

QUALITY POLICY STATEMENT

Title: LONE WORKING

This policy applies to all staff who may be working alone at any time.

The purpose of this policy is to identify the responsibilities each staff member has and to ensure that they are aware of the risks and how risks are reduced. The policy also identifies what staff should do if something goes wrong. The lone working risk assessment should be used alongside this policy.

Lone working should be risk assessed. When completing a risk assessment, the following points should be considered as part of the risk assessment process:

- **Environment** – location, security, access, lighting
- **Time and travel** – certain times of day present a higher risk as do certain types of travel
- **Adverse weather conditions** – in wet / icy conditions there is a higher risk of an accident occurring when travelling to / from jobs.
- **Context** – nature of the task, any special circumstances
- **The individuals concerned** – indicators of potential or actual risk
- **History** – any previous incidents in similar situations
- **Any other special circumstances**

PERSONAL SAFETY

Staff working within the domiciliary services should be provided with an i-connect phone or should be in possession of a mobile phone; staff are responsible for checking that the phone is charged, in working order, and with sufficient credit. Personal alarms may also be provided.

Domiciliary workers should use their I-connect phones to electronically log their arrival at a service. Workers who do not have an I-connect phone should use their unique pin number to log their call via the service users landline telephone. There is no charge to the service user for this call. On leaving the shift the staff member should repeat the process to log that they are leaving the shift.

Staff using I-Connect phones will be able to access rota updates and important information about the service user and the task they are expected to complete. This information will include any warnings to staff member will need to be aware of.

Staff who do not use I-Connect phones will receive a weekly rota via their work e-mail address. Important information about the service user and the task they are expected to complete will be included on the rota. This information will include any warnings to staff member will need to be aware of.

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The service manager is responsible for ensuring that the staff plan rostering system is kept up to date and new information is added as it is identified.

Staff are responsible for reporting any changes, new information or risks immediately to the service manager.

The duty manager is responsible for monitoring the staff plan exchange 7 days a week between 09:00 -17:00. Outside of these hours the on-call manager will receive alert messages to their mobile phone. In all situations where staff have not logged in or out of shift the manager should contact the staff member via their mobile phone.

Staff should be responsive in answering calls from the duty / on-call manager. Failure to answer a call from the duty / on-call manager due to this policy not being followed may lead to further action being taken.

Staff should not carry large amounts of money or medication.

Staff should not bring valuables into work.

If any of the following situations arise the duty / on-call manager should be contacted;

- A staff member becomes unwell.
- A service user becomes unwell or is suddenly ill.
- A staff member has an accident or an incident.
- A service user has an accident or an incident.
- The service user dies.
- A new risk is identified.
- The service user, their family or carer wish to make a complaint.
- There are allegations, observations or concerns that abuse is occurring.
- The service user has a problem with their utility supply (gas, electric or water).
- There are environmental health concerns (pest infestations, leaking sewerage pipes).
- The staff member cannot gain access to the service users home.

Where staff work alone for extended periods of time managers must make provision for regular contact, both to monitor the situation and to counter the effects of working in isolation (a period of 24 hours should not be exceeded).

Domiciliary staff will receive a 'Domiciliary Bag' – this should contain a first aid kit, an RCD adapter, PPE and hand gel. Staff should ensure that this bag is accessible whilst working.

Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.

Travelling between jobs

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Staff who travel between jobs and are alone may be exposed to a higher level of risk for example;

- Vehicle breakdown
- Becoming lost
- Traffic accident
- From strangers / others
- Slips, trips and falls

The manager should consider the likelihood of these risks and reduce them as far as reasonably practicable.

For example;

Walkers should not be asked to walk long distances in dark or high risk areas – consider using car drivers or in emergency situations a taxi.

Car drivers should avoid using dark country lanes when risk of accidents increase due to adverse weather and dark nights – consider using main roads.

The staff member should ensure that any actions or tasks they undertake does not unnecessarily increase risk to themselves or others and should immediately report any concerns to their line manager, the duty manager or on-call manager.