

**LONE WORKER POLICY**

**Date: 1 October 2017**

**Review date:1 October 2018**

**Statement of Purpose**

Omega Care Group acknowledges and accepts that it has both moral and statutory responsibilities for the health, safety and welfare of its staff.

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; this may also include sleep-in duties.

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.

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:

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

Omega Care Group, through its management team, and specifically through its Health and Safety Officer will:

1. Ensure suitable and sufficient lone working Risk Assessments are undertaken, actioned, monitored and reviewed (see Appendix 1- Lone Working Risk Assessment Sheet).
2. Display in all unit offices, a clear hierarchy of responsibilities and all appropriate emergency contacts.
3. Operate an on-call management support system and ensure all information is relevant and current.
4. Establish and train all staff in emergency procedures.
5. Ensure staff have received all relevant training and are able to demonstrate competency.
6. Provide effective supervision and the offer of staff support systems.
7. Ensure staff have received training in defusing and distraction techniques.
8. Use CCTV within shared areas as a means of safeguarding staff and others.
9. Operate clear procedures regarding visitors to the unit, both adults and young people (see Appendix 2 - visitors to unit)
10. Support safer working practices.
11. Ensure the provision of first aid facilities.
12. Ensure the unit has a functioning land line and that there is a unit mobile.
13. Operate within the organisation’s security protocols and ensure access to the unit is controlled.
14. Ensure effective functioning and operation of the fire alarm system.
15. Provide alternatives to raise alarms if system fails.
16. Ensure fire risk assessments are current and monitored.
17. Ensure currency of young peoples’ Risk Assessments including identification of triggers, responses, coping mechanisms and any historical context.
18. Put in place and make accessible to all staff a ‘Stress At Work’ policy.
19. Operate a clear emergency evacuation procedure and train all staff in its use.
20. 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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| **Assessed level of risk** | | | | **Safeguards and Control** | | | |
| **Identified Hazard** | **Impact** | **Likelihood** | **Risk Rating** | **Controls in Place/ to be implemented** | **Revised Risk rating** | **Other Actions** | **Review** |
| Accidents |  |  |  |  |  |  |  |
| Allegations |  |  |  | Re: Allegation policy |  |  |  |
| Communication |  |  |  |  |  |  |  |
| Control of Medication |  |  |  |  |  |  |  |
| Damage to Building |  |  |  |  |  |  |  |
| Disruptive Behaviours |  |  |  |  |  |  |  |
| Equipment malfunctions |  |  |  |  |  |  |  |
| Expectant/New Mother |  |  |  | Ref: Expectant/New mothers RA |  |  |  |
| Fire/Emergency |  |  |  | Ref: Emergency Evacuation Procedures |  |  |  |
| Mains Services Failure/Damage |  |  |  |  |  |  |  |
| Medical Emergency – Staff |  |  |  |  |  |  |  |
| Medical Emergency – Y/P |  |  |  |  |  |  |  |
| Recording events/incidents |  |  |  |  |  |  |  |
| Risks Re: Particular individuals (Staff) |  |  |  |  |  |  |  |
| Stress |  |  |  | Ref: Stress Management Policy |  |  |  |
| Suitability |  |  |  |  |  |  |  |
| Supervisions/Support |  |  |  |  |  |  |  |
| Violence and/or aggression |  |  |  | Ref: Violence at Work Policy |  |  |  |
| Y/P related intervention |  |  |  |  |  |  |  |
| Other |  |  |  |  |  |  |  |