

TRIPLE HOME CARE LTD

Policy Title	Lone Working	Date Implemented or Date of Last Review	04-12-2020
CQC KLOE Reference	Safe	Date of Next Review	04-12-2022

Policy

The Agency takes the health, safety and welfare of all its staff very seriously and it is recognised that many of our staff are required to work by themselves for significant periods of time without close or direct supervision in the community or in isolated work areas. Lone working therefore presents additional risks compared to those working environments where colleagues are always generally available to provide support, protection and assistance. This policy outlines the Agency's approach to safeguarding its entire staff by:

- Ensuring that the risks associated with lone working are properly assessed and that safe systems and methods of work are put in place so as to reduce the number of incidents and injuries to staff;
- Increasing staff awareness, through appropriate training of the safety issues relating to lone working;
- Providing practical advice on safety when working alone;
- Ensuring that appropriate support is available to staff who work alone;
- Encouraging full reporting and recording of all adverse incidents relating to lone working.

Procedure

Management responsibility

Managers are responsible for the adequate provision and maintenance of resources and for the supervision of employees to ensure that they do not endanger themselves or others. This requires the prevention of unapproved systems or practices, unauthorised work activities, and all other unsafe acts.

Attitudes to personal safety should be reviewed as a part of a formal performance appraisal. Appropriate records must be kept. Employees must be prevented from using equipment or undertaking a task which could be detrimental to their health and safety.

Additional consideration is required by managers where employees are required to work alone. Any special arrangements will depend upon the nature of the risk, but may include the provision of personal alarms, communication equipment or other devices.

Managers must ensure that employees have received sufficient information and training regarding their personal safety to enable them to work without risk, so far as is reasonably practicable.

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Employee responsibility

Employees must ensure that they do not compromise their own health and safety whilst at work by adopting safe systems of work at all times. If there is a perceived shortcoming in the working arrangements which could affect the personal safety of any individual, this must be reported to a responsible person without delay.

Employees must work in accordance with safe working procedures at all times, and comply with the Agency's policy on all matters. When working alone thought and attention must be given to any hazards that are present in and around the working area. Employees must also familiarise themselves with safe working procedures, including emergency arrangements, applicable to all premises which they enter.

They should report any situations presenting a risk to personal safety to a responsible person immediately, so that measures can be taken to rectify the situation.

Risk Assessment

The Agency will undertake a thorough and regular "Lone Worker Risk Assessment" and will review this on a regular basis, and in response to any adverse incident or accident. If a risk assessment shows that it is not possible for the work to be done safely by a Lone Worker, other arrangements must be put in place.

The Risk assessment will consider the known hazards, together with the current preventative measures which are in place to reduce the risk of harm to the lowest possible and foreseeable level.

The assessment will also consider advice and guidance for the worker, and any additional measures which are considered necessary, the person responsible for implementing them, the target date for completion and the date the additional measure was implemented.

The general hazards to be considered in detail within the Risk Assessment are:

- Those present within the Client's Home and which will be recorded on the Workplace Inspection Report;
- Assault and Violent Crime;
- Accidents and Emergencies;
- Competence and Experience of the Lone Worker;
- Manual Handling;
- COSHH;
- Stress;
- Abusive/Aggressive behaviour;
- Lone Worker Illness;
- Driving breakdown

All Lone Working Risk Assessments will be shared with Agency Care Workers.

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General Guidance for Care Workers

Risks in perspective

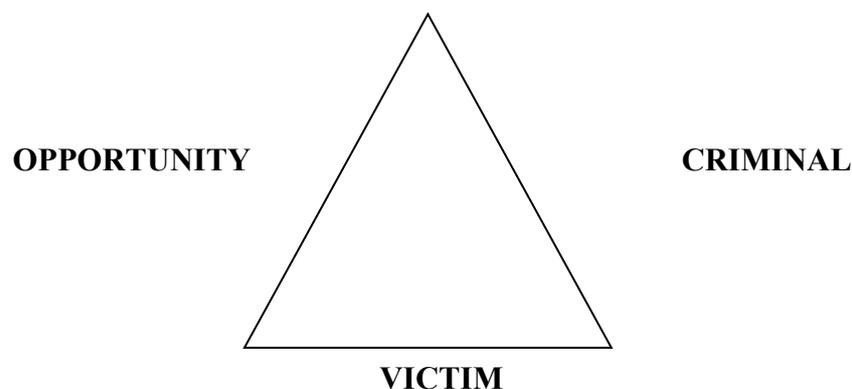
Fear of crime can be a very real problem for some people and can be made much worse by the way in which the media report certain crimes. Full coverage is often given to crimes of a violent or sexual nature (in particular against the elderly or children) because of the emotional impact. This coverage gives the impression that such crimes occur with frightening frequency, when in fact the opposite is true. Violent crimes, including rape are still comparatively rare and account for a very small part of recorded crime.

