Review Sheet

Last Reviewed 13 Jan '21	Last Amended 13 Jan '21	Next Planned Review in 12 months, or sooner as required.

Business impact	**MEDIUM IMPACT** — Changes are important, but urgent implementation is not required, incorporate into your existing workflow.
Reason for this review	Improve usability
Were changes made?	Yes
Summary:	This policy details how staff who are required to work alone, can do safely and the measures that must be taken to ensure their safety and wellbeing. The risk assessment has been restructured and the requirement to sign, to read and understand as well as a further review date. This risk assessment can be used to supplement the risk assessment within the QCS Risk Assessment section of the management system.
Relevant legislation:	• Control of Substances Hazardous to Health Regulations 2002 • Health and Safety at Work etc. Act 1974 • The Health and Safety (First Aid) Regulations 1981 • The Manual Handling Operations Regulations 1992 • The Regulatory Reform (Fire Safety) Order 2005 • General Data Protection Regulation 2016 • Health and Social Care (Safety and Quality) Act 2015 • Data Protection Act 2018 • The Control of Substances Hazardous to Health Regulations 2002 • 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 • Coronavirus Act 2020
Underpinning knowledge - What have we used to ensure that the policy is current:	• Author: Health and Safety Executive, (2020), *Protecting lone workers - How to manage the risks of working alone (INDG73 version 4)*. [Online] Available from: https://www.hse.gov.uk/pUbns/indg73.pdf [Accessed: 13/1/2021] • Author: Unison, (2007), *You are not alone - A UNISON guide to lone working in the health service*. [Online] Available from: http://www.unison.org.uk/content/uploads/2013/06/On-line-Catalogue164073.pdf [Accessed: 13/1/2021] • Author: First 2 Help You Ltd, (2017), *LONE WORKING IN HEALTH AND SOCIAL CARE*. [Online] Available from: https://www.first2helpyou.co.uk/2018/04/04/lone-working-health-social-care/ [Accessed: 13/1/2021] • Author: HSE, (2020), *Nurses/care workers - Work-related violence case studies - Social workers/personal care staff*. [Online] Available from: https://www.hse.gov.uk/violence/hslcasestudies/westlothian.htm [Accessed: 13/1/2021] • Author: Skills for Care, (2019), *Supporting staff that regularly work alone - A guide for adult social care employers*. [Online] Available from: https://www.skillsforcare.org.uk/Documents/Leadership-and-management/Lone-working/Supporting-staff-that-regularly-work-alone.pdf [Accessed: 13/1/2021]
Suggested action:	• Encourage sharing the policy through the use of the QCS App • Add the policy to the planned team meeting agendas • Share 'Key Facts' with all staff • Ensure relevant staff are aware of the content of the whole policy

Inspiring Aspirations Plus Ltd T/A Inspiring Support

Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.

1. Purpose

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

1.2 To support Inspiring Aspirations Plus Ltd T/A Inspiring Support in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?
EFFECTIVE	E4: How well do staff, teams and services within and across organisations work together to deliver effective care, support and treatment?
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?
SAFE	S6: Are lessons learned and improvements made when things go wrong?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?
WELL-LED	W5: How does the service work in partnership with other agencies?

1.3 To meet the legal requirements of the regulated activities that {Inspiring Aspirations Plus Ltd T/A Inspiring Support} is registered to provide:

 ∟ Control of Substances Hazardous to Health Regulations 2002
 ∟ Health and Safety at Work etc. Act 1974
 ∟ The Health and Safety (First Aid) Regulations 1981
 ∟ The Manual Handling Operations Regulations 1992
 ∟ The Regulatory Reform (Fire Safety) Order 2005
 ∟ General Data Protection Regulation 2016
 ∟ Health and Social Care (Safety and Quality) Act 2015
 ∟ Data Protection Act 2018
 ∟ The Control of Substances Hazardous to Health Regulations 2002
 ∟ 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
 ∟ Coronavirus Act 2020

2. Scope

2.1 The following roles may be affected by this policy:
 ∟ Staff identified as lone workers

2.2 The following Service Users may be affected by this policy:
 ∟ Service Users

2.3 The following stakeholders may be affected by this policy:
 ∟ Commissioners

3. Objectives

3.1 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.

