



YOWSUN CARE LONE WORKING POLICY

Lone Worker Policy

Introduction

Yowsun Care recognises that some staff are required to work by themselves for significant periods of time without close or direct supervision in the community, in isolated work areas and out of hours. The purpose of this policy is to protect such staff so far as is reasonably practicable from the risks of lone working.

Scope of the Policy

This policy is provided for use of ALL STAFF in their day-to-day work. This policy also covers volunteers and where appropriate, contractors. The policy applies to all situations involving lone working arising in connection with the duties and activities of our staff.

Definition of Lone Workers

Lone workers are those who work by themselves without close or direct supervision such as:-

Staff in fixed establishments where;

- Only one member of staff works on the premises
- Staff working separately from others
- Staff working outside normal hours

Mobile lone workers working away from their base and when their work may be carried out in;

- Client's home
- It is recognised that any member of staff may spend a limited amount of their working time "alone".

Aims of Policy

The aim of the policy is to;

- Increase staff awareness of safety issues relating to lone working;
- Ensure that the risk of lone working is assessed in a systematic and ongoing way, and that the safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable;
- Ensure that appropriate training is available to all staff in all areas that equips them to recognise risk and provides practical advice on safety when working alone;
- Ensure that appropriate support is available to staff who have to work alone;

- Encourage full reporting and recording of all adverse incidents and injuries to staff related to lone working.

Responsibilities OF Employer

Yowsun Care is responsible for:

- Ensuring that there are arrangements for identifying, evaluating and managing risks associated with lone working.
- Providing resources for putting the policy into practice; and
- Ensuring that there are arrangements for monitoring incidents linked to lone working and that the effectiveness of this policy is regularly reviewed.

Homecare Registered Manager is responsible for:

- Ensuring that all staff are aware of the policy
- Ensuring that risk assessments are carried out and reviewed regularly
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone
- Ensuring that staff groups and individuals identified as being at risk are given appropriate information, instruction and training, including training at induction, updates and refresher training as necessary
- Ensuring that appropriate support is given to staff involved in any incidents

Responsibilities of Employees

Employees are responsible for;

- Taking reasonable care of themselves and others affected by their actions
- Co-operating by following rules and procedures designed for safe working
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate
- Taking part in training designed to meet the requirements of the policy; and
- Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.

Risk Assessment

Risk assessment is essential to good risk management.

Assessments shall be carried out for and by all staff whose working practice makes them vulnerable. This includes staff that are site based but work in isolation as well as mobile staff whose work takes them out into the community. Recommendations will be made to eliminate or to reduce the risk of the lowest level reasonably practicable.

In all cases there is a fundamental question about the need for lone working.

Where staff either Work Alone in buildings or carry out domiciliary visits, managers should first complete the relevant Lone Workers Checklist.

These checklists can be used as a tool to assist managers to identify if the existing control measures are adequate and if not, what modifications or additional actions can be considered necessary to help reduce the risks associated with Lone Working. The check list should be retained by the Head office.

Once the checklist has been completed the manager should carry out a Risk Assessment and document this on a Risk Assessment form.

Risk assessments for site based lone workers must include;

- Safe access and exit
- Risk of violence
- Safety of equipment for individual use
- Channels of communication in an emergency
- Site security
- Security arrangements i.e. alarm systems and response to personal alarms
- Risk assessments for mobile lone workers must include
- Client risk assessment where applicable
- Arrangements for home visits, including consideration of alternatives
- Travelling between appointments
- Reporting and recording arrangements
- Communication
- Personal safety

Following completion of the Risk Assessment, consideration should be given to any appropriate action that is required.

Managers must ensure that risk assessment systems are in place to meet the specific needs of all lone workers within their area of control.

Incident Reporting

An incident can be defined as an unplanned or uncontrolled event or sequence of events that has the potential to cause injury, ill health or damage.

In order to maintain an appropriate record of incidents involving lone workers it is essential that all incidents be reported through the organisations Incident Reporting form. On completion the form should be forwarded to the appropriate risk manager.

Staff should ensure that all incidents where they feel threatened or “unsafe (even if this was not a tangible event/experience) are reported. This includes incidents of verbal abuse.

Contacting/Involving Security officials

If a situation arises which precipitates the need for security officials' attendance, the employee at risk should contact the head office and report the situation, if the situation permits. Otherwise, the staff should call 999. Head office will take the details of the situation and will alert the necessary security department.

Yowsun Care is actively committed to protecting staff from violence and assault and will support criminal proceedings against those who carry out assault. All staff are encouraged to report violent incidents and will be supported by their manager throughout the process.

Except in cases of emergency, employees should inform their manager of any incidents immediately. The employees' manager will thereafter take responsibility for contacting the security officials to report the details of the incident.

Support for Staff

All new staff to the organisation will receive an induction handbook, included in which will be reference to the Lone Workers Policy, and this will be highlighted as part of the organisations Induction.

Employees working for the organisation should know that their safety comes first. Staff should be aware of how to deal with situations where they feel they are at risk, or unsafe. Staff should also be able to recognise how their own actions could influence or even trigger an aggressive response.