Crime in perspective:

- Of every 100 crimes less than 7 involve violence;
- A high proportion of violent crimes (more than 50%) involve people who know each other (in the case of murder the proportion is very high indeed);
- Males are more than twice as likely to be the victim of an assault than females, particularly males in the 21 - 30 age group. Alcohol and drugs are often involved;
- Most crimes are committed by young men on the spur of the moment when they see a chance (moral - don't give it to them!).

Notwithstanding the above, fear of crime is an important issue and there is some risk. This can be reduced if simple, effective precautionary actions are taken when going about our day to day work and social activities.

The triangle of crime



Remove any of the above "sides of the triangle" and the potential for crime is also removed. Sensible planning reduces the **OPPORTUNITY** for the **CRIMINAL** to turn anyone into a **VICTIM** of crime.

Being confident

We should all be able to lead lives unrestricted by fear, to go where we want to and when we want to.

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Confidence comes with feeling IN CONTROL of a situation, being prepared and understanding how your brain tells your body to react under stress. Most people refer to this as the "FIGHT OR FLIGHT" Syndrome. In any threatening situation FLIGHT is invariably the best option.

If such a situation arises:

- don't respond aggressively or be drawn into an argument - this only escalates the potential for danger;
- stay calm, concentrate on breathing. This will help your brain to think and allow you to speak slowly and clearly;
- never underestimate the threat;
- trust your intuition - listen to your "body". If a situation feels unsafe or uneasy, then FLIGHT is the answer.

Wherever you are LOOK CONFIDENT. If you have planned your journey and visit, and know where you are going, this will be easy to achieve. Walk boldly and quickly and stay alert.

Getting about

General advice:

- If you have a mobile phone, carry it with you at all times;
- Consider all the factors affecting your personal safety before setting off; these include TYPE OF TRAVEL (car, bus, train, etc.), TYPE OF JOURNEY (distance, route), TIME OF TRAVEL (day or night, season of year) and ENVIRONMENT (area through which you will travel, current or expected weather conditions);
- ALWAYS tell someone (a work colleague or a relative) of your route, destination and estimated times of arrival and departure, however you intend to travel.

By car:

- Before departing check fuel, oil and water levels (if possible) and make sure your tyres are correctly inflated and not damaged;
- Check and clean your lights, indicators, mirrors, front and rear screens and ensure washer bottles are full;
- Plan your route in advance and have a map or routecard with you;
- Carry a topcoat in the car;
- If you don't have a mobile phone, take a phonecard and some small change. Keep a torch in the car;
- If you are female, do not advertise the fact if driving alone. Keep clothes and personal belongings out of sight;
- Keep car doors locked whilst driving, and consider closing windows in slow moving traffic. Ignore "windscreen washers" and kerbside vendors;
- Keep valuables and bags out of sight and out of reach;
- When parking, reverse into the gap if possible so you can pull away easily;

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- Before getting out of the car look around and ensure it is safe to do so;
- Always lock the car, even when paying for fuel;
- Park in well-lit areas. If parking in daylight think how the area will look if you have to return in the dark.

And finally,

- When you return to the car (especially after dark) have your keys ready.

If you feel threatened in your car:

- If you think you're being followed, drive on until you come to a busy, well lit place (a police, fire or ambulance station, garage forecourt or pub) pull over and go for assistance;
- If any vehicle pulls alongside when you are stationary and the occupants try to attract your attention, avoid eye contact and ignore them;
- If a vehicle travels alongside at the same speed as you, slow down and let it pass. If the driver persists, drive to a busy place. If you have a mobile phone use it to alert the police if necessary;
- If a car pulls in front of you and causes you to stop, stay calm, never turn off your engine. If the driver leaves his car and approaches you, reverse as far as possible. Use your horn and headlights continuously;
- When driving, don't pull up too close to the car in front - leave room to manoeuvre and escape;
- If a vehicle starts flashing lights or indicates for you to pull over unless it is obvious to you that there is something wrong with your vehicle - stay calm, continue to drive steadily to a busy place where you feel safe to stop if necessary if the threat persists;
- If anyone tries to force down a window, hit the intruder's hand hard with anything available e.g. a shoe;
- Make a note of registration numbers if possible and don't be afraid to report any incident of this nature to the police.

By taxi:

Only use licensed cabs. There are some excellent mini-cab companies (including some with women only drivers) and it is worthwhile carrying their phone numbers. Ask friends or colleagues for recommendations.

- When booking a cab ask for the driver's name, call sign and type of car he/she will be driving. Check the details on arrival;
- Always sit in the back;
- If you chat with the driver, don't reveal personal details.

