



## **Care Ashore**

### **Lone Working Policy and Procedures**

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## **Objects of the charity**

Are, for the public benefit, to provide exclusively charitable support services and grants to:

- Those men and women who are or have been seafarers, and their dependents, who need assistance by the provision of accommodation, financial allowances or grants and in other such ways as the board think fit.
- Those men and women who are or have been seafarers and who are sick, disabled, aged or infirm or those who require rest or convalescence by the provision and maintenance of a convalescent home or rest home or in other ways as the board think fit.
- To extend its services to those persons having an appropriate connection with the sea as the board think fit, that includes potential visitors and their families to Care Ashore.

## **Lone worker definition**

The Health and Safety Executive (HSE), the definition of a Lone Worker is **“those who work by themselves without close or direct supervision.”**

## **Purpose and Background**

This Policy does not replace or override other organisational policies and it should be read in conjunction with other policies and procedures including financial procedures, health and safety generally, risk assessment, safeguarding, staff induction and supervision. It is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures that will minimise such risks. It is not intended to raise anxiety unnecessarily, but to give staff a framework for managing potentially risky situations.

## **Situations of staff Lone Working at Care Ashore.**

**Lone working is necessary to:**

- Provide necessary support to residents and beneficiaries of Care Ashore
- Maintain the grounds
- Maintain the buildings
- Provide transport services to residents and beneficiaries
- Carry out kitchen duties
- Provide on call services
- Manage/work the bar at Care Ashore



- Clean the premises
- Visit residents in their own home
- Manage the office

*Lone Working* is often necessary for staff (paid and unpaid) working within Care Ashore, to provide operational duties within the charity provision.

### **Lone working issues for line Managers to consider**

Line managers of lone workers must be proactive in ensuring that procedures are always followed. Some issues that need to be considered when planning safe working arrangements are:

- Can the risks of the job be adequately controlled by one person or are more persons necessary? It might be that sometimes two persons are required when normally one person would do e.g. if a resident is experiencing a crisis.
- Are there particular tasks that present a special risk? For example, if a task involves working at height e.g. curtains need to be hung or if lifting is involved.
- Is there safe access and exit for the visiting staff member?
- If cash is to be carried by one person are, they safe from potential robbery? Is it necessary to carry cash?
- Is the person medically fit and suitable to work alone?
- What training is required to enable the staff member to work alone?
- How will the person be supervised?
- What happens if a person becomes ill, has an accident, or there is an emergency?

### **Assessment of risk (see Appendix F)**

In drawing up and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances:

- The environment – location, security, access.
- The context – nature of the task, any special circumstances e.g. whether neighbours have reported unusual behaviour.
- The individual concerned – does their individual risk assessment flag up trigger factors that indicate potential or actual risk.
- History – any previous incidents in similar situations.
- Any other special circumstances.
- All available information should be considered and checked or updated as necessary.



## **Risks of Lone working**

- Accidents, illness, slips, trips and falls
- Assault on staff
- Residents under the influence of alcohol
- Residents suffering ill mental health (or episodes of)
- Slips and falls when isolated (kitchen, out on the land etc)
- Driving accidents
- Members of the public using Care Ashore facilities

## **Organisational commitment**

Care Ashore, by law, will consult with staff on lone working within the organisation.

## **Control Measures**

The risk assessment should prescribe control measures to be implemented in order to eliminate/minimise the identified risks. Such control measures may include:

- communication is very important: mobile phone, telephone or radio
- controlled periodic checks
- All staff MUST wear a Scope Coms UK Pendant (wrist or other)
- Automatic warning devices, e.g. panic alarms, no movement alarms, automatic distress message systems, i.e. pre-recorded message sent if not actively cancelled by operative, etc.
- instruction and training in proper procedures, e.g. code words for potentially violent situations when combined with mobile phone communication.
- use of Personal Protective Equipment (PPE)
- first-aid kits and training
- locking and securing place of work
- implementing correct incident reporting procedures
- provision of counselling

## **Staff Responsibilities**

- To sign in the staff signing in book when arriving for work and to sign out when leaving work.
- To attend training provided on lone working and personal safety



- To follow the guidance of the Lone working policy and procedures
- To continuously risk assess their lone working environment and raise concerns (Appendix E and F)
- To accompany other members of staff who are scheduled for lone working if necessary
- To keep lone working risk assessments updated through consultation with line manager (Appendix E and F)
- To participate in discussions regarding lone working
- Take reasonable care to look after their own safety and health
- Safeguard the safety and health of other people affected by their work
- Co-operate with Care Ashore health and safety procedures
- Use tools and other equipment properly, in accordance with any relevant safety instructions and training they have been given
- Not misuse equipment provided for their safety and health
- Report all accidents, injuries, near-misses and other dangerous occurrences

