



consummate  
**care**  
(uk) limited

# **LONE WORKING POLICY**

Updated

07.04.2021

## **Policy Statement**

This organisation works on the principle that lone workers should not be at more risk than other employees.

The Organisation understands lone workers to be those who work without close or direct supervision or company for substantial periods of time. This includes most domiciliary care staff who visit and care for service users in their own homes.

In this context the organisation understands its legal duties as an employer, which are to assess any risks to lone workers and take steps to avoid or control those risks where necessary. The organisation recognises that staff working alone in potentially isolated conditions have no immediate backup or support and so are at a greater risk of injury through aggression or violence directed towards them from service users, relatives, carers, or the general public. The organisation also recognises that staff working alone need to rely on their own judgment and initiative and may be at a greater risk of making mistakes or errors.

The organisation recognises that training is particularly important for lone workers and research shows that adequate training is the single most critical factor in avoiding panic reactions in unusual situations. In particular lone workers need to be deemed competent to work alone, to be sufficiently experienced and to understand the risks and precautions needed fully. The organisation understands its duty as an employer to ensure employees are competent to deal not only with the day-to-day facets of their work but with circumstances which are new, unusual or beyond the scope of their training, for example, if threatened with aggression and violence.

## **Lone Worker Supervision Policy**

By definition lone workers are those who work without constant supervision throughout their working day, therefore procedures must be put in place to monitor lone workers to ensure they remain safe and to provide supervision on a regular basis. This includes supervisors periodically visiting and observing those working alone and regular contact between the lone worker and supervision by telephone.

The organisation believes that supervision helps to ensure that employees understand the risks associated with their work and that the necessary safety precautions are carried out. The extent of supervision required depends on the risks involved and the ability of the lone worker to identify and handle health and safety issues.

## **Lone Worker Security Policy**

When a member of staff visits a service user in their own home he or she may be at risk through health and safety hazards in and around service users' homes and of physical or verbal assaults and hostility from service users, relatives and the general public. Recent evidence suggests that such incidents may be on the increase and home visiting protocols should take this into account, particularly in high risk areas such as high crime rate areas.

In this organisation:

- a. the assessment of all new referrals should include a risk assessment which includes threats from health and safety hazards and from aggression and violence and other threats to lone working
- b. lone workers should carry panic alarms and mobile phones so that they can summon help quickly, all phones should include an emergency number which will be attended at all times that staff are working
- c. lone workers should call in at regular intervals to report that they are safe, including at the end of a shift
- d. administration staff in the central office should log and keep details of all home visits as well as having access to the names, addresses and telephone numbers of service users
- e. administration staff in the central office should contact the duty manager in the event of any emergency situations
- f. in a situation where a lone worker feels under immediate threat of their physical safety they should contact the police directly or inform the duty administrator who should contact the police for them; the administrator should be careful to take all appropriate information from the lone worker, such as location and telephone number, and to pass this on to the police, after the incident the lone worker should fill in an incident for.

It is strongly advised that staff carry in their cars the absolute minimum amount of equipment and that they always park their car in a well lit, public place if at all possible. Thefts from cars are a major area of concern and muggings of care staff are a real threat, especially in high crime areas. If on foot then care staff should avoid dark, unlit, isolated routes to work.

In cases where care is to be provided in a high crime area or to a service user with a known history of aggression or violence associated with them, then a full risk assessment should be completed by the supervisor/manager. Where there is significant risk then the care plan should be altered accordingly, either by reviewing the case with the relevant case manager or by arranging for care workers to attend in pairs.

## Untoward Incidents

Untoward incidents, including all incidents which involve the use or threat of aggression or violence, should be regularly reviewed and audited.

## Training

All staff must read this policy and be trained in personal security procedures. Security training is included in the induction training for all new staff and in-house training sessions on security are conducted at least annually and all relevant staff attend. As part of the induction process supervisors must satisfy themselves that each member of staff is competent and safe to work alone and that they are clear about how to act in ways that will maximise their own safety and about what to do in an emergency situation.

<b>Signed:</b>	
<b>Job Title / Position:</b>	Care Manager
<b>Date:</b>	7 <sup>th</sup> April 2021
<b>Next Policy Review Date:</b>	<b>7<sup>th</sup> April 2022</b>