

# SDA CARE

building independence and  
enabling our young people

## Lone Working Policy and Procedure

Last Amended 23/08/2019  
Last Reviewed 23/08/2019

#WEBELIEVEINYOUNGPEOPLE

<p><b>Summary</b></p>	<p>Policy reviewed with no significant changes and references checked and updated. Additional workbooks have been added from the Suzy Lamplugh Trust. Checklist has been added to encourage staff to think about Lone Working, which can be amended to reflect individual services.</p>
<p><b>Relevant Legislation</b></p>	<p>Medical Reports Act 1988            Health and Safety at Work etc. Act 1974            The Health and Safety (First Aid) Regulations 1981            The Health and Safety (Miscellaneous Amendments) 2002            Management of Health and Safety at Work Regulations 1999            Protection of Freedoms Act 2012 (links to) The Protection of Freedoms Act 2012 (Disclosure and Barring Service Transfer of Functions) Order 2012            The Regulatory Reform (Fire Safety) Order 2005            The Workplace (Health, Safety and Welfare) Regulations 1992            Protection of Vulnerable Groups (Scotland) Act 2007            Data Protection Act 2018            Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)            Road Traffic Act 1988            The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012</p>
<p><b>Underpinning knowledge - What have we used to ensure that the policy is current:</b></p>	<p>Author: Health and Safety Executive, (2013), Working alone – Health and safety guidance on the risks of lone working. [Online] Available from: <a href="http://www.hse.gov.uk/pubns/indg73.pdf">http://www.hse.gov.uk/pubns/indg73.pdf</a> [Accessed: 8/23/2019 12:00:00 AM]            Author: Unison, (2007), you are not alone, A UNISON guide to lone working in the health service. [Online] Available from: <a href="http://www.unison.org.uk/content/uploads/2013/06/On-line-Catalogue164073.pdf">http://www.unison.org.uk/content/uploads/2013/06/On-line-Catalogue164073.pdf</a> [Accessed: 8/23/2019 12:00:00 AM]            Author: First 2 Help You Ltd, (2019), LONE WORKING IN HEALTH AND SOCIAL CARE. [Online] Available from: <a href="https://www.first2helpyou.co.uk/2018/04/04/lone-working-health-social-care/">https://www.first2helpyou.co.uk/2018/04/04/lone-working-health-social-care/</a> [Accessed: 8/23/2019 12:00:00 AM]            Author: HSE, (2019), Nurses/care workers, Work-related violence case studies, Social workers/personal care staff. [Online] Available from: <a href="http://www.hse.gov.uk/violence/hslcasestudies/westlothian.htm">http://www.hse.gov.uk/violence/hslcasestudies/westlothian.htm</a> [Accessed: 8/23/2019 12:00:00 AM]            Author: Skills for Care, (2019), Supporting staff that regularly work alone – A guide for adult social care employers. [Online] Available from: <a href="https://www.skillsforcare.org.uk/Documents/Leadership-and-management/Lone-working/Supporting-staff-that-regularly-work-alone.pdf">https://www.skillsforcare.org.uk/Documents/Leadership-and-management/Lone-working/Supporting-staff-that-regularly-work-alone.pdf</a> [Accessed: 10/16/2019 12:00:00 AM]</p>

## PURPOSE

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

To support Social Development Agency Care Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Line of Enquiry (KLOE)
<b>EFFECTIVE</b>	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?
<b>EFFECTIVE</b>	E4: How well do staff, teams and services within and across organisations work together to deliver effective care, support and treatment?
<b>SAFE</b>	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?
<b>SAFE</b>	Are lessons learned and improvements made when things go wrong?
<b>WELL-LED</b>	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?
<b>WELL-LED</b>	W5: How does the service work in partnership with other agencies?

To meet the legal requirements of the regulated activities that Social Development Agency Care Ltd is registered to provide:

- Medical Reports Act 1988
- Health and Safety at Work etc. Act 1974
- The Health and Safety (First Aid) Regulations 1981
- The Health and Safety (Miscellaneous Amendments) 2002
- Management of Health and Safety at Work Regulations 1999
- Protection of Freedoms Act 2012 (links to) The Protection of Freedoms Act 2012 (Disclosure and Barring Service Transfer of Functions) Order 2012
- The Regulatory Reform (Fire Safety) Order 2005
- The Workplace (Health, Safety and Welfare) Regulations 1992
- Protection of Vulnerable Groups (Scotland) Act 2007
- Data Protection Act 2018
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Road Traffic Act 1988
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012

## SCOPE

The following roles may be affected by this policy:

- Staff identified as lone workers

The following Children or young people may be affected by this policy:

- Children and Young People

The following stakeholders may be affected by this policy:

- Commissioners

## OBJECTIVES

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.

Staff always receive appropriate training, are aware of the risks and Social Development Agency Care Ltd has established robust processes to minimise the risks associated with working alone.

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

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

## POLICY

Social Development Agency Care 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 staff 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

More specifically, Social Development Agency Care Ltd recognises that solitary workers face particular problems, and will not require staff to work alone where this results in unacceptable risks.

Social Development Agency Care 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.

Social Development Agency Care Ltd will ensure that by following this policy, lone workers will consistently provide safe and effective systems of work at all times.

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

Where staff work alone, Social Development Agency Care Ltd places even greater trust in them to act responsibly and safely.

## PROCEDURE

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

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.

All staff 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 staff support
- Pay, employment conditions, organisation rules

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

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.

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

All staff 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.

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

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.

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

Social Development Agency Care 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.

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

Lone workers will be provided with emergency contact details of a responsible person within Social Development Agency Care Ltd. This emergency contact will be provided on induction and will be kept up to date.

Social Development Agency Care 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.

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 and support, either in the line of their regular work or in an emergency.

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 Social Development Agency Care Ltd, such systems must be strictly adhered to.

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

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.

## DEFINITIONS

### 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

### Risk Assessment

Considers the associated risks with lone working in terms of the likelihood that an accident/incident could occur and the consequences should that accident/incident occur to determine what control measures are needed to ensure the safety and welfare of the lone 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 person's suitability for lone working will be assessed by Social Development Agency Care Ltd

All lone workers will always have the means to contact responsible people at Social Development Agency Care Ltd in the event of an emergency, or in the need for advice

Social Development Agency Care 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