



**Lindsey Lodge Hospice
Lone Working Policy**

1.0 Purpose and scope

This policy describes the Hospice's arrangements for discharge of its responsibilities for managing the risk to anyone who is a lone worker as defined the Health and Safety at Work Act 1974; the Management of Health and Safety at Work Regulations 1999.

The target audience for this policy is all staff who are lone workers and their managers.

2.0 Objectives

To understand lone working, detail responsibilities and manage risks

To demonstrate the Hospice's commitment to ensuring that the highest standards of Health and Safety management are maintained

3.0 Introduction

Is it legal to work alone and is it safe?

Working alone is not in itself against the law and it will often be safe to do so. However, the law requires employers to consider carefully, and then deal with, any health and safety risks for people working alone.

Employers are responsible for the health, safety and welfare at work of all their workers. They also have responsibility for the health and safety of any contractors or self-employed people doing work for them.

These responsibilities cannot be transferred to any other person, including those people who work alone.

Workers have responsibilities to take reasonable care of themselves and other people affected by their work activities and to co-operate with their employers in meeting their legal obligations.

Who are lone workers and what jobs do they do?

Lone working can be described as any situation or location in which someone works without a colleague nearby; or when someone is working out of sight or earshot of another colleague.

Lone working can take place when people are:

- working as individuals at a fixed site but are separated from others e.g. working alone in buildings or interviewing a patient/service user alone in interview rooms
- working in a remote location, including outdoors
- working alone away from base e.g. home visiting often involving contact with the public
- working outside normal working hours, e.g. alone in a shop or working alone in the community
- travelling alone as part of their work e.g. travelling to meetings or travelling to the home of a patient/service user
- working on other employers' premises or working from home

- A person working alone in a small workshop, petrol station, kiosk or shop

Lone workers are those who work by themselves without close or direct supervision, for example:

4.0 How must employers control the risks?

The Hospice recognises its duties and accepts its responsibilities for the health, safety and welfare of anyone (staff or volunteer, contractor).

Employers have a duty to assess risks to lone workers and take steps to avoid or control risks where necessary. This must include:

- involving workers when considering potential risks and measures to control them;
- taking steps to ensure risks are removed where possible, or putting in place control measures, e.g. carefully selecting work equipment to ensure the worker is able to perform the required tasks in safety; instruction, training and supervision;
- reviewing risk assessments periodically or when there has been a significant change in working practice.

This may include:

- being aware that some tasks may be too difficult or dangerous to be carried out by an unaccompanied worker;
- where a lone worker is working at another employer's workplace, informing that other employer of the risks and the required control measures;
- when a risk assessment shows it is not possible for the work to be conducted safely by a lone worker, addressing that risk by making arrangements to provide help or back-up.

Risk assessment should help employers decide on the right level of supervision. There are some high-risk activities where at least one other person may need to be present. Examples include:

- working in a confined space, where a supervisor may need to be present, along with someone dedicated to the rescue role;
- working at or near exposed live electricity conductors;
- working in the health and social care sector dealing with unpredictable client behaviour and situations.

5.0 How will the person be supervised?

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.

The level of supervision needed is a management decision, which should be based on the findings of a risk assessment, i.e. the higher the risk, the greater the level of supervision required. It should not be left to individuals to decide whether they need assistance.

Where a worker is new to a job, undergoing training, doing a job that presents specific risks, or dealing with new situations, it may be advisable for them to be accompanied when they first take up the post.

6.0 Responsibilities

Line managers

Line Managers are responsible for implementing this policy and monitoring its effectiveness within their area of responsibility and must ensure that:

- Anyone for whom they have management responsibility and who are lone workers, based on recognised definitions, is identified
- All relevant policies and procedures are discussed with lone working staff
- A risk assessment is conducted (in consultation with the relevant personnel) to ensure that all risks from lone working are identified and that proper control measures have been introduced to appropriately protect staff by removing, minimising or mitigating the risks before staff enter a lone working situation
- Lone workers are provided with sufficient information, training, instruction and supervision before entering a lone worker situation
- Physical measures are put in place and appropriate technology is made available to ensure the safety of lone workers
- Staff have received sufficient instruction or training in the use of any lone working device before being issued with that device
- Regular reviews are undertaken of hazards and associated risks to make sure that all measures are effective and continue to meet the requirements of the lone worker
- Where an incident has occurred involving a lone worker, it is reported in accordance with Hospice Risk Management Strategy
- Where appropriate following an incident, a risk assessment is carried out as soon as possible and immediate control measures are put in place prior to a formalised review of lessons learnt following an incident. These measures may include, where appropriate, alternative arrangements being made as to the way in which a service is provided.

Staff

Staff who are lone workers must ensure that they:

- Do all they can to ensure their own safety and that of their colleagues. This is in line with current health and safety legislation
- Attend any relevant training before entering a lone worker situation
- Seek advice from their line manager, action guidance, procedures and instruction to avoid putting themselves or their colleagues at risk
- Conduct proper planning prior to a visit-this might involve a review of patient records prior to any visit or talking to staff who know the patient
- Properly utilise all appropriate technology which has been provided for their own personal safety

- Report all incidents even where they consider it to be a minor incident, including 'near misses' to enable appropriate follow up action to be taken.

