



Lone Working

1. Background

It is recognised that many people within Abbeyfield The Dales (ATD), by the nature of their job, can be required to work alone or can find themselves in such circumstances.

Lone working can be described as “work that is specifically intended to be carried out by unaccompanied persons, without close or direct supervision or immediate access to another person for assistance”.

Whilst much of the lone working undertaken by ATD staff will be low risk, it is sensible to consider instances where lone working may expose ATD employees/others to additional health and safety risks. These may include supporting people in their own homes, working off site, travelling or providing escorts. It could also be working in remote parts of buildings or when staying and working late within offices.

Through a process of risk assessment, significant risks will be identified, and controls put in place to manage the risk. To achieve this, the co-operation of all those involved is essential and the process requires all levels of management and individual staff members to work together to develop and implement local safe systems of work within their services. To this end, this document has been developed and forms part of ATD’s Health & Safety Policy.

2. Objectives

ATD is committed to providing services that enhance the quality of life for older people and developing services that will meet the needs of future generations. This commitment is based on the Mission and Values of ATD. ATD will also comply with all relevant and current legislation.

The aim of this policy is to ensure lone workers understand the hazards and risks to which they are being exposed. The lone worker knows what to do if something goes wrong or they find themselves in an emergency situation. Someone knows the whereabouts of the lone worker, what they are doing and when they are due back and will implement the agreed emergency response if and where appropriate.

3. Scope

This policy applies to all employees, volunteers and anyone undertaking work on behalf of ATD and refers to all services and activities of ATD.

It is applicable to:

- All lone workers, as defined above, whether in an office, care home setting or a sheltered or supported living environment. It also takes account of persons who work in our care at home service.
- Line managers of lone workers; and
- Staff who are not routinely defined as lone workers, but on occasion are required to work alone as per the definition.

Those staff who are responsible for providing information which may affect the safety of lone workers.

4. Policy

ATD is committed to ensuring, that staff who are required to work alone or unsupervised for significant periods of time are reasonably protected from risks to their health and safety.

Working alone does not contravene the law, but it can bring additional risks to a work activity. Through the process of risk assessment, ATD will identify activities that have a significant level of risk attached to them and will employ reasonable controls to reduce the exposure to those risks or eliminate the risk all together.

4.1. Definitions

HSE definition: *“Lone working can be described as “work that is specifically intended to be carried out by unaccompanied persons, without close or direct supervision or immediate access to another person for assistance”.*

4.2. Roles & Responsibilities

4.2.1. Chief Executive (CE)

Overall responsibility for ensuring implementation of this policy is managed and compliance with safety and quality is through the CE.

4.2.2. The Health & Safety Manager (HSM)

The HSM is delegated the responsibility for Health and Safety Management within ATD which includes responsibility for establishing and monitoring the effectiveness of the Lone Working Policy. This function will be carried out by the Health & Safety Manager who is ATD’s competent person as defined in legislation.

4.2.3. Director of Operations (DOO)/Director of Support Services (DOSS)

The CE requires the DOO/DOSS to establish and monitor the operational implementation of these arrangements within their area of responsibility.

In collaboration with the Quality Manager (QM) and the HSM, the DOO/DOSS are required to establish local health and safety arrangements to ensure compliance.

The DOO/DOSS will manage specific concerns relating to lone working conditions and ensure appropriate supervision and appraisal systems are in place to manage any concerns.

4.2.4. Housing and Care Services Managers / House Managers and Office Managers

These managers are responsible for:

- Ensuring that staff are aware of this policy and understand the methods and timing of reporting incidents.
- Ensuring risk assessments, local procedures and arrangements are produced and that safe systems of work are adopted including emergency response arrangements.
- Ensuring that any lone working procedures and safe systems of work implemented are subject to regular monitoring and reviewing to ensure effectiveness; and
- Ensuring that staff receive appropriate information, instruction, training, supervision, and equipment as identified from their job description, risk assessments and other relevant documentation.

4.2.5. Staff

If staff hold a post where the nature of the job involves working alone, a risk assessment must be carried out with appropriate arrangements put in place to ensure health and safety. Staff must:

- Ensure they have all the necessary information, instruction, and training to recognise the hazards and risks involved with working alone.
- Comply with policy and all related procedures and co-operate with supervisors and managers on all health and safety matters.
- Take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work.
- Use and take full part in the check call buddy systems Appendix 7.
- Advise line managers of any concerns or risks.
- Carry out dynamic risk assessments.
- Report all incidents of violence and aggression.
- Attend appropriate training.
- Follow safe working procedures including the use of safety / communications equipment.
- Know emergency procedures and what to do if something goes wrong.
- Where appropriate share their schedule in accordance with local arrangements; and
- Report any incidents, concerns about working alone, or faulty equipment to their line manager.

