



Phoenix Community Care Ltd Policy & Procedure

0112 - Lone Working

Version	Written	Updated/ Reviewed	Scheduled Review Date	Author/ Reviewer	Approving Body	Date Approved
2	2005	2007	2008	Anne Spriggs		
3	2005	2008	2009	Adrian Hawkes		
	2005	2011	2012	Gareth Hawkes		
4	2005	2011	2013	Gena Areola	Directors	05/12/11
5	Oct 2013	Oct 2013	Oct 2014	J A Coates	PCC Directors	5.2.14
		Jan '15	Jan '16	J A Coates	PCC Directors	Feb '15
		Jul '16	July '17	G Hawkes	PCC Directors	July '16
		2017	2018	G Hawkes	Board Of Directors	20/01/17
		2018 Nov	2019 Nov	A Coates	Board Of Directors	Nov 2018

Introduction

- This procedure should be read in conjunction with the procedural arrangements for personal safety.
- This procedural arrangement is effective immediately and requires the full co-operation of staff, management, service users and volunteers.
- Working alone can bring additional risks to a work activity, certain activities may require more than one person. Phoenix Community Care (PCC) has developed policies and procedures to control the risks and protect employees and others, and they should know and follow them.
- PCC will ensure, so far as is reasonably practicable, that employees and others who are required to work alone or unsupervised for significant periods of time are protected from risks to health and safety. Measures will be adopted to protect anyone else affected by solitary working.

Legislation

PCC have a general responsibility under section 2 and 3 of the health and safety at work act for the health and safety of all employees and others who might be affected by work activities. This duty cannot be transferred to employees who work alone. However, all employees have their own duty under section 7 of the health and safety at work act to take reasonable care for their own health and safety and that of any one else who might be affected by the work activity.

Regulation 3 of the management of safety at work regulations requires PCC to make sure an assessment of risks involved with activities at work, which must be written down. Clearly, working alone, must in many cases, be considered to involve risks requiring assessments under the management of health and safety at work regulations.

Record keeping

Training records

Service managers must ensure that written details are kept of specialist training provided and qualifications awarded to those engaged in solitary working. These may range from simple records of verbal or practical instruction on, for example, emergency procedures to full training schedules for safe operation of machinery or looking after a particular vulnerable service user.

Medical records

If a certain level of medical fitness is prescribed for solitary workers, records must be kept of the dates and results of medical examinations and when they are next due.

Information and training

Employees and others will be given all necessary information, instruction, training and appropriate level of supervision to enable them to recognise the hazards and

appreciate the risks involved with working alone. All will be required to follow the safe working procedures devised, which will include for example; adequate provision of first aid, local communication and emergency procedures, and will be required to co-operate to ensure safe working and to report any concerns to management.

Safe systems of work

Rules and instructions must be developed in writing to cover the following:-

- Required ability of employees
- Suitability of equipment
- Means of communication
- Provision for treatment of injuries
- Emergency and accident procedures
- Training
- Supervision
- Under take all assessments of risks of working alone and to consider the following
 1. The remoteness or isolation of workplaces
 2. Any problems of communication
 3. The responsibility of interference, such as violence or criminal activity from other persons
 4. The nature of the injury or damage to health and the anticipated 'worst case' scenario

PCC procedure for key workers / social workers working alone

The type of work the key workers / social workers are expected to carry out requires them to lone work with the service users. Other staff within the organisation will also find themselves in the position of working alone from time to time and the following guidelines need to be followed to ensure their safety. This is particularly important when working out of hours visiting the service users as this can leave the member of staff vulnerable. If the member of staff is 'on call ' and is called out to a service user and they do not have access to the service users folder they should check with their manager if it is safe to go alone out of hours.

Procedure to be used during working hours

- The key worker / social worker should inform the office or their line manager when their visit is beginning or before they enter the accommodation of the service user (This can be done by text, telephone call or the WhatsApp group) .They need to inform the office or line manager which house they are visiting, which service user they are visiting and the time and date. When the visit has ended the key worker / social worker should phone the office or their line manager saying they have left.

- If the key worker / social worker is going to have multiple visits then the office or line manager should be given a list at the beginning of the work shift and the key worker / social worker should inform the office or line manager when the visits are completed safely.
- All key workers / social workers carry mobile phones and it is acceptable for the above to be done verbally or by texting.

Procedure to be used out of hours

- The service users are all given their key workers / social workers mobile phone number and the PCC emergency phone number
- The emergency phone number is also in the house folders.
- An out of hours rota is made for weekends and holidays.
- If a call is received out of hours to the key worker / social worker it is up to them whether they respond or pass it to the person on call.
- PCC requires that an out of hours visit should be made by two members of staff, if it is unavoidable and the visit has to be made alone another member of staff or manager should be informed of the planned visit and advised of their safe return.

Recording visits

The key workers / social workers have diaries and service user contact sheets, on the contact sheet are recorded all visits and a basic outline of what took place during the visit. These are filled in daily and kept in the service users' folders. PCC stress the importance of these sheets as evidence of what is happening not only with the service users but as a tracking for the key worker / social worker. All key workers / social workers are expected to attend regular training on record keeping and have a key workers / social workers guide line folder to refer to if they have any queries. This is also found in the policies and procedures folder in the Service User's folders and records section.

Current staff's contacting procedure:

Member of staff visits are concluded)	Contact person (to be informed of all visits and when
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Miri Burnett	Pauline Hawkes / Carla Mayer
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Rochelle Williams	Pauline Hawkes / Al Coates
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Al Coates	Pauline Hawkes
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Tashia Brown	Pauline Hawkes / Al Coates
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Carla Mayer

Pauline Hawkes (Carla texts when visit is concluded)

Joanna Hawkes (maint)

Carla Mayer / Gareth Hawkes

Gareth Hawkes (maint)

Joanna Hawkes