

Lone Working Policy

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Clinical Partners
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Contents

- 1 Policy Statement
- 2 Role, Responsibilities and Implementation
- 3 Aim
- 4 Mandatory Procedures – Security of building at Semley
- 5 Personal Safety – London clinics and Semley
- 6 Monitoring and Review

Policy Statement

This policy is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. This will give staff a framework for managing situations where the conditions of service delivery and its associated tasks require staff to work alone.

Roles, Responsibilities and Implementation

The Health and Safety Committee has overall responsibility for the effective operation of this policy and for ensuring compliance with the relevant statutory framework. The committee delegates day to day responsibility for operating the policy and ensuring its maintenance and review to the Health and Safety representative.

Managers have a specific responsibility to ensure the fair application of this policy and all employees are responsible for supporting colleagues and ensuring its success.

Aim

The following outlines procedures and practice guidance to be followed when any staff member is working alone. Its aim is to ensure that:

- All staff receive relevant information, instruction, training and supervision in respect of lone working
- Risks to staff are minimised/controlled where practicably possible
- Appropriate resources are in place to ensure the health and safety of all staff.
- Staff are encouraged to do a risk assessment of their working environment in relation to lone working.

Staff working alone face additional risks. It is recognised that on occasion staff will be alone in a building. These staff should note the following:

- Ensure someone knows where you will be working and what time you will finish
- Make sure all doors and windows are locked when you leave
- Be aware of health and safety, do not take unnecessary risks. For example, avoid being in a building on your own late in the evening if possible.
- Keep a mobile phone on you always
- If seeing a client position yourself so that you can access an exit route from the room if required
- Familiarise yourself with the layout of the building and exit routes.

Mandatory Procedures – Security of Building at Semley

Managers are responsible for ensuring that all appropriate steps are taken to control access to the building, and that emergency exits are accessible. If a member of staff is planning on working after others have left it is their responsibility to let someone know.

They should have a mobile phone with them always. This is not sufficient, and the priority must be to reduce overall risk. A risk assessment should be done if a member of staff is planning on working alone. Mitigating action should be taken where identified and required.

Adequate lighting both in the building and outside where cars are parked is essential and should be checked regularly.

Staff working alone must ensure they are familiar with the exits and alarms and have access to the telephone and first aid equipment. Staff must inform their line manager if they will be working alone, giving accurate details of location and time, they are likely to be alone completing the task.

Should an incident occur an incident form should be completed and submitted to the Head of Triage.

It has been agreed that signing in and out of Semley is not necessary.

Personal Safety – All staff and clinicians in all locations

Reasonable precautions might include:

- Checking whether a person is known to present a risk (triage assessment at HO) and the agreed plan for working with them
- If working alone it is the responsibility of the individual to make a colleague aware that they are alone and how long they plan to be working alone. They should check in once they have left the building.
- Taking care when entering or leaving empty buildings, especially at night.
- When visiting an area where a risk has been identified staff should check their clothing (scarves, ties, earrings) which may be used by an assailant. Pencils, keys or heavy bags may also be used to cause injury.
- When the last client leaves the London consulting rooms check they have vacated the immediate area and are not hanging around in the corridor.
- If working alone in London alert others in the building that you are on your own and let them know when you leave.
- If visiting clients in their homes make sure someone is aware where you are going and at what time. It is advisable to let them know when you are leaving.
- If you are working in a high-risk area and are working alone notify a colleague and check in with them when the visit is over.
- Be aware of alarm systems and procedures, exits and entrances and the location of the first aid supplies
- In clinic settings, be aware of your body language and choice of words.
- Be aware of your own triggers for things that make you angry or upset.
- Don't crowd people, take note of non-verbal signals and be aware of their triggers.

This information is sent to all clinicians on joining.

Monitoring and Review

The ongoing implementation of the Lone Working Policy will be monitored through the supervision process. Lone working and risk assessment will be regular agenda items for team meetings. Any member of staff with a concern regarding these issues should ensure that it is discussed with their manager as appropriate.

Work Place Risk Assessment for: Lone Working – Risk Matrix Table

		Matrix					
Likelihood	5	5	10	15	20	25	
	4	4	8	12	16	20	17-25 Unacceptable
	3	3	6	9	12	15	10-16 Tolerable
	2	2	4	6	8	10	5-9 Adequate
	1	1	2	3	4	5	1-4 Acceptable
			1	2	3	4	5
		Consequence					

...Work Place Risk Assessment for: Lone Working table on following page

Work Place Risk Assessment for: Lone Working

Date:

Work Activity	People Affected and How	Already in Place	Assessment of Risk			Risk Control Required	Action Required by	Completed
			Likelihood Level	X Consq Level	= Risk Level			
Lone Working	All staff working alone	Policy and advice on Lone working available in hard copy in Semley and on the Clinical Partners M drive. There is also guidance in the Employee Handbook.	3	4	12	Staff to be made aware of risks and take mitigating actions when working Lone Working Policy	All Staff	
Consultants, health care professionals working in consulting rooms	Consultants and health care professionals working in rooms without reception support	Where possible consultants and health care professionals will work in rooms with reception staff. Clients are assessed through triage to minimize the risk of consultants and health care professionals treating 'at risk' clients.	3	5	15	Robust triage assessment through accurate questioning and history taking. All consultants and health care professionals to be aware of risks and take appropriate action to minimise the risk.	All Staff	

Assessors Name:

Signature:

Due:

Risk Assessment to be reviewed annually or before if any changes are identified in work procedures or equipment etc.

Other factors which could be included are lighting, doors, space and personal safety.