4.3. Regulatory requirements

4.3.1. Health and Safety at Work Act 1974

ATD have responsibilities under the Health and Safety at Work Act 1974, particularly in relation to employers ensuring, as far as is reasonably practicable, the health, safety, and welfare of employees at work.

4.3.2. The Management of Health and Safety at Work Regulations 1999

These Regulations require employers to assess risks to employees and non-employees and make arrangements for effective planning, organisation, control, monitoring and review of health and safety risks.

Where appropriate, employers must assess the risks of Lone workers and violence to employees and, if necessary, put in place control measures to protect them.

4.3.3. Safety Representatives and Safety Committees Regulations 1977 (a) and The Health and Safety (Consultation with Employees) Regulations 1996 (b)

Employers must inform and consult with employees in good time on matters relating to their health and safety. Employee representatives, either appointed by recognised trade unions under (a) or elected under (b) may make representations to their employer on matters affecting the health and safety of those they represent.

4.3.4. The Corporate Manslaughter and Corporate Homicide Act 2007

This legislation creates a new offence under which an organisation (rather than any individual) can be prosecuted and face an unlimited fine, particularly if an organisation is in gross breach of health and safety standards and the duty of care owed to the deceased.

4.4. Monitoring & Review

ATD is committed to ensuring that all policies and procedures are kept under review to ensure that they remain compliant with all relevant legislation and reflect organisational development.

This document will be reviewed jointly by the DOO/DOSS and the HSM within three years or earlier if there is a change in the legal, procedural, or good practice requirements or following a major incident as required.

ATD is committed to regular auditing of lone working arrangements and will also monitor agreed performance indicators as determined by the DOO / DOSS.

Additionally, the HSM may also monitor incidents, help managers conduct risk assessments, carry out workplace inspections following incidents, etc.

4.5. Advice & Further Review

Further advice and information regarding lone working can be obtained from the HSM.

4.6. Equality and Human Rights Considerations

It is acknowledged that this policy may relate to staff from ethnic minority backgrounds or origins where English is not a first language, where staff may have specific learning needs, be pregnant or have other additional support needs.

Managers should ensure that where it is applicable to lone working, local arrangements and procedures can be made available in alternative formats or suitable arrangements are put in place to ensure the ongoing safety of all employees.

5. Finance, Value for Money & Social Value

N/A

6. Supported Appendices

APPENDIX 1: Risk Assessment and Safe Systems of Work

APPENDIX 2: Example Buddy System

APPENDIX 3: Home visits - Assessments and Meetings

APPENDIX 4: Severe Weather Conditions and Breakdowns

APPENDIX 5: Personal Safety Whilst on Foot

APPENDIX 6: Manager's Checklist

APPENDIX 7: Lone Worker Buddy System

7. Linked Policies

Health and Safety (HSF007)

First Aid (HSF002)

Moving & Handling (R029P)

Risk Assessment (HSR001)

8. Legislation/Regulation

This policy is underpinned by health and safety legislation and places a duty on ATD to provide and maintain a safe working environment. The key piece of legislation is:

The Health & Safety at Work Act 1974

The Health & Safety-First Aid Regulations 1981

The Management of Health & Safety at Work Regulations 1999

The Corporate Manslaughter and Corporate Homicide Act 2007

9. Review

Every 3 years, subject to any regulatory or legislative updates.

10. Procedure/Guidance

10.1. The Risk Management Process

Safe lone working is reliant on the judgement of the staff member making the risk assessments.

10.1.1. Identification of risks

The identification of risks relies on using all available information in relation to lone working to ensure that the risk of future incidents can be minimised. This includes learning from operational experience of previous incidents and involving feedback from all staff within ATD and stakeholders. It is therefore essential that staff are encouraged to report identified risks to building managers, as well as 'near misses', so that a risk assessment can be carried out, appropriate action taken, and control measures put in place.

10.1.2. Identification of risk for lone workers

The risk identification process should be carried out to identify the risks to lone workers and any others who may be affected by their work. This information is needed to make decisions on how to manage those risks and ensure that the action taken is proportionate. Arrangements also need to be made to monitor and review the findings.

This risk identification should consider:

- Lone working staff groups exposed to risk
- Lone workers holding apartment or flat viewings
- Working conditions: normal, abnormal, and hazardous conditions, such as dangerous steps, unhygienic or isolated conditions, poor lighting, working in lofts
- Particular work activities that might present a risk to lone workers, such as traveling to the banks or post office, collecting expensive items from shops.
- Staff delivering unwelcome information or bad news: whether they have received suitable and sufficient training to deliver sensitive or bad news and defuse potentially violent situations
- The possibility of an increased risk of violence from residents/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 carer's, relatives, or friends
- lone workers carrying equipment that makes them a target for theft or makes them less able to protect themselves
- Evaluation of capability to undertake lone working – for example, being inexperienced or pregnant, or having a disability.