Managers will therefore ensure that all lone workers training needs are assessed and that they receive appropriate training.

Immediate Support Following a Violent Incident

In the event of a violent incident involving a lone worker, the registered manager should immediately ensure that the employee(s) receive any necessary medical treatment and/or advice. If an incident occurs out of hours the on-call manager/night co-ordinator should be contacted.

Managers should be sensitive to the employee's need to talk about the incident and should take care to avoid any impression that this is not accepted or expected. Discussion should involve identifying any significant learning points for the employee and other colleagues if necessary. Staff should be made aware they can be accessed directly by the member of staff or via Occupational Health.

The line manager should also consider whether the employee needs specific information or assistance relating to legal or insurance aspects. The importance of colleague support should never be underestimated. Colleagues are likely to be seen as primary emotional supports.

The registered manager should ensure appropriate written and verbal reporting of any violent incident.

This policy is to be reviewed by registered manager.

Policy Name	Prepared	To be reviewed
Yowsun Care Lone Working Policy	July 2020	June 2021

APPENDIX 1 – Lone Worker Risk Assessment – Site Based

Type of Risks	Risk Level			High	Medium	LOW	Comment
	Yes	NO					
Safe access and exit							
Risk of violence							
Safety of equipment for individual use							
Channels of communication in an emergency							
Site security							
Security arrangements i.e. alarm systems and response to personal alarms							
Personal safety							

Checklist Completed by:	Date completed:	Review Date:

**APPENDIX 2 - Service User Visit Risk Assessment Checklist
Community Based**

Date of Verbal Assessment:			
Referrer details:			
Client's full name:			
Date of Birth:			
Full Address:			
Telephone number of Service User:			
Telephone number of Next of Kin if app.			
Sex:	Male	Female	
Type of Accommodation:			
Any issues with entry to property/parking issues/phone entry system:			
Any known issues from referrer?			
Environment			
Do they live alone?			
If not, who else lives in the property?			
If so, will they be present during the visit?			
Smoker/Non Smoker:			

If so, have they agreed to refrain from smoking before and during visit?	
Pets	
Any animals in house:	
If so, has the client agreed to lock animal away in secure room during visit?	
Behaviours	
Does the client, or anyone else who lives in the property have a known mental health problem?	
Does the client, or anyone else who lives in the property have a history of violent or aggressive behaviour?	
Is there a risk of violent behaviour?	
Is there known substance or alcohol use both historical and current?	
If yes to any of the above please refer to line manager	

APPENDIX 3 –Risk Assessment form

Risk Assessment Form - Sample

ESTABLISHMENT/WORKPLACE:	
WORK ACTIVITY: Home Visiting/Lone Working	
DESCRIPTION OF ACTIVITY:	PEOPLE AT RISK:
<p>Visiting clients in their own homes to undertake assessments, to check on a person's health, to provide befriending support, to provide Help in the Home support etc.</p>	<p>Volunteers Carers Staff Visitors Clients</p>
SIGNIFICANT HAZARDS:	ADVERSE EFFECTS:
<p>Intimidation or abuse (both verbal and physical to staff by carer, client or client/carers' family members/friends. Specific threats to staff/volunteers Holding against will History of reported accidents Emotional over involvement Driving Lone working Environment of clients' homes Unpredictable behaviour Clients' disabilities Clients' pets</p>	<p>Physical injury Emotional stress Anxiety Intimidation Vulnerability Sickness absence Legal action Road traffic accidents Slips/trips/falls Bites, scratches, infection Communicable diseases</p>

EXISTING CONTROL MEASURES:

Movement diaries

Joint working, if in doubt or where higher risk is identified

Appropriate referrals and referral information on risk

Staff training, supervision and support

H&S Policy and Lone Working Policy

Transport policy

RISK FACTOR =

ACTION AND TIMESCALE(S) :

Note: Undertake a further Risk Assessment following the introduction of additional control measures

Residual Risk=

Appendix 3 – Risk Assessment form

Risk Assessment Form -

ESTABLISHMENT/WORKPLACE:	
WORK ACTIVITY: Home Visiting/Lone Working	
DESCRIPTION OF ACTIVITY:	PEOPLE AT RISK:
SIGNIFICANT HAZARDS:	ADVERSE EFFECTS:
EXISTING CONTROL MEASURES:	
RISK FACTOR =	
ACTION AND TIMESCALE(S):	
Note: Undertake a further Risk Assessment following the introduction of additional control measures	
Residual Risk=	

Identified Risk	Likelihood of risk occurring	Severity of risk Occurring	Risk level (likelihood X severity)	Counter measures	Residual risk

Key:

Low (infrequent likelihood, minimal/no severity of harm) = 1

Medium (occasional likelihood, some severity of harm) = 2

High (frequent likelihood, major severity of harm) =3

Risk Factor Action Table

Risk factor	Action required
7-9	Unacceptable risk – immediate action required

4-6	Risk reduction required – high priority
1-3	Low risk – no further action required

A further risk assessment should always be completed following the introduction of any additional control measures. If no further control measures are needed, any risk assessment should be reviewed annually or sooner if there are any significant changes in terms of the activity originally assessed.