



## 1. Purpose

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

**1.2** To support Serendipity Healthcare 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 Serendipity Healthcare Ltd 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

- 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 an avoidable risk or harm situation by the fact they are working alone.
- 3.2** Staff always receive appropriate training, are aware of the risks and Serendipity Healthcare Ltd 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** That processes and risk assessments are consistently followed, and they are seen as robust, clear and comprehensive.

## 4. Policy

- 4.1** Serendipity Healthcare Ltd 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. Using this policy, Serendipity Healthcare Ltd 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. The lone worker will contribute to the process and their views will be incorporated
- 4.2** More specifically, Serendipity Healthcare Ltd recognises that solitary workers face particular problems, and it will not require employees to work alone where this results in unacceptable risks.



- 4.3** Serendipity Healthcare Ltd also recognises that Care 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 Care Worker will not be required to work alone.
- 4.4** Serendipity Healthcare Ltd 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** Serendipity Healthcare Ltd 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, Serendipity Healthcare Ltd places even greater trust in them to act responsibly and safely.
- 4.8** This policy should be read in conjunction with the following:
- Safeguarding of Vulnerable People Policy and Procedure
  - Personal Protective Equipment (PPE) Policy and Procedure
  - Infection Control Policy and Procedure
  - Information specific to Coronavirus (COVID-19)

## **5. Procedure**

- 5.1** The Registered Manager is responsible for ensuring that safe working systems are operated throughout Serendipity Healthcare Ltd and that these systems are set down in writing, with 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 that are included in training, which will cover:
- The duties of the particular post
  - Safety aspects of all premises, including a Service User's home 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 in a Service User's



home, the Care Plan assessment will also encompass the necessary risk assessments and be regularly reviewed.

- 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** Serendipity Healthcare Ltd will follow HSE guidance on lone workers with medical conditions and consider, following a risk assessment, whether medical advice is required by Serendipity Healthcare Ltd 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 the emergency contact details of a responsible person within Serendipity Healthcare Ltd whom they can contact during office hours and also during out of hours. This emergency contact information 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 Serendipity Healthcare Ltd 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** Serendipity Healthcare Ltd will ensure that the lone worker has, or has been provided with, the means to contact the member of staff who 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 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**

Serendipity Healthcare 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 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 Serendipity Healthcare Ltd 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, that defects are quickly reported and rectified, and that 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 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.

**Reviewed – 28.01.2022**

**Lisa Ward – HR Manager**