LONE WORKER POLICY

1. **Statement of Purpose**
   1. . Omega Care Group acknowledges and accepts that it has both moral and statutory responsibilities for the health, safety and welfare of its staff
   2. . Lone working is defined by the Health and Safety Executive as ‘those who work by themselves without direct or constant supervision’. In the context of Omega Care Group this means working within a unit where an individual is the sole member of staff on duty.
   3. The organisation will ensure that any additional risk attached to lone working is assessed in a systematic and ongoing manner. All reasonably practicable steps will be undertaken to eliminate or control the level of risk with the introduction of appropriate safeguards.
   4. This policy is applicable to all places of work operated by Omega Care Group.
2. **Definition** 
   1. For the purpose of this policy, the term ‘young person’ includes both children and adults.
3. **The primary pieces of legislation relevant to lone working are:**

**Health and Safety at Work Act 1974**

Under this, Omega Care Group has a clear legal duty to ensure, as far as is reasonably practicable, the health, safety and welfare of its employees and all those affected by its activities. Employees, under this Act, also have a legal responsibility to take all reasonable care for their own health and safety and for that of other persons who may be affected by their actions or inactions.

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

This places a duty on Omega Care Group to undertake ‘suitable and sufficient’ Risk Assessments, to ensure as far as is practicable the health, safety and welfare of its employees and others affected by its activities.

*Omega Care Group has a firm and active commitment to supporting all staff in establishing and maintaining safe working practices.*

This includes:

* Recognising, addressing and eliminating or reducing identified risks.
* The provision of appropriate support mechanisms for staff.
* Valuing the individual over property.
* A clear understanding of responsibilities and duties.
* The provision of appropriate training for all staff members.
* The provision of all appropriate equipment.
* Creating an operational culture of full and transparent reporting.

1. **Omega Care Group, through its management team, and specifically through its Health and Safety Officer and Human Resource Officer will:**

* Ensure suitable and sufficient lone working Risk Assessments are undertaken, actioned, monitored and reviewed
* Lone Working Risk are to be completed upon any changes to the workplace.
* Display in all workplaces, a clear hierarchy of responsibilities and all appropriate emergency contacts.
* Operate an on-call management support system and ensure all information is relevant and current.
* Establish and train all staff in emergency procedures.
* Ensure staff have received all relevant training and are able to demonstrate competency.
* Provide effective supervision and the offer of staff support systems.
* Ensure staff have received relevant training for their place of work.
* Operate clear procedures regarding visitors to the home, both adults and young people in all workplaces.
* Support safer working practices.
* Ensure the provision of first aid facilities.
* Ensure the unit has a functioning land line and that there is a unit mobile.
* Operate within the organisation’s security protocols and ensure access to the workplace is controlled.
* Ensure effective functioning and operation of the fire alarm system.
* Provide alternatives to raise alarms if system fails.
* Ensure fire risk assessments are current, monitored and reflects lone working risk assessment.
* Ensure currency of young peoples’ Risk management plans including identification of triggers, responses, coping mechanisms and any historical context.
* Ensure Workforce Stress Work Force Risk assessment to be maintained
* Operate a clear emergency evacuation procedure and train all staff in its use.
* Undertake specific Risk Assessments relating to individual staff circumstances e.g. for members of staff who are pregnant or who are new mothers.

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| **Name of staff** | |  | | | | | **Date assessment completed** | |  | |
| **Manager completing** | |  | | | | | **Date of review** | |  | |
| **Assessed levels of risk** | | | | | | **Safeguards & control measures** | | | | |
| **Hazard** | **Likelihood** | | **impact** | **Risk rating** | **Organisational controls** | | | **Personal controls** | | **Revised risk rating** | |
| Accidents |  | |  |  | Daily H&S checks, accident book, training, PPE, policies. | | |  | |  | |
| Allegations |  | |  |  | Safe working practices, training, policies, positive relationships, matching tool. | | |  | |  | |
| Communication |  | |  |  | Secure email, training, business phone lines, teambuilding, supervisions | | |  | |  | |
| Medications |  | |  |  | Medication policy, disclosure forms, secure lockable space for staff | | |  | |  | |
| Damages to building |  | |  |  | Daily H&S checks, recording & reporting, repair request logs, breach logs | | |  | |  | |
| Disruptive behaviours |  | |  |  | Behaviour policies, training, Safe working practices, recording & reporting, matching tool. | | |  | |  | |
| Expectant / new mother |  | |  |  | Pregnancy RA, adapted shift patterns, stress management policy. | | |  | |  | |
| Fire / Emergency |  | |  |  | Evac procedures, system training, weekly testing, records, policies, flashlight & whistle | | |  | |  | |
| Mains services damage / failure |  | |  |  | Daily checks, contacts for repairs, sign spotting, reporting procedures. | | |  | |  | |
| Medical emergency - staff |  | |  |  | Emergency contacts, on-call system, contingency plans & business continuity plans | | |  | |  | |
| Medical emergency - YP |  | |  |  | First aid training, online training, emergency procedures, access to telephone | | |  | |  | |
| Recording & reporting |  | |  |  | Emails, logbooks, handovers, related documents, info sharing protocols, Policies GDPR | | |  | |  | |
| Suitability to lone work |  | |  |  | Interviews, inductions, training, communication, assessments | | |  | |  | |
| Stress |  | |  |  | Supervisions, peer support, EAP, assessments | | |  | |  | |
| Supervision & support |  | |  |  | Minimum 6 weekly supervisions, on-call system, staff teams, training & guidance | | |  | |  | |
| Violence & aggression |  | |  |  | Training & guidance, matching tool, policies, reflective practices, positive relationships, peer support. | | |  | |  | |
| YP related interventions |  | |  |  | No physical contact, resolution, training, education, matching tools. | | |  | |  | |

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| Signature of staff member |  |
| Signature of manager |  |