3.2 Staff always receive appropriate training, are aware of the risks and Inspiring Aspirations Plus Ltd T/A Inspiring Support has established robust processes to minimise the risks associated with working alone.

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

3.4 Processes and risk assessments are consistently followed, and they are seen as robust, clear and comprehensive.

4. Policy

4.1 Inspiring Aspirations Plus Ltd T/A Inspiring Support recognises that there is a requirement for staff to work alone whilst on company business and that there are specific, increased risks associated with lone working. Through the use of this policy, Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure 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 employee 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

4.2 More specifically, Inspiring Aspirations Plus Ltd T/A Inspiring Support recognises that solitary workers face particular problems, and will not require employees to work alone where this results in unacceptable risks.

4.3 Inspiring Aspirations Plus Ltd T/A Inspiring Support also recognises that Support Workers in particular, will face lone working as part of their role and measures will be put in place to ensure their safety. Where risks are found, a Support Worker will not be required to work alone. For more information, refer to the Double Up Home Care Policy and Procedure at Inspiring Aspirations Plus Ltd T/A Inspiring Support.

4.4 Inspiring Aspirations Plus Ltd T/A Inspiring Support 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.

4.5 Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that by following this policy, lone workers will consistently provide safe and effective systems of work at all times.

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

4.7 Where employees work alone, Inspiring Aspirations Plus Ltd T/A Inspiring Support places even greater trust in them to act responsibly and safely.

4.8 This policy should be read in conjunction to the following policies and procedures:

- Risk Assessment Policy and Procedure
- Safeguarding Policy and Procedure
- Personal Protective Equipment (PPE) Policy and Procedure
- Infection Control Policy and Procedure
- Information specific to Coronavirus (COVID-19) on the COVID-19 Hub

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5. Procedure

5.1 Jo Kerley is responsible for ensuring that safe working systems are operated throughout Inspiring Aspirations Plus Ltd T/A Inspiring Support and these systems are set down in writing and copies given to all members of staff. All employees will receive comprehensive induction training.

5.2 All employees must satisfy their line manager that they are competent in all aspects included in training, which will cover:

- The duties of the particular post
- Safety aspects of all premises at Inspiring Aspirations Plus Ltd T/A Inspiring Support, including where the Service User lives and any 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
- Monitoring, supervision, and employee support
- Pay, employment conditions, organisation rules

5.3 Risk Assessments
Suitable and appropriate risk assessments will be completed where staff will be lone working. All risk assessments will be completed before the first lone worker contact is made, and they will cover all identified areas of risk and clearly record how the risk will be managed.

5.4 All risks will be regularly reviewed and updated as required, and all necessary additional resources or processes will be provided. Where lone working takes place with the Service User, the Care Plan assessment will also encompass the necessary risk assessments and be regularly reviewed. Staff must read the risk assessment and Care Plan before each visit.

5.5 All employees are required to draw to the attention of their line manager any amendments or additions to the procedure which may become necessary from time to time.

5.6 Medical Conditions and Lone Working
Inspiring Aspirations Plus Ltd T/A Inspiring Support will follow HSE guidance on lone workers with medical conditions and consider following a risk assessment whether medical advice is required by Inspiring Aspirations Plus Ltd T/A Inspiring Support to ensure that the lone worker can safely carry out their role when working alone.

5.7 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.

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

5.9 Emergency Contacts
Lone workers will be provided with emergency contact details of a responsible person within Inspiring Aspirations Plus Ltd T/A Inspiring Support, who they can contact during office hours and also during out of hours. This emergency contact will be provided and will be kept up to date.

5.10 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 an Electronic Call Monitoring system, a phone buddy system or GPS phone tracking. The system will be agreed locally by Inspiring Aspirations Plus Ltd T/A Inspiring Support and such systems must be strictly adhered to. Any concerns flagged by a tracking system must be acted upon and investigated by the line manager.

