

OA Reablement Service	OA Day Care	OA Residential Care	Domiciliary Service	DMH Day Service	DMH Supported Living	DMH Residential Service	EIA'd
✓	x	x	✓	x	x	x	✓

L6 LONE WORKING

POLICY

To ensure each individual employee takes responsibility for their own Health and Safety whilst lone working.

PROCEDURE

Domiciliary Carer

1. If for any reason you are unable to attend work as rostered you must contact the office.
2. At the end of the working day every home carer MUST log off by contacting the telephone number provided.
3. This must be within 1 hour of the end of the last visit / call and upon reaching a place of safety.
4. Cumbria Care will only make a payment for a work phone call if staff are unable to use their own work mobile telephone. Work mobile telephones are provided and must be used as much as possible.
5. A carer must be aware that if there is no contact then it will be assumed that they are a missing person. The on call manager will make the decision whether to contact the police.
6. It is important that each carer follow the procedure properly as it forms part of their obligation to co-operate with the employee under The Health and Safety at Work Act 1974.

Domiciliary Office

1. Each morning the designated person must complete the lone working sheet that can be found on the homecare shared drive for each district. Details from the homecare rostering system regarding a member of staff's final shift pattern must be entered on to the lone working sheet.
2. During office hours as each carer contacts the office to log off this must be recorded on the lone working sheet by putting in the time of the call.
3. Home carer's who have not logged off from their last visit must be contacted by the designated person e.g. out of hours team / supervisor.

Date	06/10/10	08/07/14	11/07/14			Issue date
Amendment	1	2	3			16/07/07 P&P

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L6

4. If no contact has been made using all the supplied telephone numbers the on call manager must be contacted and the carer will be assumed as missing. The on call manager will make the decision whether to call the police.

5. During normal working hours it is the responsibility of the designated person in the district offices to up date the lone working sheet. From 5pm in the evening, at weekends and bank holidays the out of hour's team will be responsible for the above procedure.

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