HOLISTIC QUALITY CARE LTD
64b , Roaseville Road, n/a, Leeds, West Yokshire, LS8 5DR

Review Sheet

Last Reviewed 26 May '21	Last Amended 26 May '21	Next Planned Review in 12 months, or sooner as required.
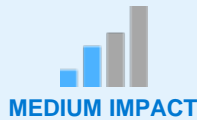
Business impact	**MEDIUM IMPACT** — Changes are important, but urgent implementation is not required, incorporate into your existing workflow.
Reason for this review	Scheduled review
Were changes made?	Yes
Summary:	This policy will support staff that are required to work alone to maintain their safety and welfare. It has been updated within the policy statement and procedure sections to provide clarity in relation to employer duties and legal requirements. References also updated to ensure they remain current.
Relevant legislation:	• The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 • Health and Safety at Work etc. Act 1974 • The Health and Safety (First Aid) Regulations 1981 • Management of Health and Safety at Work Regulations 1999 • The Workplace (Health, Safety and Welfare) Regulations 1992 • Health and Social Care (Safety and Quality) Act 2015
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: 26/5/2021] • 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: 26/5/2021] • Author: First 2 Help You Ltd, (2018), *Lone Working in Health and Social Care.* [Online] Available from: https://www.first2helpyou.co.uk/2018/04/04/lone-working-health-social-care/ [Accessed: 26/5/2021] • 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: 26/5/2021] • 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: 26/5/2021]
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
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.

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1. Purpose

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

1.2 To support HOLISTIC QUALITY CARE LTD 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 {HOLISTIC QUALITY CARE LTD} is registered to provide:

- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Health and Safety at Work etc. Act 1974
- The Health and Safety (First Aid) Regulations 1981
- Management of Health and Safety at Work Regulations 1999
- The Workplace (Health, Safety and Welfare) Regulations 1992
- Health and Social Care (Safety and Quality) Act 2015

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 To ensure suitable arrangements are in place to assess and adequately control risks to lone workers, ensuring that they are not placed in avoidable risk or harm by the fact they are working alone.
3.2 To ensure that robust lone working procedures are in place, ensuring employee safety at all times.

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4. Policy

4.1 HOLISTIC QUALITY CARE LTD recognises that there may be an increased risk to the health and safety of its employees whilst working alone. The Registered Manager has overall responsibility for ensuring that suitable measures are put in place to protect lone workers,whilst undertaking company work activities. The Registered Manager has responsibility for ensuring the following policy provisions are in place:
4.2 All lone working activities are subject to a suitable and sufficient risk assessment. Consideration is given to the task requirements, work environment, individual capability and any other known risk factors to ensure that risks to lone workers are suitably identified and adequately controlled.
4.3 Robust lone working procedures are in place and suitable resources/equipment is provided to ensure lone worker safety and ensure suitable management of lone worker risks.

4.4 Suitable emergency procedures are in place and are clearly communicated to and understood by the lone worker to ensure an appropriate response in the event of an emergency situation. A reliable means of raising the alarm is provided in the event of emergency.
4.5 There are appropriate mechanisms and procedures in place to ensure that any incidents are recorded and reported at the earliest opportunity. anbara Haji Abdullahi is responsible for ensuring all incidents are suitably investigated and will also engage with lone workers to find out what their concerns are and look for possible solutions.
4.6 If the risks associated with the lone working activity 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.
4.7 All risks and safe working procedures will be regularly reviewed on at least an annual basis to ensure that they remain suitable and are sufficient in minimising risks to lone workers.
4.8 HOLISTIC QUALITY CARE LTD will ensure that all lone workers are thoroughly trained at the commencement of their employment and at suitable intervals thereafter, to ensure they are aware of the risks and know how to keep themselves safe. Training will ensure lone workers understand the risks of their work, the precautions that are needed, who to report back to and what should be done in an emergency.
4.9 All lone workers must take reasonable care of their own health and safety and avoid placing themselves at risk. They must also take suitable measures to ensure the security of the site at all times.
4.10 Inexperienced workers, young people and others identified at an increased risk will not be permitted to work alone.

