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| **Review Sheet** | |
| Last Reviewed Last Amended Next Planned Review in 12 months, or  22 May '20 22 May '20 sooner as required. | |
| Business impact | Changes are important, but urgent implementation is not required, incorporate into your existing workflow.  **MEDIUM IMPACT** |
| Reason for this review | Scheduled review |
| Were changes made? | Yes |
| Summary: | This policy outlines how staff can be supported when they are lone working. It has been reviewed and updated to include a list of supplementary policies to be read in conjunction with this policy, including reference to the COVID-19 Hub. References have also been updated to ensure they remain current. |
| Relevant legislation: | * Medical Reports Act 1988 * Control of Substances Hazardous to Health Regulations 2002 * The Controlled Drugs (Supervision of Management and Use) Regulations 2013 * The Hazardous Waste (England and Wales) Regulations 2005 * 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 * The Manual Handling Operations Regulations 1992 * 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 * The Health and Safety (Miscellaneous Amendments) Regulations 2002 * Protection of Vulnerable Groups (Scotland) Act 2007 * 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 |

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| 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: 22/5/2020] * 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: 22/5/2020] * 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](https://www.first2helpyou.co.uk/2018/04/04/lone-working-health-social-care/)   [-health-social-care/](https://www.first2helpyou.co.uk/2018/04/04/lone-working-health-social-care/) [Accessed: 22/5/2020]   * 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: 22/5/2020] * 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](https://www.skillsforcare.org.uk/Documents/Leadership-and-management/Lone-working/Supporting-staff-that-regularly-work-alone.pdf) [Accessed: 22/5/2020] |
| 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 |
| 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. To safeguard, support and promote the health, safety and welfare of employees working alone.
  2. To support Holbeach & East Elloe Hospital Trust in meeting the following Key Lines of Enquiry:

## Key Question Key Lines of Enquiry

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| 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. To meet the legal requirements of the regulated activities that {Holbeach & East Elloe Hospital Trust} is registered to provide:
     + Medical Reports Act 1988
     + Control of Substances Hazardous to Health Regulations 2002
     + The Controlled Drugs (Supervision of Management and Use) Regulations 2013
     + The Hazardous Waste (England and Wales) Regulations 2005
     + 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
     + The Manual Handling Operations Regulations 1992
     + 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
     + The Health and Safety (Miscellaneous Amendments) Regulations 2002
     + Protection of Vulnerable Groups (Scotland) Act 2007
     + 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**

* 1. The following roles may be affected by this policy:
     + Staff identified as lone workers
  2. The following Service Users may be affected by this policy:
     + Service Users
  3. The following stakeholders may be affected by this policy:
     + Commissioners



**3. Objectives**

* 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.
  2. Staff always receive appropriate training, are aware of the risks and Holbeach & East Elloe Hospital Trust has established robust processes to minimise the risks associated with working alone.
  3. There are no reported incidents, accidents or injuries as a result of working alone.
  4. That processes and risk assessments are consistently followed, and they are seen as robust, clear and comprehensive.



**4. Policy**

* 1. Holbeach & East Elloe Hospital Trust 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 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
  2. More specifically, Holbeach & East Elloe Hospital Trust recognises that solitary workers face particular problems, and will not require employees to work alone where this results in unacceptable risks.
  3. Holbeach & East Elloe Hospital Trust 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. Holbeach & East Elloe Hospital Trust will ensure that by following this policy, lone workers will consistently provide safe and effective systems of work at all times.
  5. All employees have a responsibility to act in such a way as not to put themselves or their colleagues at risk.
  6. Where employees work alone, Holbeach & East Elloe Hospital Trust places even greater trust in them to act responsibly and safely.
  7. 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



**5. Procedure**

* 1. All new appointees to lone worker positions will receive comprehensive induction training.
  2. Supervisors are responsible for ensuring that safe working systems are operated throughout their departments, and these systems are set down in writing and copies given to all members of staff.
  3. All employees 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 employee support
* Pay, employment conditions, organisation rules
  1. Suitable and appropriate risk assessments will be completed where staff will be lone working.
  2. 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.
  3. All risks will be regularly reviewed and updated as required, and all necessary additional resources or processes will be provided.
  4. All employees 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.
  5. Holbeach & East Elloe Hospital Trust will follow HSE guidance on lone workers with medical conditions and consider following a risk assessment whether medical advice is required by Holbeach & East Elloe Hospital Trust to ensure that the lone worker can safely carry out their role when working alone.
  6. 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.
  7. Requests for medical reports will be subject to the Access to Medical Reports Act 1988 where appropriate.
  8. Holbeach & East Elloe Hospital Trust 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.
  9. 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 can contact for help and support in fulfilling their duties whilst on duty
  10. Lone workers will be provided with emergency contact details of a responsible person within Holbeach & East Elloe Hospital Trust. This emergency contact will be provided on induction and will be kept up to date.
  11. Holbeach & East Elloe Hospital Trust 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.
  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.

* 1. 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 Holbeach & East Elloe Hospital Trust, such systems must be strictly adhered to.
  2. All lone workers will have quick and easy access to first aid facilities and mobile workers will be provided with a first aid kit.
  3. 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.
  4. 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



**6. 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 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



**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, equipment and machinery used will be maintained by the employer
    - A person's suitability for lone working will be assessed by Holbeach & East Elloe Hospital Trust
    - All lone workers will always have the means to contact responsible people at Holbeach & East Elloe Hospital Trust in the event of an emergency, or in the need for advice
    - Holbeach & East Elloe Hospital Trust 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 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



**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>



**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 Holbeach & East Elloe Hospital Trust
    - When risks are identified by lone workers they are consistently listened to, and issues are addressed quickly
    - People using services 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 the service



**Forms**

The following forms are included as part of this policy:

|  |  |  |
| --- | --- | --- |
| **Title of form** | **When would the form be used?** | **Created by** |
| Lone Working Checklist for Staff  - PM12 | To encourage staff to think about lone working | QCS |

Holbeach & East Elloe Hospital Trust

Boston Road North, Holbeach, Spalding, Lincolnshire, PE12 8AQ

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Lone Working Checklist for Staff - PM12



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**Checklist for Staff who are Lone Working**

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

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