### **Personal safety**

- Where a staff member has concerns about visiting a resident, they have undertaken a risk assessment and concluded that their safety will be compromised by being alone with the person, they must either visit with a colleague or representative from another agency or cancel all visits. Concerning the latter, the staff member who cancelled the visit must discuss an alternative means of support or communication with their manager.
- In any event, if there are concerns about lone working with a resident it must be raised with the staff member's supervisor or manager.
- Staff must not assume that having a mobile phone and a back-up plan is a enough safeguard in itself. The priority is to plan for a reduction of risk.
- Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.
- Before working alone, an assessment of the risks involved should be made. For a first visit this should be jointly with another member of staff or manager.
- Staff must record their movements on their outlook calendar or diary at the commencement of their working week. This will include the person who they are visiting, the location of the visit and any other relevant information. They should also indicate on the calendar whether they will be returning to the



office or going home. The manager and other staff must be aware of the staff members' movements and expected return time.

- Staff must amend their outlook calendar/diary and inform their manager if they change appointments.
- If a member of staff does not report in as expected an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate using emergency contact information if necessary.
- Staff will be expected to know how to operate the lone working alert device.
- Where staff work alone for extended periods and/or on a regular basis, managers must make provision for regular contact, both to monitor the situation and to counter the effects of working in isolation.
- Staff working away from the office should ensure that they always have access to a mobile phone. Staff are responsible for checking that the mobile phone is charged and in working order.

*Appendix C* provides additional guidance on personal safety.

### **Good practice guidelines**

- Lone working on call or in the office procedure (Appendix A)
- Procedure for travelling alone. (Appendix B)
- Guidance on personal safety (Appendix C)
- Guidance on home visits (Appendix D)
- Risk Assessment Checklist for Working Alone on Care Ashore Premises (Appendix E)



## **Appendix A**

### **Lone Working on Call/Office Procedure**

- All staff members should always keep their calendar or diary up to date with all information
- All staff will wear an alarm pendent
- Staff members sign in over the phone if they are not planning to come into the office at the start of the day, (due to lone working responsibilities) and sign out at the end of their working day by calling the office.
- Travel should be logged in the outlook diary, listing the destination and estimated length of journey.
- For residents who may pose a risk but where the visit is absolutely necessary, the resident should be invited to the office for the meeting, if the resident is physically unable to attend the office, staff should endeavour to work in pairs, if this is not possible, staff members should call the office:
  1. Before they set off on their journey
  2. When they arrive at the home visit / destination
  3. When they leave the home visit / destination
  4. When they arrive home or at their next visit
  5. Please note if a staff member is out of the office all day visiting a range of organisations, good practice would be to list in their outlook calendar and call the office periodically to keep office staff updated.
- If a staff member is working out of office hours (on call) they should be allocated a designated person to contact, either another colleague (this needs to be a CA staff member, not a family member) staff must ensure the person knows they are responsible for them and also log this information onto their diary to make all office staff aware of the arrangements.
- Resident home visits should be listed in the calendar and should also include: Name, level of need and address. When completing a visit, the telephone number of the person being visited should also be included.



- If at any point a staff member feels in danger, they should try to leave the property and activate their personal alarm.
- All staff will be expected to undertake a Managing Violence & Aggression Course which will include how to diffuse difficult situations
- If at any point a staff member in the office feels they are in danger, they should try to remove themselves to a place of safety and call the police at the earliest opportunity.





## Appendix B

### Procedure for travelling alone

#### When driving

1. Before a long trip, make sure your vehicle is in good condition.
2. Plan how to get to your destination before leaving and stay on main roads if you can.
3. Make sure you have enough money and fuel.
4. Carry a torch.
5. Before setting off make sure that your mobile phone (if you are taking one) is fully charged and that you take your charger with you. Also, make sure that you leave the mobile telephone number with someone at home and/or at work.
6. Before you leave, tell anyone you are planning to meet what time you think you will get there, and the route you are taking.
7. If you are not meeting anyone at your destination agree to phone someone back home or at work to confirm you have arrived safely. This may require you to have a home telephone number of your work contact.
8. Do not pick up hitchhikers.
9. Keep doors locked when driving and keep any bag, or valuables out of sight. If you have the window open, be aware of your surroundings.
10. If you think you are being followed, try to alert others by flashing your lights and sounding your horn. Make as much noise as possible. If you can, keep driving until you come to a busy place.
11. After dark, park in a well-lit, busy place. Look around before you get out. If you're parking in daylight, but coming back for your car at night, think about how things will look in the dark.
12. Have your key ready when you go back to your car.
13. If your car develops problems, use your mobile phone to call for help. On motorways follow the marker arrows to the closest phone. They are never placed any more than a mile apart, on opposite sides of the motorway. **Never** cross the carriageway to use a phone.
14. While on the hard shoulder or telephoning, keep a sharp look-out and don't accept lifts from strangers – wait for the police or breakdown service. Don't wait in the car – there is a high risk of an accident. Wait on the embankment nearby with the front passenger door open. If someone approaches you or you feel threatened, lock yourself in the car and speak to them through a small gap in the window.
15. If you frequently must travel after dark, or if your job involves visiting people at home, Care Ashore staff and volunteers to always have mobile phone charged.