5.11 Inspiring Aspirations Plus Ltd T/A Inspiring Support 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.

5.12 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.

5.13 Lone Worker Requirements
All lone workers will have quick and easy access to first aid facilities within the premises of Inspiring Aspirations Plus Ltd T/A Inspiring Support and mobile workers will be provided with a first aid kit.

5.14 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.
5.15 Lone workers will be provided with all the PPE required to safely and efficiently fulfil their role effectively; with basics including but not limited to:

- Disposable gloves
- Disposable aprons
- Disposable masks (infectious diseases)
- Shields
- Disposable hazmat suits

5.16 Disciplinary Action
Inspiring Aspirations Plus Ltd T/A Inspiring Support 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.

5.17 Review
Continual review of the lone working procedure at Inspiring Aspirations Plus Ltd T/A Inspiring Support will be undertaken to ensure the safety of all employees.
Line Managers 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 regular team meetings, which all lone working staff must attend, on a regular basis
- Providing lone working staff with the contact details of the person they can contact for help and support in fulfilling their duties whilst at work

6. Definitions

6.1 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

6.2 Risk Assessment

- Considers the associated risks with lone working in terms of the likelihood that an accident/incident can 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

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Key Facts - Professionals

Professionals providing this service should be aware of the following:
- All lone working staff will 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 and equipment used will be maintained by the employer
- A person's suitability for lone working will be assessed by Inspiring Aspirations Plus Ltd T/A Inspiring Support
- All lone workers will always have the means to contact responsible people at Inspiring Aspirations Plus Ltd T/A Inspiring Support in the event of an emergency, or in the need for advice
- Inspiring Aspirations Plus Ltd T/A Inspiring Support 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:
- Lone workers will 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 will 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
- Where you are supported by a lone worker you can expect to be treated with dignity and respect just as if you were being supported by more than one person
- Lone workers must be respected just as much as if there were more than one person present

Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

Live Life Safe Suzy Lamplugh Trust - Personal Safety Leaflets:
https://www.suzylamplugh.org/personal-safety-leaflets
WikiHow - Adding an ICE number to your mobile phone:
https://www.wikihow.com/Add-ICE-to-Your-Cell-Phone
What 3 words emergency location:
https://what3words.com/news/emergency/three-words-for-a-faster-emergency-response/

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👍 Outstanding Practice

To be ' outstanding ' in this policy area you could provide evidence that:
- Comprehensive risk assessments are produced that are highly creative in the way that risks are managed
- Where employees are lone workers, they state that they are very well supported by Inspiring Aspirations Plus Ltd T/A Inspiring Support
- When risks are identified by lone workers they are consistently listened to, and issues are addressed quickly
- Service Users report high levels of satisfaction with the lone workers providing support
- Innovative solutions to issues are put in place which encourage lone working (if that is what is wanted by the Service User)
- There are very few accidents, incidents or injuries involving lone workers
- There is evidence that promoting the health, safety and welfare of lone workers is a very important theme within Inspiring Aspirations Plus Ltd T/A Inspiring Support
- The wide understanding of the policy is enabled by proactive use of the QCS App

📝 Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Checklist for Staff who are Lone Working - PM23	To encourage staff to think about lone working.	QCS
Lone Working Risk Assessment - PM23	When staff are required to work alone.	QCS

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NB: This checklist does not replace the need to undertake a full risk assessment when staff are lone working.