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5. Procedure

5.1 A suitable lone worker risk assessment is undertaken for any aspect of lone working prior to any member of staff being permitted to undertake any lone working activities.

5.2 All lone workers are briefed on the specific risk assessment and the lone working procedures in place to keep them safe prior to undertaking any lone working activity. Lone workers will be required to ensure they fully understand the contents of the task-specific risk assessment in place prior to starting work. All specified control measures must be implemented and remain in place throughout the duration of the activity.

5.3 Comprehensive lone worker training is provided to all lone workers at induction and at suitable intervals thereafter, to ensure ongoing awareness of lone working risks and the measures in place to ensure lone worker safety. Training will include details of:

- The safe working procedures in place to ensure lone worker safety including safety aspects of all premises, such as the Service User's home and any equipment being used

- The working limits imposed on lone working to ensure that risks are reduced to a level as low as reasonably practicable

- Arrangements for maintaining regular contact with their line manager

- 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

- Arrangements for ensuring that all work equipment and the work environment (where applicable) is kept in safe condition, free from defects

- Specific procedures and precautions for identified high risk activities such as manual handling

- Monitoring, supervision, and employee support

5.4 Line managers are responsible for ensuring that lone working procedures are fully implemented and that regular contact is maintained with all lone workers at intervals appropriate to the identified risk.

5.5 Suitable procedures and means of communication, including emergency contact details of a responsible person within HOLISTIC QUALITY CARE LTD are provided to the lone worker to ensure suitable communication channels exist and are in place throughout the duration of any lone working activities. Communication channels in place will allow the location of individuals to be determined at any particular time. 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 HOLISTIC QUALITY CARE LTD, such systems must be strictly adhered to.

5.6 Prior to commencing work alone, all employees must ensure that they have adequate means of communication/emergency contact and this must be kept on their person and be fully operational throughout the duration of the activity.

5.7 Recognition will be given to mobile phone reception and other issues that may prevent contact being made in an emergency. 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.

5.8 It is the responsibility of all employees who may be required to work alone to disclose any medical conditions which may make them unsuitable for lone working to the Registered Manager as soon as they become known. HOLISTIC QUALITY CARE LTD will follow HSE guidance on lone workers with medical conditions and consider following a risk assessment whether medical advice is required by HOLISTIC QUALITY CARE LTD to ensure that the worker can safely carry out their role when working alone.

5.9 HOLISTIC QUALITY 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 the agreed procedure will be viewed very seriously and may result in disciplinary action being taken.

5.10 Line managers are responsible for:

- Setting up and maintaining an effective procedure to ensure that all premises (such as a Service User's home), 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 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 on duty

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

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 HOLISTIC QUALITY CARE LTD
- All lone workers will always have the means to contact responsible people at HOLISTIC QUALITY CARE LTD in the event of an emergency, or if advice is needed
- HOLISTIC QUALITY 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:

- 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
- 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

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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:

Suzy Lamplugh Trust Live Life Safe - 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 to ensure that lone worker risks are appropriately managed
- Where employees are lone workers, they feedback that they are very well supported by HOLISTIC QUALITY CARE LTD
- 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 Care
- 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
- The wide understanding of the policy is enabled by proactive use of the QCS App
- 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 - PM22	To encourage staff to think about lone working.	QCS
Lone Working Risk Assessment - PM22	To assess risks when staff are required to work alone.	QCS

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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?

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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 individuals, 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**

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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 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 the service 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 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 it is sufficient.		
Actions:	**By Who?**		**By When?**			**Complete**	

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 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 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 it is sufficient.		
Actions:	**By Who?**		**By When?**	**Complete**	

What is the Hazard?		Risk Rating (Highlight below)		
10. Staff 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**	