

| Title                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| Lone Working Policy and Procedure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Principle                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Homekare Community Services is committed to protecting the health, safety and welfare of all Team member's, particularly those who work alone in the community. We recognise that community care is predominantly lone working, where team member's visit client's homes without immediate support from colleagues.                                                                                                                                                                                                                                      |
| Objectives                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p>This policy ensures that lone working is managed safely in compliance with:</p> <ul style="list-style-type: none"> <li>• Health and Safety at Work etc. Act 1974</li> <li>• Management of Health and Safety at Work Regulations 1999</li> <li>• Care Act 2014</li> <li>• Mental Capacity Act 2005</li> <li>• CQC Fundamental Standards</li> <li>• Skills for Care guidance</li> <li>• NICE safeguarding principles</li> <li>• Local Safeguarding Adults Board procedures</li> </ul>                                                                   |
| Scope                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p>This policy applies to all staff who undertake lone working, including:</p> <ul style="list-style-type: none"> <li>• Care Team member's</li> <li>• Senior Care Team</li> <li>• Care Manager (when delivering care)</li> </ul> <p>This policy also covers team member's:</p> <ul style="list-style-type: none"> <li>• Regular lone working</li> <li>• Occasional lone working</li> <li>• Work outside normal hours</li> <li>• Work in unfamiliar locations</li> <li>• Work involving travel</li> <li>• Visiting client's in their own homes</li> </ul> |
| Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <p><b>Director / Nominated Individual</b></p> <ul style="list-style-type: none"> <li>• Holds accountability for health and safety</li> <li>• Ensures policy is in place and resourced</li> <li>• Reviews serious incidents</li> <li>• Approves policy updates</li> </ul>                                                                                                                                                                                                                                                                                 |

### **Registered Manager**

- Accountable for risk assessments
- Ensures team member's complete training
- Oversees supervision
- Investigates incidents

### **Care Manager**

- Ensures visit plans are clear
- Monitors visit times
- Coordinates check-in system
- Escalates concerns

### **Lone Workers (Care/ Senior Team)**

- Follow policy and safe systems
- Complete mandatory training
- Comply with check-in procedures
- Report incidents promptly

## **Procedure**

### **1. Definitions**

**Lone Worker:** An employee who works without close supervision

**Hazard:** Something that could cause harm

**Risk:** The likelihood that harm will occur

**Control Measure:** An action to eliminate or reduce risk

**Safeguarding:** Protecting adults from abuse or neglect

**Dynamic Risk Assessment:** Quick assessment of hazards during visit

**Client:** The person receiving care

**Check-In:** Scheduled contact to confirm safety confirmed by on site QR scan

### **2. Risk Assessment Process**

#### **2.1 Two-Tier Approach**

##### **2.1.1 Generic Risk Assessments**

Applies to all community team member's. Covers common hazards and standard controls.

### **2.1.2 Individual Risk Assessment**

For specific client's or situations with identified hazards.

### **2.2 Hazard Categories**

- **Environmental:** Unsafe homes, poor conditions
- **Violence:** From client's, families
- **Medical:** Illness or injury with no support
- **Psychological:** Stress, isolation, harassment
- **Operational:** Poor planning, heavy workload
- **Transportation:** Travel hazards, parking
- **Infection Control:** Disease transmission risks

## **3. Safe Systems of Work**

### **3.1 Pre-Visit Planning**

- Confirm visit details with team member
- Check care plan for hazards
- Inform of any changes
- Ensure contact details available

### **3.2 Dynamic Risk Assessment**

During visits, workers must assess for:

- Environmental hazards
- Client's behaviour
- Safety risks
- Abuse or neglect indicators

**ALSO SCAN THE LOCATION QR ON ENTRY AND EXIT TO ALERT WHERE THE TEAM MEMBER IS AT THAT TIME**

### **3.3 If Unsafe**

- LEAVE the property
- Go to safe location
- Contact Care Manager or On call
- Report incident