10.1.3. Managing Risk

Managers are required to implement measures to manage, control and mitigate risks to lone workers. The levels of follow-up action should be proportionate to the level of concern highlighted in the risk assessment. These measures should be specific, commensurate with the risk identified, and realistic.

10.2. Risk Assessment

The key to risk assessment is to identify hazards, understand how and why incidents occur in lone working situations and learn from that understanding to make improvements to controls and systems to reduce the risk to the employee. To achieve this, the following factors should be considered and documented:

- Type of incident risk (e.g., physical assault/theft of property or equipment).
- Frequency/likelihood of incident occurring and having an impact on individuals, resources and delivery of resident care and support.
- Severity of the incident: impact on affected individuals and cost to ATD as an organisation in human and financial terms.
- Confidence that the necessary control measures are in place or improvements are being made.
- The level of concern and rated risk.
- What action needs to be taken to ensure that improvements are made, and risks reduced.

10.2.1. Dynamic Risk Assessment

The importance of dynamic assessment is that it enables lone workers to anticipate and recognise the early warning signs of suspected risks and enables safe early interventions to minimise or negate the risk to themselves and others. It recognises that situations change rapidly as do associated risks and that dynamic risk assessment should be an ongoing process by the individual member of staff.

A dynamic risk assessment is a way of continuously assessing a situation as you are dealing with it to ensure that risks of violence or risk are quickly recognised, assessed, and responded to.

A dynamic risk assessment should be conducted as necessary in the circumstances in place at the time. The process involves:

- The assessment of risk in dynamic situations is undertaken before, during and after an apartment or flat viewing, potentially hazardous appointment or working period.
- The benefits of proceeding with a task must be weighed carefully against the adverse risk posed to the lone worker.

What sets DRA apart from systematic or (normal) risk assessment is that it is applied in situations that are:

- Unpredictable/unforeseen risks
- The risk environment rapidly changes
- Allows individual to make a risk judgement
- Provides personnel with a consistent approach to assessing risk.

10.3. Lone Worker Movements

Lone workers should always ensure that someone else (a manager or appropriate colleague) is aware of their movements. This means providing them with the name of the ATD building or address of where they will be working, details of the people they will be working with, meeting, or visiting, telephone numbers if known and expected arrival and departure times.

Lone workers should leave a written visiting log, containing a diary of visits. This information must be kept confidential. Details can be left on a whiteboard or similar if it is in a secure office to which no members of the public have access and is not overlooked through windows. Arrangements should be in place to ensure that if a colleague with whom details have been left leaves work, they will pass the details to another colleague who will check that the lone worker arrives back at their office/base or has safely completed their duties. For office-based staff, if details have been left on a whiteboard, they must not be erased until it has been confirmed that the lone worker has returned safely or completed their duties for that day.

Apartment or flat viewings should only be conducted having taken the full details (Including mobile phone number) of the person viewing the apartment or flat, these details must be passed to a manager or colleague before the meeting take place. Staff should ring the manager or colleague just before they go in the flat or apartment and have this number ready to ring if required. Staff should hold the mobile phone in the hand during the visit. Staff should conduct your own dynamic risk assessment on the doorstep before entering. If they feel at all uncomfortable or unsure, make an excuse"

Should staff need emergency assistance they should use the code words statement "There was a damp ceiling patch at the last property" This will only be used in emergencies all available ATD staff will go to the property and the Police will be called.

Once the visit is completely over EG the visitor is out of the apartment or flat and you are safely in your car or the visitor is out of the locked building call the manager or colleague to say you are safe. If the visitor returns restart the processes before letting them back in the building.

Details of vehicles used by lone workers should also be left with a manager or colleague, for example, registration number, make, model and colour. Procedures should also be in place to ensure that the lone worker is in regular contact with their manager or relevant colleague, particularly if they are delayed or have to cancel an appointment this should be done by using a mobile phone or in poor reception a text message.

Where there is genuine concern, as a result of a lone worker failing to attend a visit or an arranged meeting within an agreed time, or to make contact as agreed, the manager should inform SMT and the HSM.

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. Staff can start to trace the lone workers movements by starting at the persons last know confirmed place; and then retrace the persons route, path, or steps. 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.

It is crucial that contact arrangements, once in place, are adhered to. Many such procedures fail simply because staff members forget to make the necessary calls when required and the result of this can sadly be fatal.

Appendix 1: Risk Assessment and Safe Systems of Work

Where there is the potential for working alone, a risk assessment is required. These should be completed with the individuals who are involved in the task or process being assessed as they are the people who best understand the risks. This includes:

STEP 1 - Identification of individual, environmental, and service hazards and risks.

STEP 2 - Development of local procedures / safe systems of work / training.

STEP 3 - Establish clear and effective communications.

STEP 4 - Monitoring and review.

STEP 1 - IDENTIFICATION OF INDIVIDUAL, ENVIRONMENTAL, AND SERVICE HAZARDS AND RISKS.