### **Staying safe in taxis**

1. If you are going to be out late, try to arrange a lift home or book a taxi. Check that the taxi that arrives is the one you ordered. Ask for a description of the car – colour, make, etc. – and check this when it arrives. If you gave your name when you booked, check that the driver can tell you it before you get in. When you get home, ask the driver to wait until you are inside.
2. There are many reputable private hire taxi companies, but these must be booked either at their office or by phone. In all cases, the driver should carry identification. Always keep the number of a reliable firm handy. Avoid private hire taxis that tout for business.
3. Always sit behind the driver.
4. If you feel uneasy, ask to be let out in a well-lit area where there are plenty of people
5. If in any doubt, don't get in a taxi.

### **Staying safe on public transport**

1. Try to stay away from isolated bus stops, especially after dark.
2. On an empty bus, sit near the driver or conductor.
3. On a train, sit in a compartment where there are several other people – ideally one, which will be near the exit of your destination. Check to see where the emergency stop lever is.



## **Appendix C - Personal Safety (also, see appendix F)**

There are several things you can do to avoid trouble in the first place. Care Ashore has a responsibility as an employer to ensure the health, safety and welfare of staff, but employees also have a duty to take reasonable care, including precautions, themselves.

### **Reasonable precautions might include:**

- checking directions for the destination
- ensuring your car, if used, is road-worthy and has break-down cover
- ensuring someone knows where you are and when you are expected home
- avoiding where possible poorly lit or deserted areas
- taking care when entering or leaving empty buildings, especially at night
- ensuring that items such as laptops or mobile phones are carried discreetly

This is not about raising anxiety levels but about recognising potential dangers and taking positive steps to reduce risk, for yourself and for residents.

### **Be aware of the environment**

- It is your responsibility to conduct your own personal risk assessment each time you are lone working. The lone working training you attend will help you to do this.
- Know what measures are in place where you work: check out alarm systems and procedures, exits and entrances, and the location of the first aid supplies.
- Make sure that your car and mobile phone are in good working order, and that electrical and other mechanical equipment is safe to use. Check the instructions for use and ensure that faults are reported /dealt with.
- If your work takes you into areas which are isolated, poorly lit at night or known for high crime rates arrange to check in when the visit is over.
- If a potentially violent situation occurs, be aware of what might be used as a weapon against you, and of possible escape routes.
- Try to maintain a comfortable level of heating and lighting in buildings you control.

### **Be aware of yourself**

- Think about your body language. What messages are you giving?
- Think about your tone of voice and choice of words. Avoid anything which could be sarcastic or patronising. The managing violence and aggression training will give you the communication tools to do this.



- Think about what you are wearing. Is it suitable for the task? Does it hamper your movement? What signals does it send out? In a potentially risky situation, does a scarf or tie offer an opportunity to an assailant?
- Be aware of your own triggers – the things that make you angry or upset.
- Be aware of other people
- Take note of their non-verbal signals.
- Be aware of their triggers.
- Don't crowd people – allow them space.
- Make a realistic estimate of the time you will need to do something, and don't make promises which can't be kept, either on your own or someone else's behalf.
- Be aware of the context of your meeting – are they already angry or upset before you meet, and for what reason?
- Listen to them and show them you are listening.



## **Appendix D - Guidance for Home Visits**

- Staff whenever possible should work in pairs.
- Staff must list all home visits to residents on their Outlook Calendar or diary showing when, who and where they are visiting and an estimated time of leaving and returning to the office (or home if it late in the day). The staff member must ensure they have a fully operational mobile phone with them for the visit. Staff should appraise themselves of any previous visits by other staff or agencies and acquire background information from others.
- Staff must always carry their mobile phone and ensure that it is charged and operational. Staff must use the lone working alarm systems as appropriate.
- Staff must have the appropriate business insurance cover on such visits if using their own vehicle.
- If staff are anxious on arriving at a location and feel their safety could be compromised, they should not take the risk of proceeding further. They should telephone their supervisor or manager and advise that they are unable to attend. Alternative arrangements should be made.
- All home visits should be recorded with the points discussed, agreements reached and any concerns that the member of staff may have from the meeting however trivial these may appear at the time. Clear and detailed record keeping may well prevent problems in the future.
- Confrontation should always be avoided. At the first sign of potential danger the staff member should make a speedy exit from a home. Never assume that violence wouldn't happen, personal safety is paramount. Any incident should be reported to the manager immediately.
- Visiting staff and volunteers are reminded to keep up to date with current legislation and safeguarding training.
- Show respect for the person you are visiting as they are equal partners in the working relationship.
- Make appointments in advance and offer a choice.
- Do not assume that all residents are literate or have adequate mental capacity.



