APRIL COMPLETE CARE SOLUTIONS LTD
(The "Company")

Lone Worker Policy

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1. Introduction

April recognises that some staff are required to work by themselves in the community without close or direct supervision, sometimes in isolated work areas or out of office hours.

Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, the Company has a duty of care to advise and assess risks for workers when they work by themselves in these circumstances. However, employees have responsibilities to take reasonable care of themselves and other people affected by their work.

2. Scope of the policy

This policy applies to all situations involving lone working arising in connection with the duties and activities of the staff.

'Lone workers' includes:

Those working at their main place of work where:

- Only one person is working on the premises
- People work separately from each other, e.g. in different locations
- People working outside normal office hours, e.g. cleaners, carers etc.,

Those working away from their fixed base where:

- One worker is visiting another premises or meeting venue
- One worker is making a home visit to an individual
- One worker is working from their own home.

3. Aims of the Policy

The aim of the policy is to: -

- Increase staff awareness of safety issues relating to lone working;
- Ensure that the risk of lone working is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far is reasonably practicable;
- Ensure that appropriate support and training is available to all staff that equips them to recognise risk and provides practical advice on safety when working alone;
- Encourage full reporting and recording of all adverse incidents relating to lone working;
- Reduce the number of incidents and injuries to staff related to lone working.

4. Responsibilities

The Registered Manager is responsible for:

- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working;
- Providing resources for putting the policy into practice; and
- Ensuring that there are arrangements for monitoring incidents linked to lone working and that the effectiveness of this policy is regularly reviewed
- Ensuring that all staff are aware of the policy;
- Taking all possible steps to ensure that that lone workers are at no greater risk than other employees.
- Identify situations where people work alone and decide whether systems can be adopted to avoid workers carrying out tasks on their own
- Ensuring that risk assessments are carried out and reviewed regularly;
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone;
- Ensuring that staff groups and individuals identified as being at risk are given appropriate information, instruction and training, including training at induction, updating and refreshing this training as necessary;
- Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents;
- Ensuring that appropriate support is given to staff involved in any incident;

Employees are responsible for: -

- Taking reasonable care of themselves and others affected by their actions;
- Following guidance and procedures designed for safe working;
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate;
- Taking part in training designed to meet the requirements of the policy; and
- Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.

5. Guidance for Risk Assessments of Lone Working

- Is the person medically fit and suitable to work alone?
- Are there adequate channels of communication in an emergency?
- Does the workplace or task present a special risk to the lone worker?
- Is there a risk of violence?
- Are women especially at risk if they work alone?
- Is any known risk attached to a client(s)?
- Has an alternative to a home visit been considered?
- Has safe travelling between appointments been arranged?
- Have reporting and recording arrangements been made where appropriate?
- Can the whereabouts of the lone worker be traced?

6. Good Practice for Lone Workers

- During their working hours, all staff should leave written details of where they are going and their estimated time of arrival.
- If the visit is assessed to have sufficient risk, details of the planned visit must be recorded. Arrangements should be made with a Manager or colleague to check that a lone worker has left the premises on completion of a task on time;
- Telephone contact between the lone worker and a colleague, may also be advisable.
- Lone workers should have access to adequate first-aid facilities and care workers should carry a first-aid kit suitable for treating minor injuries.

7. Monitoring safety issues

- Lone workers must report incidents such as accidents and near misses, including all incidents where they feel threatened. This includes incidents of verbal abuse.
- During supervision, managers will ask people working on their own whether there are any safety concerns that aren't being addressed. Lone workers are encouraged to seek help and advice if any safety concerns arise.

8. **Electronic call Monitoring – staff safety**

April introduced Electronic Call Monitoring (ECM) in January 2019. The ECM enables April to monitor our Care Workers visits to clients homes via use of apps on mobile phones, though this helps to improve service delivery, it also provides data security and lone worker safety

This system also allows April to keep track of lone workers whilst out on the road, which gives the employee reassurance that they are safe as well as giving them peace of mind that we can track where they are going.

If a care worker doesn’t call in at the location or they clock in from somewhere that isn’t a client’s location, we will be able to tell due to the landline verification which is associated with your client’s location. The staff member will be contacted immediately to ascertain the problem. Every effort will be made to locate the lone worker.

In the eventuality that the lone worker does not clock in to clients calls, fails to communicate with the office, or if the office is unable to contact the lone worker then the office will activate and emergency procedure