The risk assessment process should consider the identification of hazards and risks in relation to:

- Means of access and/or egress
- Equipment
- Substances
- The environment
- Travel/route planning
- Communication
- The nature of the activity
- The individuals involved

Residents/other individuals being supported:

- Specific consideration should be given to the complex needs of people we support particularly when working alone in someone's own home or attending assessments:
- Is the person known to suffer from high levels of stress or anxiety?
- Is there a history of addiction to substances or alcohol?
- Does the person have a history of violence or threats of violence?
- Does the person suffer from a medical condition which may result in a loss of self-control?
- Has the person exhibited other inappropriate behaviour?
- Does the person perceive a healthcare worker/professional as a threat to their own liberty or themselves?
- Is the work out of hours? E.g. nights, bank holidays which may have reduced staff levels.
- Does the person have unrealistic expectations of what can be done for them?
- Does the person perceive staff as wilfully unhelpful?
- Has the person a history of making allegations against staff?

Staff:

- Are staff familiar with relevant ATD procedures and local arrangements for lone workers?
- Have they received relevant training?
- Are staff new to the job, location, or service?
- Are they of reasonable medical fitness?
- Are they pregnant?
- Do they have special needs or language difficulties?
- Is the time of visits a factor?
- Have they a planned exit route / exit strategy?
- Are staff aware of emergency procedures, remote monitoring, and warden call systems?
- Are there people providing cover from other services / agencies who are not familiar with the building and emergency procedures?

Environmental risk factors:

- Is the remoteness or isolation of the workplace a factor?
- Are there any problems with communication in parts or all the building?
- Is there a possibility of interference, such as violence or criminal activity from other persons?
- Is there a possibility of an animal attack?
- Is there a need to ensure a safe position within a room?
- Are there offensive weapons present?
- Is the area hygienically clean and free from pests and pathogens?
- Is there hoarding or items stored which could pose a hazard?
- Is the lighting appropriate?
- Are there any special security arrangements in place such as key safes, swipe cards or keypads etc?
- Is there safe parking, where needed?

The task/ nature of activities undertaken:

- Does it involve hazardous moving and handling?
- Does it involve working with hot surfaces or liquids?
- Does it involve the use, handling, and disposal of hazardous substances?
- Does it involve working at height, in confined spaces or loft areas?
- Does it involve driving in bad weather or to remote areas where mobile phone coverage could be an issue?

STEP 2 - DEVELOPMENT OF LOCAL PROCEDURES / SAFE SYSTEMS OF WORK / TRAINING

From the risk assessment it should be possible to identify lone working risk areas or activities. Local procedures need to be written to ensure there is a safe system of work for staff working in lone worker risk areas or activities. The emphasis should be on reducing the risk as low as is reasonably practicable. It is harder for lone workers to get help, so they may need extra training by the manager in the local procedures. They should understand any risks in their work and how to control them.

Training is particularly important:

- Where there is limited supervision to control, guide and help lone workers in uncertain situations.
- Enabling people to cope with unexpected situations, such as those involving violence.
- The Manager should set limits on what can be done while working alone.

Make sure workers are:

- Competent to deal with the requirements of the job.
- Trained in using any technical solutions.
- Able to recognise when they should get advice.

STEP 3 – ESTABLISH CLEAR & EFFECTIVE COMMUNICATIONS

The risk assessment should pay attention to the process of communication and the management chain including on-call back up in the event of an emergency. Some measures can be as simple as having a mobile phone and an on-call list.

There should be an appropriate level of communication of information about residents given to ATD staff covering shifts or from agencies which may be providing support or care to an individual. This should include the risk, potential for violence and aggression and trigger points.

Managers are responsible for ensuring systems are in place to share such information and concerns. They are responsible for balancing the need to provide information on potential risks with protecting an individual's right to privacy. Legislation allows for the sharing of confidential information for the protection of health. This must be justified on a case-by-case basis.

Local system of communicating with each other (buddy system)

It is imperative that the Manager establishes a local system of ensuring the whereabouts of individuals and an emergency response system is agreed. All staff must be compelled to use the system once established for their service or office.

In the unlikely event a staff member goes missing, the police will need to know where they had gone and the route they were thought to have taken, where they were supposed to be, who they had gone to see and the time the person was expected back. A local system of communicating will, if needed, prove important in rendering aid should such incidents arise.

Following risk assessment, methods of communication will be made available which will facilitate safe working practices:

- Mobile phones
- Use of two-way radios
- Silent alarms linked to switchboard
- Personal safety alarms
- Warden call systems

Consideration should be given to mobile phone coverage and, if assessed as appropriate, a direct telephone link to receiving centres or the emergency services. A communication procedure for lone working must be in place in every service and, where required, be utilised by all staff when working alone.

STEP 4 - MONITORING AND REVIEW

Regular reviews are necessary at regular intervals and whenever there is reason to suspect they are no longer valid.

Managers must ensure that any lone working procedures and safe systems of work implemented are subject to regular monitoring and review to ensure effectiveness. This may take the form of both informal monitoring on a day to-day basis and more formally via audits or safety inspections.

Risk assessments must be reviewed at regular intervals and whenever there is reason to suspect they are no longer valid or following an untoward incident. Staff are responsible for adhering to procedures and should report any incidents or concerns relating to the safety and effectiveness of the working arrangements to their line manager.

It is the responsibility of the individual and the line manager to identify any training needs and to ensure that these are facilitated. Managers are responsible for ensuring staff have received necessary training. Once completed, this information should be forwarded to Quality Manager to be kept on the individual's file.

Incident Management

All incidents must be reported and investigated in accordance with ATD's Health & Safety policy and accident/incident reporting system.

Appendix 1: Continued - Example

Risk Assessment

| | | | |
|------------------|--|----------------|--|
| Site Name | All Abbeyfield The Dales Sites | Address | Grove House Riddings Road Ilkley LS29 9BF |
| Activity | Assessment for: Sam Fox Job title: Dom care assistant and night care assistant | | Date / / |

| | |
|---|----------------|
| Groups at Risk: All Lone Workers | Example |
|---|----------------|

| Ref No | Task/Activity | Hazard/Risk | Likelihood Severity = Risk Rating | | | Current Controls | Likelihood Severity = Risk Rating (with controls) | | |
|--------|---|--------------------------------|-----------------------------------|---|----|--|---|---|----|
| | | | L | S | RR | | L | S | RR |
| 1. | Fire, gas other critical incidents and emergency situations | Staff -Trapped in the building | 2 | 4 | 8 | <ul style="list-style-type: none"> Ensure staff member is familiar with building and emergency procedures and all exits. Identify location or emergency grab bag or emergency equipment. Ensure nighttime checks and walk around checks undertaken without using the lifts. Ensure all systems are maintained in safe condition. Ensure staff member has a means of communication to use the buddy call system from building to building. Ensure staff member knows the location of emergency information and disaster recovery plans. Ensure staff member is aware of potential hazards and high-risk areas or potential for violence or aggression. | 1 | 4 | 4 |
| 2. | Work Activities & Equipment | -Moving and handling injuries | 2 | 4 | 8 | <ul style="list-style-type: none"> A list of all emergency shut offs is contained within the fire safety folder. Flood and severe weather warnings are checked, and appropriate protocols are in place. Meeting held to discuss capabilities and tasks whilst lone working with building managers. Ensure staff member has had training in all relevant areas associated with activities and equipment. Only agreed risk tasks to be undertaken where appropriate controls and emergency measures are in place. | 1 | 4 | 8 |

Reviewed by: Andrew Russell (Health & Safety Manager)

Approved by ATD Board: 23/04/2021

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|----|----------------------------|-------------------------------------|---|---|----|---|---|---|---|
| | | | | | | <ul style="list-style-type: none"> • All equipment is maintained in safe condition and to be used in line with manufacturer's instructions and safety procedures. • Ensure appropriate personal protective equipment is in place. • Notify staff on site of location / estimated duration of task if working on site remote from others. • Ensure before using and hazardous substances risk assessments have been read and staff have had appropriate training. • Staff will follow information, instruction. | | | |
| 3. | Security & Personal Safety | Violence Aggression Abduction | 3 | 4 | 12 | <ul style="list-style-type: none"> • Ensure vehicles are parked in a safe well-lit area where appropriate if working late after dark. • Ensure adequate security measures are in place. • Designated key holders should be strictly controlled, and numbers kept to a minimum. • Ensure alarms are set when building is unoccupied • CCTV is in place in all buildings. • Ensure staff know who to contact if they become locked in • Ensure safe access codes to site/ service if locked or controlled e.g., through coded doors etc. • Use of visitor badges / signing in/ out book. • Ensure all external doors / windows secured to prevent unauthorised access at night where appropriate. • Ensure staff who work late are familiar with panic alarms systems in the buildings (Tunstall/ warden calls). • Where appropriate do not allow access to unknown callers • Ensure external lighting is adequate or provide a suitable torch • Ensure appropriate key control to restricted areas. | 1 | 4 | 4 |
| 4. | Medical Emergency | Employees becoming ill | 3 | 5 | 15 | <ul style="list-style-type: none"> • Ensure appropriate first aid facilities in place following a first aid needs risk assessment • Ensure method of communication and assess • Ensure reasonable adjustments have been put into place where communication could be an issue • Employees are to let Manager know if they have any medical issues • Ensure staff member has any personal rescue medication – EpiPen, Inhaler, GTN spray etc with them at all times • Ensure staff member has a mobile phone available when moving about the building or in isolated areas- check coverage • Notify supervisor / manager of staff's intention to work outside regular hours • Reduce time spent working alone so far as is reasonably practicable | 1 | 5 | 6 |

| | | | | | | | | | |
|----|-----------------------------------|---|---|---|----|--|---|---|---|
| | | | | | | <ul style="list-style-type: none"> Ensure a colleague, partner, appropriate buddy etc. is aware you are working alone and who to contact in the event of overdue contact | | | |
| 5. | Work travel and visits to clients | Stranded employees-falls, slips & trips | 3 | 4 | 12 | <ul style="list-style-type: none"> Staff are to let other staff know the building they are travelling to before leaving. Staff are advised to have breakdown cover and action to take to stay safe if they break down. Ensure they have a fully charged mobile phone or a charger with them for their mobile phone. Have a torch- applicable to time of day High visibility jacket Warning triangle Vehicle checks are to be carried out before the journey (POWER) petrol, oil, water, electrics, rubber. Employees are to have business use insurance. Route planning and location of safe parking Where appropriate, suitable overnight accommodation booked- take reference numbers given to head office Weather checks for any hazardous weather conditions Appropriate time of visit where practicable- daylight etc. | 2 | 4 | 8 |

| | | | | | | |
|-------------------|----------|----------|-----------|-----------|-----------|-----------|
| LIKELIHOOD | 5 | 5 | 10 | 15 | 20 | 25 |
| | 4 | 4 | 8 | 12 | 16 | 20 |
| | 3 | 3 | 6 | 9 | 12 | 15 |
| | 2 | 2 | 4 | 6 | 8 | 10 |
| | 1 | 1 | 2 | 3 | 4 | 5 |
| | | 1 | 2 | 3 | 4 | 5 |

SEVERITY (CONSEQUENCE)

Risk Status

- 1 – 4 = Acceptable No further action required.**
- 5 – 9 = Adequate look to improve at next review.**
- 10 – 16 = Tolerable look to improve within specified time frame.**
- 17 – 25 = Stop activity and make immediate improvements.**

| Risk Assessment Carried Out By | Date | Signature |
|--------------------------------|------|-----------|
| | / / | |
| | | |

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Action Plan

| Activity/Situation/Hazard | Action Required | Action By | Completed By (name & date) |
|---------------------------|-----------------|-----------|----------------------------|
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| | | | |

Appendix 1: Continued - Example

Risk Assessment

| | | | |
|------------------|---------------------------------------|----------------|--|
| Site Name | All Abbeyfield The Dales Sites | Address | Grove House Riddings Road Ilkley LS29 9BF |
| Activity | Lone Worker | | Date / / |

| |
|---|
| Groups at Risk: All Lone Workers |
| |

| Ref No | Task/Activity | Hazard/Risk | Likelihood x Severity = Risk Rating | | | Current Controls | Likelihood x Severity = Risk Rating (with controls) | | |
|--------|---------------|-------------|-------------------------------------|---|----|------------------|---|---|----|
| | | | L | S | RR | | L | S | RR |
| 6. | | | | | | | | | |
| 7. | | | | | | | | | |

| | | | | | | |
|------------|---|---|----|----|----|----|
| LIKELIHOOD | 5 | 5 | 10 | 15 | 20 | 25 |
| | 4 | 4 | 8 | 12 | 16 | 20 |
| | 3 | 3 | 6 | 9 | 12 | 15 |
| | 2 | 2 | 4 | 6 | 8 | 10 |
| | 1 | 1 | 2 | 3 | 4 | 5 |
| | | 1 | 2 | 3 | 4 | 5 |

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| Risk Assessment Carried Out By | Date | Signature |
|--------------------------------|------|-----------|
| | / / | |
| | | |

Action Plan

| Activity/Situation/Hazard | Action Required | Action By | Completed By (name & date) |
|---------------------------|-----------------|-----------|----------------------------|
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Appendix 2: Example Buddy System

This procedure should be followed throughout all shifts

Team up with a work colleague “buddy” and share details of both your work schedules for the day and your vehicle and travel details i.e. destinations and expected times of arrival/departure.



Let your buddy know of any changes to your schedule.



On high risk visits/tasks communicate arrival and departure to buddy.



Agree a schedule of regular checks on each other throughout the shift even if high risk visits/tasks have not been arranged.



Confirm with base/buddy that you have returned or the visit/task has ended.



Arrange for contact/emergency response if your return is overdue



Communicate via mobile phone/telephone to highlight any visit or situation causing concern. Have specific code words if necessary.



If no other point of contact is available, especially at night, leave messages at home or, where this is not possible, with a designated member of staff.



Staff who are not routinely defined a lone worker, such as catering, domestic, office staff, on call duty personnel etc. may wish to inform someone they are working alone and contact them again to confirm they have finished work and left the premises.