- Be aware of Social, Cultural and Religious differences.
- Where appropriate, communicate with other agencies also involved with the resident.
- Demonstrate normal courtesy - wait to be invited into the home.
- Use common sense, trust your instincts and if a situation feels threatening - leave, or do not enter the resident's home, saying for example, that you are going back to get something from your car. Be responsible for your own personal safety.
- If in doubt cancel the visit and re-arrange with a colleague in attendance



## Appendix E

### Risk Assessment Checklist for managers on Care Ashore Premises

(To be used in conjunction with Working Alone policy and Guidance and generic Risk Assessment Form)

<b>Description of the work activity</b> <b>Working alone at Care Ashore</b>	<b>People exposed to the risk:</b>	
<b>Risk Assessment carried out by:</b>	<b>Date Completed:</b>	<b>Review Date:</b>
<b>Main risk and issues of concern</b>	<b>Tick if this applies</b>	<b>Assess degree of risk as high, medium or low</b>
Do staff work alone?		
Do staff work out of office hours?		
Do staff meet with clients or visitors in isolated locations?		
Is there enough security provision?		
Is there poor access to the building?		
Is there a lack of first aid if staff become ill or injured?		
Do staff activities involve working in confined spaces?		
Do staff activities involve handling dangerous substances?		
Others (please give details):		



Existing control measures – Tick if these are in place			
Do you provide joint working for high-risk activities (in other words, in confined spaces with dangerous substances)?		Does someone carry out regular supervisor or colleague checks during activities?	
Do you use close-circuit television within or around the building?		Do you use two-way radios/mobile phones or other communication systems?	
Do you use entrance security systems (for example ID checks or fob entry systems)		Do staff have information and training on basic personal safety and/or conflict management?	
Is there security lighting around access points and parking areas?		Are staff trained in strategies for preventing and managing violence?	
Have you supplied all lone working staff with personal alert devices?		Do staff have access to forms for reporting incidents or near misses and appreciate the need for this procedure?	
Do you use reporting and checking in systems?		Others (Please give details)	
Are the existing control measures adequate?	<div>YES</div> <div>NO</div>		
<b>If answer is “No” further control measures are necessary – detail below what these will be:</b>			





## Appendix F

### Lone working checklist (staff)

Name of employee

Job Title

Date

No.		Check box if YES
1	Have I had suitable training to carry out the task or activity?	<input type="checkbox"/>
2	Am I medically fit to undertake the task?	<input type="checkbox"/>
3	Have I got sufficient information about the job, equipment or substances?	<input type="checkbox"/>
4	Does the work involve handling dangerous equipment or substances that requires help or supervision?	<input type="checkbox"/>
5	If cash is being handled, will I be at risk of violence? How will I make sure I am safe?	<input type="checkbox"/>
6	Have I been fully trained in strategies for the prevention of violence?	<input type="checkbox"/>
7	Do I know how to control and defuse potentially violent situations?	<input type="checkbox"/>
8	Is there adequate provision for first aid if I need it?	<input type="checkbox"/>
9	Do I have the appropriate knowledge of the resident I am visiting?	<input type="checkbox"/>
10	Do I have facilities to be able to contact the office or help at all times?	<input type="checkbox"/>
11	Are there suitable arrangements for me in the event of an emergency?	<input type="checkbox"/>
12	Have plans been made to keep in touch with colleagues?	<input type="checkbox"/>
13	Is there a way for me to contact line managers, including an alternative?	<input type="checkbox"/>
14	Am I in possession of emergency contact numbers?	<input type="checkbox"/>
15	Is the access to, or exit from, the workplace safe and well lit?	<input type="checkbox"/>
16	Does the workplace present special risks for someone on their own?	<input type="checkbox"/>
17	Do the arrangements cover out of hours working?	<input type="checkbox"/>
<i>For mobile staff only;</i>		
18	Have I left an itinerary with another member of staff?	<input type="checkbox"/>
19	Am I carrying my lone working device and is it charged and tested?	<input type="checkbox"/>



20	Have I got forms for reporting incidents, including violence or threats of violence?	<input type="checkbox"/>
Comments and further actions required:		

Prepared by:

Date:

Signature: