupervised and when this policy and procedures apply are as follows.

- 1. Support in the community to promote reintegration**
- 2. Support on hospital visits and appointments**
- 3. Outreach Support**

Implementation – Step 2: Assessing and Controlling Risks

Living Carers Ltd will assess the risks to any of its employees who have to work on their own and who, in doing so, fall within the definition and scope of this policy. The risk assessments will include any environmental risks e.g. That come from working in an isolated office, live in accommodation and individuals own homes.

Key Question: What happens If a lone working risk is identified?

Where a lone working risk is identified, Living Carers Ltd will work with the member(s) of staff concerned to assess any risks to the personal safety and to identify any risk control measures that might be needed.

Where a risk is identified, in line with HSE guidance, extra risk-control measures may be required to be put into place. The exact measures will vary in line with the roles to be carried out but, again in line with HSE guidance, could include:

- Adjusting shift patterns or working hours to ensure staff are not left alone or are on their own for the minimum periods necessary to carry out their work.
- Encouraging staff working alone to lock any facilities in which they are working or are left alone e.g. If on sleeping in duty
- Ensuring staff have completed full training in personal safety
- Having a supervisor or contact person making regular checks to ensure that the lone worker is safe
- Having one lone worker check on and support another lone worker if working alone separately
- Issuing protective devices such as personal alarms or mobile phones
- Ensuring there are always means of communication available
- Having security measures such as access controls to buildings by which lone workers can screen visitors at the door without letting them in, such as with an intercom or CCTV system
- Having means of raising the alarm in case of emergencies such as panic alarms
- **Operating check-in systems whereby staff working alone off site**

Risk Control Measures

Using the above recommendations as a guide, we have the following safe lone working arrangements in place for the following groups of staff/external people in line with their respective roles and responsibilities. The arrangements are summarised in the following table.

Staff Roles	Descriptions of Lone Working Hours	Assessments of risk of any lone working	General arrangements to reduce or minimise risks/safety measures used	emergency numbers/contact information for lone working
Duty Managers	Assessments	Very Low	Mobile phone	Call site
Care and Support Staff (Daytime)	Care Appointments Reintegration	Low	Assessed prior to going out Mobile Phone	Call site
Care and Support Staff (Night Care)/Sleeping In Duties	Hospital Appointments	Low	Mobile Phone	Call site
Administrative and Ancillary Staff	None			
Lone contractors and visitors for whose safety this domiciliary care service is responsible	Various – through the day	Low	View ID Sign in Use Nurse Call	
Others				

Duty and on call managers and supervisors are responsible for knowing the whereabouts and maintaining contact with staff working alone and taking appropriate action to contact or locate staff who fail to make contact or return at the expected time.

As well as having contact details, they use a logging in and logging out system, with the information recorded in the daily diary/on separate forms so that they can take action if there are any unexpected delays in making agreed contact or return in line with the concerns about the delay or absence. The duty manager will usually discuss in advance

possible contingency plans for contacting a worker who might experience a delay or who could fail to check in as expected.

Employees' Responsibilities

In line with Skills for Care guidance, care service staff who work alone are expected to:

- take reasonable care of their own and other people's safety;**
- be aware of their surroundings and the possible threats to their personal safety;**
- be involved in assessing risk and identifying safety measures;**
- leave the working environment if there is an imminent danger to their safety;**
- carry out and follow training provided to ensure their safety;**
- ensure they take regular breaks to avoid working excessively long hours;**
- follow the organisation's policies and procedures set up to protect their safety;**
- use equipment in line with the training given and not misuse it;**
- report to their manager when safety measures are not adequate;**
- report to their manager when they have encountered a near miss or have identified additional risks to their safety that were previously unidentified;**
- report any actual accidents or incidents that occur, using agreed organisational procedures.**

Staff are expected to report to their line manager any situation where lone working risks cannot be controlled. They will be expected to comply with all precautionary and safety measures including guidelines laid down by managers.

Reporting and Recording Incidents Arising from Lone Working

Any incidents arising from lone working that put the lone worker and/or the individual they are supporting at risk of harm or that have resulted in harm should be reported immediately to the duty manager/supervisor. Incidents to be reported include accidents, errors and near misses.

Upon notification the duty manager/supervisor will report the incident to their senior manager, who will decide what actions should be taken. The immediate aim will always be to ensure the safety of those involved and, following, to notify the appropriate authorities if required.

Lone working staff must record all incidents, no matter how minor, in the incident book, and an incident report form should be completed as necessary. Forms should be signed by a witness.

Implementation – Step 3: Monitoring and Reviewing

All lone working risk assessments are regularly reviewed to ensure that they are still adequate and that all risks are appropriately covered.

Managers will review incident forms and reports of safety incidents on a regular basis and look for patterns, trends and repeats.

Implementation – Step 4: Making Improvements

All information collected will be used by management to tighten lone worker and Client safety further and make any necessary adjustments to lone working patterns.

Key Question: Will I receive any training on Lone Working?

Lone worker information is given at induction or at any point where the staff member is expected to work on their own and have been assessed as “fit to work alone”. Living Carers LTD will direct care staff to the appropriate training.

Lone worker training follows Skills for Care lone worker safety guidance and covers the following aspects.

- who is a lone worker?
- what are the possible risks to a lone worker’s safety?
- what can be done to counter these risks?
- what policies, procedures and protocols are in place to ensure their safety?
- how to report accidents, incidents and near misses that occur during lone working
- how to make sure that their whereabouts as a lone worker are traceable
- how to call for help in an emergency
- personal safety
- dealing with threatening and aggressive behaviour
- awareness strategies
- what to do in specific situations
- record keeping.

Training is also arranged for managers and supervisors with specific responsibilities for supporting and monitoring lone working.

Key Points to Take Away

- “Lone Workers” refers to members of staff who work without close or direct supervision or company for substantial periods of time
- Living Carers Ltd will assess the risks to any of its employees who have to work on their own
- All lone working risk assessments are regularly reviewed to ensure that they are still adequate and that all risks are appropriately covered.

After reading this Policy, you should be able to:

- Understand the risks associated with Lone Working.
- Understand the responsibilities of Lone Working.
- Understand the importance of Training for Lone Working.

If you have not achieved any of these points, please ask your Line Manager or trainer for further help.

Policy Review

This policy will be reviewed by the Registered Manager at least annually to make any updates and amendments necessary to ensure the policy conforms to current legislation, reflects current practice and expectations.

Authorisation and Signature

This Policy is the official and authorised version agreed by the Directors of Living Carers Ltd. All employees are expected to work in accordance with this policy and failure to comply with this policy could result in disciplinary action.

Registered Manager

04.12.2017