Checklist	Yes or No (circle)
1. Have you checked that there is no specific information that you need to know before you visit the Service User?	**Y / N**
2. Does anybody know where you are lone working and how long you will be?	**Y / N**
3. Are arrangements in place for someone to act if you do not respond to check visits or calls or report completion of visits via the tracking system or at the agreed time?	**Y / N**
4. If your visit schedule changes, have you informed your manager?	**Y / N**
5. Have you made sure that you can be contacted?	**Y / N**
6. If you are working alone in a building, is the building secure so that unauthorised people cannot enter the premises without your permission or knowledge?	**Y / N**
7. Can you call for help and are arrangements made to enable specified persons to attend promptly?	**Y / N**
8. Can you safely get to your work area and return to your car if you are working late or visiting a Service User?	**Y / N**
9. Have you avoided or minimised the carrying of cash and having valuable items visible?	**Y / N**
10. Are you prepared to seek advice, get support or terminate the appointment as appropriate if there is any aspect that makes you uneasy?	**Y / N**
11. Do you know to escalate to your manager at the first opportunity any aspects of the visit that need to be shared?	**Y / N**
12. Do you carry a personal alarm?	**Y / N**
13. Do you have a mobile phone, and do you have any network coverage concerns?	**Y / N**
14. Do you have suitable and sufficient levels of PPE?	**Y / N**

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Name of Staff Member:		Line Manager:	
Assessment completed by:		Signed:	
Date completed:		Date to review:	
I fully understand the content of this risk assessment and agree to work within these guidelines. **I will report any concerns or changes that could affect its effectiveness at the earliest opportunity.**			
Signed:		Date:	

What is the Hazard?		Risk Rating (Highlight below)		
1. Challenging behaviour from Service Users, friends and family		**High**	**Medium**	**Low**
Who might be harmed and how?	**What are you already doing? (control measures)**	**Do you need to do anything else to manage this risk?**		
Members of staff and/or Service Users may be physically or mentally injured through challenging behaviour that is presented at a visit.	Staff are trained in managing challenging behaviour. Staff are issued with support devices such as mobile phones, to assist in challenging situations where required.	A review will take place of the Service User's challenging behaviour to determine if more measures are required for the visit, such as double up support or further discussions with the commissioners of their care.		
Actions:	**By Who?**	**By When?**	**Complete**	

What is the Hazard?		Risk Rating (Highlight below)		
2. Aggressive pets		**High**	**Medium**	**Low**
Who might be harmed and how?	**What are you already doing? (control measures)**	**Do you need to do anything else to manage this risk?**		
Members of staff may suffer a physical injury from an aggressive pet within the household.	Measures are in place within the Care Plan to remove the pet when care and support is being provided. Discussions have been taken with the Service User regarding the aggressive pet and the steps to take have been documented in their Care Plan.	Discussions with the local authority/commissioners to take place in relation to the risk posed to staff by the pet.		
Actions:	**By Who?**	**By When?**	**Complete**	

What is the Hazard?		Risk Rating (Highlight below)		
3. Location of the visit		**High**	**Medium**	**Low**
Who might be harmed and how?	**What are you already doing? (control measures)**	**Do you need to do anything else to manage this risk?**		
Members of staff who are unfamiliar with the location could become lost or end up in a crime/violence hotspot area.	Continuity of care is adhered to; each Service User has a dedicated pool of staff to support with their care and who are familiar with the location. The Service User's Care Plan is kept up to date with any information about the location that may be important to staff.	Where new staff are introduced to the call they will initially 'buddy up' with a staff member who is familiar with the location. New staff will be informed of any important information relating to the location, prior to the visit, and will be checked when they first attend to ensure that they get there safely, either via a check in call or call monitoring system.		
Actions:	**By Who?**		**By When?**	**Complete**

What is the Hazard?		Risk Rating (Highlight below)		
4. Lack/loss of contact from a staff member working alone		**High**	**Medium**	**Low**
Who might be harmed and how?	**What are you already doing? (control measures)**	**Do you need to do anything else to manage this risk?**		
The member of staff could be injured or in a dangerous situation that Inspiring Aspirations Plus Ltd T/A Inspiring Support is unaware of. The Service User could be impacted if they do not receive their calls on time.	Visit or electronic call monitoring is in place to track staff during their shifts. Regular supervisions and performance reviews take place with staff.	Check-in system to be implemented to liaise with staff at certain times of the day.		
Actions:	**By Who?**		**By When?**	**Complete**