If you are working alone and something happens that makes you feel isolated or insecure you could also inform someone that you are there and arrange for regular contact, e.g. hourly telephone checks. If possible, lock the external doors to the building for improved security and if you do feel threatened or at risk from a security type incident call the Police.



Staff member to sign out at the end of the shift.

Appendix 3: Home visits - Assessments and Meetings

- Is the visit to the client's home necessary or can they come to you at an ATD location?
- Will changing the time of the visit reduce risks? Consider arranging visits for particular times of day such as mornings when people are around and when antisocial or illegal activity should be minimal.
- Have you the knowledge that will allow you to recognise when a situation is becoming dangerous? The danger may not come from the visit but from risks in the local area.
- Have you the communication skills to de-escalate or resolve the situation if safe to do so?
- Do you know when to leave and seek assistance?
- Is this to be your first visit to the service user?
- Have you read through their notes and records to acquaint yourself with relevant information including possible risks?
- Are you providing cover for another member of staff? Brief colleagues on difficulties. Is a joint visit necessary?

Useful information and checklist required by staff member prior to any visit to a service user's home may include:

- Full Name (given name, where applicable)
- Date of Birth
- Address (obtain clear directions to location of residence).
- Telephone number (make sure the service user knows you will be visiting unless there are reasons for an unannounced visit)
- Diagnosis
- GP name and address
- Contact number of appropriate person if further help required e.g., line manager or colleague.
- Reason for visit.
- Is the individual already known to ATD?
- Specific equipment: carry only what is necessary (carrying valuable computers and equipment can make you a target for robbery)
- Are there other occupants in the house or those who have access?
- Are there any perceived or previous problems e.g., service user/ relative aggression/ known causes of aggression?
- Is there any indication of anti-social/ criminal activity in the area?
- Is there indication of need for staff to visit in pairs?
- Is there any indication that you should not use your own car or be easily identifiable as a health/ social care worker?
- Consider the need to vary routine or routes
- Aggressive /unusual pets
- How access to the house can be obtained e.g., key to house, isolation of area.

It is recognised that some of the above information may not be available prior to a visit. Visits requested with little or scant information should be dealt with as a higher risk visit.

Personal Safety Tips on Arrival

BE ALERT, BE AWARE, BE SAFE

- Park with care in such a way as to ensure a safe exit.
- Be aware of your attitude and body language.
- Keep clear of the doorway after ringing and stand sideways on so you present a narrow, non-threatening but protected stance.
- Introduce yourself and the reason for your visit.
- Always show your ID card.
- Do not enter if the person you are calling to visit is not available.
- Do not enter if met with aggression at the front door or the person appears to be under the influence of alcohol or drugs.
- Only enter when you are invited, and you feel safe to do so.
- Follow the occupants in when entering.
- Ask for dogs to be put in another room before you go in.
- Check how the door locks as you go in.
- Be aware of your surroundings and exits.
- Try to sit nearest the door.
- Remain aware of the behaviour of all persons in the house, watching for changes in mood, movements or expressions that may indicate a problem.
- If another person enters the room, reassess. If uncomfortable, terminate the visit and leave.
- Never give your home telephone number or address.

IF AT ANY TIME YOU FEEL YOUR SAFETY IS AT RISK, LEAVE IMMEDIATELY AND CONTACT YOUR LINE MANAGER.

On Return

If something has happened during your visit which has caused you concern or has caused you to feel threatened, inform your line manager and discuss further action.

Appendix 4: Severe Weather Conditions and Breakdowns

If weather conditions are severe and roads are unsafe, do not put yourself at unnecessary risk. Unless arranged on a rota, staff must communicate with their line managers and colleagues to inform them that they are going on a visit and provide details of the location, route, duration etc. If your visit is essential, make sure you are prepared for any eventuality.

Consider:

- Breakdown cover
- Warm clothing
- Mobile phone and in car charger
- Torch
- Yellow jacket
- First aid kit
- Money, food, and fluids if stuck in traffic for a long period
- Personal medication e.g., inhalers
- Safest major route, which is likely to be well lit, appropriately signed and be kept clear.

By keeping your motor vehicle in good working order and carrying out regular servicing it will limit the risk of breaking down. Simple pre-driving checks will also help and can include:

- Fuel in the tank and extra fuel in a safety-approved can
- Oil level to correct level
- Water in radiator
- Spare tyre is inflated
- Horn and lights working
- Water in washer bottle and washers working.
- Do you know how to change a wheel and where your fuses are in the car? Do you have spare fuses?

If your car breaks down:

- Turn on your hazard warning lights (notify your “buddy”/colleague) and summon assistance as appropriate.
- Try to assess whether it is safer to stay in your car or to get out. Take account of how isolated you are, the time of day and the speed of traffic.
- If you stay inside the vehicle, sit in the passenger seat to give the impression you are not alone.
- Keep your doors locked and the window open no more than 1.5 inches. If someone stops to offer help, ask them to telephone the police. Do not let people who offer to help get into your car.
- If you leave the car, lock it, and note its location. If you have a personal alarm, take it, and keep it in your hand. If it is dark, or will be soon, take a torch.