## **4. Communication and check in procedures**

### **4.1 Check-In System**

- **ARRIVAL:** Scan the location QR code
- **DEPARTURE:** Scan the QR code
- **EXPECTED TIME:** Give estimated departure time
- **ESCALATION:** Office contacts if no check-in within 15 minutes

### **4.2 If No Check-In**

- Care Manager/ On call attempts phone contact
- Contacts client if necessary
- Escalates to Registered Manager
- May contact emergency services if safety concern

## **5. Supervision and Support**

### **5.1 Arrangements**

- Office-based regular meetings
- Telephone support between visits
- Joint visits where needed
- Written supervision records

### **5.2 Frequency**

At least six-weekly one-to-one supervision. Ongoing support as needed.

### **5.3 Content**

- Review of visits and incidents
- Client relationships
- Workload and time management
- Safeguarding concerns
- Training needs
- Wellbeing and stress levels

## **6. Training and Competence**

### **6.1 Induction Training**

All new care team member's complete training on:

- Lone working policy and procedures
- Risk assessment and hazard recognition
- Safe systems of work
- Recognising violence or aggression
- Safeguarding awareness
- De-escalation techniques
- Infection control
- Communication procedures

### **6.2 Ongoing Training**

Annual refresher training and specialist training as needed.

## **7. SAFEGUARDING INTEGRATION**

### **7.1 Recognising Abuse**

Team Member's are trained to recognise:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Financial abuse
- Neglect

### **7.2 Reporting**

If abuse is suspected:

- Tell Care Manager or Registered Manager immediately
- Do NOT discuss with client

- Record exactly what was seen/heard
- Report in writing within 24 hours
- Keep confidential

## **8. Incident Reporting**

### **8.1 What to Report**

Must report:

- Violence or aggression
- Threats or harassment
- Near-misses
- Accidents or injuries
- Safeguarding concerns
- Environmental hazards
- Equipment failures
- Any unsafe situation

### **8.2 Process**

- Report immediately if urgent
- Complete Incident Report Form within 24 hours
- Provide detailed account
- Identify control measure improvements
- Investigation by Manager
- Learning shared with team

## **9. Mental Health and Well being**

Lone working can cause stress and isolation. Homekare Community Services provides:

- Regular structured supervision
- Team meetings and social events
- Mental health first aiders
- Signposting to support services
- Flexible working arrangements
- Debrief after difficult incidents

## **10. Monitoring and Overview**

### **10.1 Policy Review**

Policy reviewed annually or when:

- Serious incident occurs
- Legislation or CQC guidance changes
- Audit findings indicate issues
- New risks identified

### **10.2 Risk Assessment Review**

Individual assessments reviewed:

- Annually
- Following any incident

- When circumstances change
- Upon team member's request

### 10.3 Audit

HR audits compliance including:

- Risk assessments in place
- Training completed
- Supervision recorded
- Incidents reported and investigated
- Check-in system followed

### Linked Legislation and Guidance

#### Health and Safety-

Homekare Community Services must ensure health, safety and welfare of all employees, including lone workers.

#### Safeguarding-

The Care Act 2014 requires safeguarding policies aligned with local procedures.

### Document Control

|                      |                                   |
|----------------------|-----------------------------------|
| Policy Name:         | Lone Working Policy and Procedure |
| Service Name:        | Homekare Community Services       |
| Policy Reference:    | HCS-TP-025                        |
| Version Number:      | 01                                |
| Date Approved:       | 05/09/2026                        |
| Approved By:         | S Radford                         |
| Date Last Reviewed:  | 05/09/2026                        |
| Reviewed By:         | S Radford                         |
| Date of Next Review: | 04/09/2027                        |
| Review Frequency:    | Yearly – or change in policy      |

### Review History

| Version | Date Reviewed | Reviewed By | Changes Made |
|---------|---------------|-------------|--------------|
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### References and Appendices

- Appendix A:
- Appendix B:
- Appendix C: