



Lone Worker Policy

Why the Lone Working Policy is important

By definition, lone workers are those who work without constant supervision throughout their working day; therefore, procedures must be implemented to monitor lone workers and ensure they remain safe, and to provide regular supervision; this includes supervisors periodically visiting and observing those working alone, as well as regular contact between the lone worker and supervision by telephone.

Milewood believes that supervision helps to ensure that employees understand the risks associated with their work and that the necessary safety precautions are carried out. The extent of supervision required depends on the risks involved and the ability of the lone worker to identify and handle health and safety issues.

Who is the policy for?

This policy applies to all Milewood Staff, including Staff travelling on behalf of Milewood.

Procedure

At Milewood, the following apply:

- The assessment of all new referrals should include a risk assessment which includes threats from health and safety hazards, aggression and violence, and other sources.
- Lone workers should carry panic alarms and mobile phones so that they can summon help quickly; all phones should include an emergency number that will be attended at all times that staff are working.
- Lone workers should call in at regular intervals to report that they are safe, including at the end of a shift.
- Details of all lone workers, including their times and places of work along with contact details, should be kept and monitored by the manager.

In a situation where a lone worker feels under immediate threat of their physical safety, they should contact the police directly or inform the duty administrator who should do this for them; the administrator should be careful to take all appropriate information from the lone worker, such as location and telephone number, and to pass this on to the police. Following the incident, the lone worker should fill in an incident form.

It is strongly advised that staff carry in their cars the absolute minimum amount of equipment and that they always park their car in a well-lit, public place if at all possible. Thefts from cars are a major area of concern, and muggings of care staff are a real threat, especially in high crime areas. If on foot then care staff should avoid dark, isolated routes to work.

In cases where care is provided to an individual with a known history of aggression or violence associated with them, a full risk assessment should be completed by the Service Manager. Where there is a significant risk then the care or support plan should be altered accordingly, either by reviewing the case with the relevant case manager or by arranging for care workers to attend in pairs.

Untoward Incidents

Untoward incidents—including all incidents that involve the use or threat of aggression or violence—should be reported, recorded, regularly reviewed, and audited.

Records

All records must be kept in line with legal requirements, the [Data Protection Policy](#) and the [Confidentiality & Disclosure of Information Policy](#).

How we will let you know about the policy and put it into practice

All staff, during induction, are made aware of the organisation's policies and procedures, all of which are used for training updates.

All policies and procedures are reviewed and amended where necessary, and staff are made aware of any changes. Observations are undertaken to check skills and competencies. Various methods of training are used, including one to one, online, workbook, group meetings, and individual supervisions. External courses are sourced as required

Policies are available on Redcrier learning platform and in hard copy in the service.

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All staff have responsibility for making sure they read this policy, understand how it applies to their role and where to get further information.

Equality, diversity and inclusion

EDI is a way of working which should be included in all our policies and procedures.

All staff are expected to deliver services in a manner which respects the individuality of each person using the service and treat people using services and members of the workforce respectfully, regardless of protected characteristics.

Staff will be mindful of people's preferences in how they provide support and easy access to their records.

How we will know the policy is working

Service managers and Regional Operations Managers will monitor the implementation of the policy, highlighting trends in practice and areas for improvement. The Regional Operations Manager will make sure any organisational learning as a result of the audit is shared.

Staff will discuss access to records with the people we support in house meetings, and/or 1:1 on a regular basis. This will be done using the person's preferred method of communication and be recorded in the person's records.



References and legislation

HSE Lone Working: The Basics for Employers: <https://www.hse.gov.uk/lone-working/>

HSE Lone Worker's Toolbox: <http://www.hse.gov.uk/toolbox/workers/lone.htm>

HSE Protecting Lone Workers: <http://www.hse.gov.uk/pubns/indg73.pdf>

HSE Risk Management: <https://www.hse.gov.uk/simple-health-safety/risk/index.htm>

HSE A Safe Place of Work: <http://www.hse.gov.uk/toolbox/workplace/facilities.htm>

Training Statement

All staff, during induction, are made aware of the organisation's policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where necessary and staff are made aware of any changes. Observations are undertaken to check skills and competencies. Various methods of training are used including one to one, online, workbook, group meetings, individual supervisions and external courses are sourced as required.

Linked Documents

Accidents, Incidents and Emergencies Reporting (RIDDOR) policy

Positive Behaviour support policy

Health and Safety policy

Internet, Email and Mobile Phone (Acceptable Use) policy

Risk Assessment policy

Appendix A: Version control

Record of changes

This is a new policy so no changes.

Review cycle

This policy will be reviewed every 3 years as part of a planned schedule, or sooner if there are changes to legislation or best practice.