If you have a warning triangle, place it in the direction of on-coming traffic, 30 metres from your car and on the same side of the road.

Journey safety:

- Plan your route before setting off; when you have the choice, use main roads.
- Tell someone the route you will be taking and when you expect to arrive.
- Let someone know if you change your journey plans or need to take a detour due to road closures.
- Have the directions and maps in the car so you do not have to stop to ask.
- Keep aware of the latest police recommendations regarding road rage. For example, if another driver gets annoyed with you, do not make eye contact, or make gestures.
- Do not have valuables visible in the car when driving.
- Stay in the car as much as you can. Keep the doors locked and windows closed, especially in towns where you will be stopping at junctions.
- Keep handbags, briefcases, and mobile phones out of reach of open windows in case of snatch thieves.
- When you leave the car make sure you lock personal belongings and equipment etc. in the boot.
- Lock your car, even if you are only going to pay for petrol on a garage forecourt.
- When parking in daylight, consider what the area will be like in the dark.
- At night, park in a place which is well lit and busy (if possible). Try to avoid car parks or areas where you and your vehicle are not clearly visible.
- Have the keys ready before you get into the car and check the back seat.
- If you see an incident or accident or someone tries to flag you down seeking assistance, ask yourself if it is genuine and if you could really help. It might be best to phone for help or drive to the nearest Police station.
- If a car pulls up in front of you and you must stop, keep the engine running. Stay calm and ensure all the doors and windows are locked. If the driver leaves the car to approach you, reverse as far as you can while sounding the horn and activating the hazard lights.
- If you think you are being followed, try to alert other drivers with your lights and horn. Phone or pretend to phone the Police and make an obvious note of the car registration number. Keep driving until you reach a busy area, a police/fire or ambulance station or even a garage.

Never give lifts to strangers.

Appendix 5: Personal Safety Whilst on Foot

- Avoid wearing clothing or accessories that could be used to harm you e.g. Scarves, ties, heavy necklaces.
- You are more likely to escape danger wearing clothes you can move in easily and shoes that are comfortable; walking quickly is usually safer than trying to run.
- Valuables such as wallets should be kept in an inside pocket and secured or use a body belt or “bum bag”; try to keep both hands free.
- To carry things, use a small bag slung across your body under a jacket or coat, or a shoulder bag with a short strap and secure fastenings. Ensure it sits close to your body with the fastening innermost.
- Carry in your pocket the telephone number to stop all your cheque cards and your keys.
- Whenever possible, avoid walking alone at night or near groups of rowdy people.
- Keep too busy, well-lit roads.
- Do not take short cuts, unless you know they are as safe as the longer route.
- Avoid poorly lit or little used underpasses, waste ground and isolated pathways especially at night.
- Carry a small torch.
- Walk facing oncoming traffic.
- At night or in bad weather conditions where visibility is poor, ensure you wear a high visibility jacket.
- Have a personal alarm readily available if identified by risk assessment.

Appendix 6: Manager's Checklist

To manage an effective safe system of work for lone working, managers may wish to utilise one or more of the following:

- Office diary/ whiteboard/ clocking in-out procedures.
- Mobile phones/ speed dial numbers/agreed code words with other staff members.
- Buddy lists.
- Record of staff mobile and personal numbers (with agreement).
- Record of colour/ make/ registration of staff cars (with agreement).
- Risk assessment and lone working standing agenda items on local team meetings.

Abbeyfield The Dales

Lone Worker Check Call Buddy System



Lone worker buddy system to communicate arrival and departure times and at set time during all night shifts.

They are as follows:

(1)Woodlands: 07542125051– (2)Grove House: 01943886016
(Residential care unit)

(1)Ing Royde: 07512864692-(2)Fern House: 07541566274

Buddy 1 always rings buddy 2 to confirm they are onsite/ leaving and that they are ok during the night.

Times to ring your Buddy are as follows:

Start of the shift, then 11:30,02:30,05:30 end of shift.

During the 3 middle check calls staff have a window to make the call in + or - 15 minutes to allow staff to deliver care, if Buddy 2 has not had the call then Buddy (2) must ring Buddy 1 to establish that staff are ok. If staff still can not speak to them wait a further 15 minutes then try again and if no response now class this as an emergency. These check calls are important as staff can check that everyone is safe in each others properties, use these calls to pass on information, ask question, give advise and support to each other during the night.

These check calls can be used before opening the door to a caller at night or after a visitor has been confirmed safe to the lone worker e.g. a care worker, delivery driver, or contractor. These check calls can be use every day to ensure the ongoing safety and well being of ATD lone workers.

Health & Safety Manager A Russell March 2020