What is the Hazard?		Risk Rating (Highlight below)		
5. Sudden illness, accident, or injury		**High**	**Medium**	**Low**
Who might be harmed and how?	**What are you already doing? (control measures)**	**Do you need to do anything else to manage this risk?**		
A member of staff could fall ill, have an accident or injury suddenly whilst working alone.	Visit or electronic call monitoring is in place to track staff during their shifts. Regular supervisions and performance reviews take place with staff.	Check-in system to be implemented to liaise with staff at certain times of the day. Lone working staff to carry first aid equipment.		
Actions:	**By Who?**		**By When?**	**Complete**

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What is the Hazard?		Risk Rating (Highlight below)		
6. Night working		**High**	**Medium**	**Low**

Who might be harmed and how?	What are you already doing? (control measures)	Do you need to do anything else to manage this risk?
A member of staff may encounter dangers such as violence or crime, that are more prevalent at night.	Visit or electronic call monitoring is in place to track staff during their shifts. A designated point of contact is in place for night workers should they require it.	A buddy up system to be put in place for scheduled night visits to ensure the safety of staff.

Actions:	By Who?		By When?		Complete	

What is the Hazard?		Risk Rating (Highlight below)		
7. Poor signal on electronic devices		**High**	**Medium**	**Low**

Who might be harmed and how?	What are you already doing? (control measures)	Do you need to do anything else to manage this risk?
Staff members may face situations that could pose harm if they have poor signal i.e. an accident or injury has occurred and they are unable to communicate with the office. Service Users could be impacted due to delayed calls.	Poor signal areas are identified and, where possible, have been managed with the signal provider. Staff are made aware of any poor signal areas.	Buddy up system in place where poor signal areas are identified, and nothing can be corrected by the signal provider

Actions:	By Who?		By When?		Complete	

What is the Hazard?		Risk Rating (Highlight below)		
8. Mode of transport		**High**	**Medium**	**Low**

Who might be harmed and how?	What are you already doing? (control measures)	Do you need to do anything else to manage this risk?
Risks can be identified with any mode of transport and staff could be at risk from an accident or injury occurring, as well as a breakdown or theft within their own vehicle.	Travel time is scheduled to give enough time between visits for staff to travel safely, whichever mode they choose. Staff are advised to have the necessary vehicle insurance and breakdown cover in place as part of their role.	Review of travel times to take place to ensure that they are sufficient, with input from staff experiences of the routes and modes of transport being taken. Staff insurance and breakdown cover to be reviewed to ensure that it is sufficient.

Actions:	By Who?		By When?		Complete	

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What is the Hazard?		Risk Rating (Highlight below)		
9. Member of staff's vehicle		**High**	**Medium**	**Low**
Who might be harmed and how?	**What are you already doing? (control measures)**	**Do you need to do anything else to manage this risk?**		
Risks of injury can occur through staff using their own vehicles, as well as a breakdown or theft of vehicle.	Travel time is scheduled to give enough time between visits for staff to travel safely, whichever mode they choose. Staff are advised to have the necessary vehicle insurance and breakdown cover in place as part of their role.	Review of travel times to take place to ensure that they are sufficient, with input from staff experiences of the routes and modes of transport being taken. Staff insurance and breakdown cover to be reviewed to ensure that it is sufficient.		
Actions:	**By Who?**		**By When?**		**Complete**	

What is the Hazard?		Risk Rating (Highlight below)		
10. Staff members' mental wellbeing		**High**	**Medium**	**Low**
Who might be harmed and how?	**What are you already doing? (control measures)**	**Do you need to do anything else to manage this risk?**		
The wellbeing of staff members may be impacted by lone working. The mental wellbeing of staff may impact Service Users and cause concerns.	Regular contact is made with lone working staff members including through regular supervisions and personal development discussions, team meetings and spot checks etc. Staff members and Service Users are matched where possible.	Support staff with wellbeing courses and monitor their mental wellbeing using the Employee Welfare Check Form. Where identified, supervisions may require increasing to support the staff members.		
Actions:	**By Who?**		**By When?**		**Complete**	