

# L6 Lone Working

## Policy

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

## Procedure

### Support Worker and Overnight Support Worker

1. If for any reason you are unable to attend work as rostered you must contact the central business function and duty supervisor.
2. At the start of each working day you **MUST** log onto your work phone then your rosta App. Then you must click onto your work base which will indicate that you have started your shift.
3. As you attend each of the calls allocated as you attend the service user's homes throughout the calls this allows the central function to support your whereabouts for safety reasons if your health and safety was compromised in any way.
4. At the end of the round every overnight support worker must return to their identified work base and remain together, this is to ensure their own safety and that of others is not compromised. The work base is a safe place where they must stay until the end of their shift.
5. Within the Employee handbook this identifies other ways of keeping yourself safe at all times.
6. At the end of the working day every support worker **MUST** log off by logging out of the electronic roster application.
7. This must be within 1 hour of clicking through your work base to identify the end of your shift and upon reaching a place of safety.

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
x	✓	x	x	x	x	x	x

8. A support worker must be aware that if they do not log out on the app then it will be assumed that they are a missing person. Your next of kin will be contacted; if we cannot get hold of them the police will be contacted. The on-call manager will make the decision whether to contact the police.
9. As a reminder, please note that if you go back into your roster app you still have to follow the process to log out as the app will still show you as logged in if you do not follow this process.
10. It is important that each support worker 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.
11. As a protective measure if safety is compromised all staff have access on their telephones to a “Carer down button” on the rosta app which will alert the business central function that support is required.

### **Senior Support Workers, Supervisor, Occupational Therapist (OT) and Reablement Reviewing Officers (RRO)**

1. The line manager will ensure the employee is registered with “Skyguard, People Safe” which is the 24hour emergency response service.
2. You will receive a link on your telephone which enables you access the “People Safe” App. This is to support you if you feel your safety is compromised in any way.
3. Skyguard must be used to ensure you are safe and secure when travelling to and from remote situations or where a situation arises that may cause concern, or you are held up later than expected. You must provide Skyguard with details such as your whereabouts, expected length of visit, journey time, and expected time of arrival at home. Skyguard can then contact you at the arranged times to ensure your safety.

### **Emergencies**

1. If a staff member raises their “PeopleSafe” alarm and it is an emergency the Alarm Receiving Centre will deal with this.
2. The coordinator at the Alarm Receiving Centre will telephone the escalation number, the Central Business Function, to provide detail of the emergency they are dealing / dealt with.
3. The Reablement Coordinator will then take note of what has happened and email the district Teams Manager and CC in the Service Manager so they are aware of what has happened.

## **Minor Issues**

1. If for any reason the Coordinator in the Alarm Receiving Centre cannot get hold of the staff member as they have not checked out of the "PeopleSafe" App the escalation number to the CBF will be used.
2. Reablement Coordinator to take a note of the details and try to make contact with the staff member in question by using the numbers available for them.
3. If the Reablement Coordinator cannot make contact with the individual, then their next of kin is to be contacted.
4. If no contact has been made using all the supplied telephone numbers, the staff member will be assumed as missing. In this instance either the duty supervisor or on-call manager will be contacted to gain permission to contact the police.

## **Central Business Function**

1. Each morning the designated person must complete the lone working sheet that can be found on the Cumberland Reablement shared drive for the county. Details from the rostering system regarding a member of staff's shift pattern must be entered on to the lone working sheet.
2. During office hours as each support worker logs out using the electronic roster app, the central business function staff will carry out a visual check of the system and will record on the lone working sheet by putting in a LO (meaning Logged off).
3. Support workers who have not logged off following reaching their work base must be contacted by the central business function.
4. If no contact has been made using all the supplied telephone numbers, the on-call manager must be contacted, and the support worker will be assumed as missing. The on-call manager will make the decision whether to call the police.
5. It is the responsibility of the central business function to update the lone working sheet.