7.0 Risk Assessment

Departments whose staff sometimes works alone must undertake and document a risk assessment of those activities where staff work alone. The purpose of the risk assessment process is to:

- Identify lone working staff
- Assess the risks to lone workers and consider whether an alternative to lone working (e.g. patient attending the Hospice) is a possible/better option
- Implement measures to reduce the risks to lone workers, including appropriate staff training to minimise these risks
- Evaluate the control measures and ensure that risks to lone workers are appropriately managed and feed into the risk register

The following must be considered during the risk assessment process:

- All staff who are lone workers
- Type of incident risk, for example, physical assault/theft of property or equipment)
- Working conditions: normal, abnormal and hazardous conditions, such as dangerous steps, unhygienic or isolated conditions, poor lighting
- Particular work activities that might present a risk to lone workers, such as abusive customers in a shop
- The possibility of an increased risk of violence from patients/service users due to alcohol abuse, or drug misuse in relation to their clinical condition or response to treatment, and the risk of violence from their carers or relatives
- The lone worker wearing uniforms when visiting certain patients/service users
- Working in or travelling between certain environments or settings
- Evaluation of capability to undertake lone working - for example, being inexperienced or pregnant, or having a disability.

The expectation is that, under normal circumstances, a risk assessment will be carried out on the activities of the staff working in a particular department taking into account the factors to be considered which are listed above.

There will be certain scenarios and activities that can be classified through a risk assessment as low-risk - for example, staff undertaking office work during normal daytime hours. Staff in this situation may be authorised to work alone without the agreement of their line manager. However, risk assessments need to consider not only safety while at work during normal office hours, but also issues of location and timing relating to personal safety (e.g. someone leaving an empty building, alone, at night).

8.0 Risk Control Measures

Whilst it is imperative that managers take all reasonable steps to reduce the level of risk to which their lone workers are exposed, any measures introduced should be proportionate to the level of risk which exists. The risk assessment must include consideration of the measures described below.

- i. **Scheduling Visits-** Before visiting a location or patient that is a known risk, colleagues who may have worked alone in the same situation previously should be contacted. This aids communication and informs the action taken to minimise the risks. If there are known risks associated with a particular location or patient, lone workers should consider, in consultation with their manager, rescheduling the visit so they can be accompanied by another member of staff/other professional involved in the care of the patient. As part of the risk assessment process, consideration should also be given to whether they should, and can, be treated by attending the Hospice.
- ii. **Lone worker movements-** Lone workers should always ensure that someone else is aware of their movements whilst at work including addresses they will be visiting, expected arrival and departure times, names of people visiting and details of the vehicle they will be travelling in. This means leaving a written diary of visits which should include the names and addresses of the people they will be visiting, expected arrival and departure times, details of vehicles they will be traveling in and contact telephone numbers. Lone workers should then maintain regular contact with the relevant colleague or manager and systems put in place to deal with situations where contact with a lone worker is lost. If it is thought that the lone worker may be at risk, it is important that matters are dealt with quickly, after considering all the available facts. If police involvement is needed, they should be given full access to information held and personnel who may hold it, if that information might help trace the lone worker and provide a fuller assessment of any risks they may be facing.
- iii. **Lone worker devices-** The following lone worker devices are used as part of a range of measures aimed at protecting staff although it must be recognised that devices will not prevent incidents from occurring. However, they may increase the feeling of confidence amongst staff, thus reducing fear of an attack.
- iv. **Mobile technology** to raise an alarm. Some of these systems may incorporate global positioning satellites (GPS) for identifying the exact position of the device
- v. **During a visit - continual dynamic risk assessment** - Dynamic risk assessment is a term used when the situation in which risk arises changes and consists of on the spot decision making. Lone workers should be able to recognise the risks presented by those who are under the influence of alcohol/drugs or are confused, or where animals may be present. Being alert to these warning signs will allow the lone worker to consider all the facts to make a personal risk assessment and, therefore, a judgement as to the best course of action (for example, to continue with their work or to withdraw). At no point should the lone worker place themselves, their colleagues or their patients/service users at risk or in danger. However, dynamic risk assessment must not be seen as a substitute for the systematic assessment of risk arising out of activities undertaken by Hospice staff.

Retail staff should:

- Make the Retail Manager/Supervisor aware they are lone working so that personnel can be deployed to that particular outlet.
- Use the Cybertill to send a message to the warehouse if it isn't possible to call.
- Lock the rear entrance to the shop
- Keep the keys with them at all times

10.0 Incidents

All incidents involving lone workers must be reported in accordance with the Hospice Risk Management Strategy. For all incidents, irrespective of their severity, the line manager with responsibility for the staff involved must conduct an investigation to establish the causes of the incident and whether any further action needs to be taken. The results of any investigation must be acted upon and shared with all relevant staff to ensure that procedures and systems are revised.

11.0 Training

Training is provided from a range of sources as appropriate in accordance with identified need. Staff should receive suitable training or instruction on the use of any devices which they are required to use.

REFERENCES:

the Health and Safety at Work etc. Act 1974;
the Management of Health and Safety at Work Regulations 1999.

Further information about controlling risks can be found on the HSE website at:
www.hse.gov.uk/toolbox/.

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