By public transport:

- Try to avoid isolated bus stops and railway stations, especially at night;
- Know when your bus or train should arrive and try to avoid long waits;
- If you are female, sit with or next to other women on buses and trains;
- Sit downstairs on buses, near to the driver;
- On trains try to sit in the compartment nearest to the driver (or guard if there is one) and sit close to an emergency cord;
- Never sit in an empty compartment on the train, or compartments with no access to other parts of the train. Be prepared to move to be with other people;
- Be alert at all times. Do not make an obvious display of valuables, bags or purses, or mobile phones.

On foot:

We should all feel free to walk where and when we want to, but there are inevitably some risks involved. You can reduce those risks without unduly restricting your freedom by thinking first and planning ahead.

If you have to walk at night or in the dark, arrange to walk with someone you trust. If you cannot avoid walking alone consider the following precautions:

- Plan ahead, be alert, be aware of your surroundings;
- Avoid taking short cuts, even if you are late;
- Only use well lit, busy roads;
- If the road is quiet, keep to the middle of pavements away from doorways and hedges;
- Walk towards oncoming traffic to deter kerb crawlers;
- Consider crossing roads at night as an alternative to using subways depending on the traffic flow and your own safety;
- If you think you are being followed, cross the road and keep walking. If you are still being followed go to a well-lit house or busy area and ask for help;
- Try to look positive and confident, don't wait around longer than you have to;
- Keep at least one hand free. Not only will you be able to defend yourself better, your hands and arms are vital to balance yourself;
- Always carry a personal alarm and have it ready to use;
- Keep handbags and valuables close to you;
- Carry keys on your person and ready to hand - not in a bag. Your keys should be separate from any identifying details of name, address, etc.;
- When using lifts, consider your safety if alone. Be prepared to get out - even at a different floor - if you feel uncomfortable;
- Be alert when using cash machines. Getting "cash back" in a supermarket is preferable.

Your home

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You should consider the following precautions:

- Keep valuable property out of sight;
- Remove aids to the would be criminal - ladders, tools, keys, etc.;
- Hide car keys. Many homes are broken into for car keys as modern cars have effective security devices;
- Secure and lock windows and doors;
- Record serial numbers, take photos of valuable items, use ultra violet marking pens or engravers to personalise possessions;
- Vary patterns of behaviour e.g. walk the dog at different times (if you have one!), use different routes;
- Check your listing in the phone book. Use an initial rather than your first name;
- Improve outside lighting and remove possible cover e.g. high hedges;
- Use appropriate security measures e.g. locks, alarms, door chains, door viewer, etc.;
- Join Neighbourhood Watch;
- Contact your local police station to arrange to talk to your local Crime Prevention Officer for full advice on home security.

Arriving home

- Have keys ready to let yourself in quickly;
- If you are being driven home by taxi or a friend or relative ask them to wait until you are safely through the front door;
- Have phone numbers of neighbours and emergency contacts ready to hand so you can contact someone immediately should the need arise;
- If you suspect an intruder in your house, don't enter, leave immediately and phone the police from the nearest phone;
- If you hear someone breaking in, don't confront the intruder. Try to escape, or get to a safe room and phone the police. If you can, alert your neighbour.

If the worst happens:

Defending yourself:

- Everyone reacts differently under threat;
- If you are under attack, you have a right to defend yourself with reasonable force;
- Sound your personal alarm (if you have one) but do not rely upon it to summon help;
- Preparing for a physical assault by self-defence training might help you build self-confidence to fight back, but every situation is different;
- Professional self-defence training is essential if the basic moves you need to learn are to be used effectively and practised with safety;
- For details of recognised local courses enquire at your local police station, or in the community safety unit or equivalent within your local authority. If you do decide to undergo self-defence training, practising the techniques until they become second nature is essential if they are to be of use in an emergency situation.

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Self-defence is a last resort. If trouble can be avoided - avoid it. Remember ESCAPE IS THE ULTIMATE AIM.

N.B. It is an offence for any person to have with him or her in a public place an offensive weapon. An offensive weapon is any article which is made or adapted to cause injury or intended by the owner for such use. For example, a flick knife, sharpened comb, bottle of ammonia.

Innocently carried articles in everyday use may be alright providing they are only used in your defence with reasonable force. For example, keys, hair spray, umbrella, handbag.

A person may use such force as is reasonable in the circumstances in the prevention of crime, or in effecting or assisting in the lawful arrest of offenders or suspected offenders. Ultimately a court would determine whether the amount of force used was reasonable.

What information will help the police?

- Do you know or have you seen the offender before?
- How old do you think the offender is?
- What height and build?
- Complexion/skin colour?
- Eye colour?
- Clothing worn?
- Any distinguishing features e.g. tattoos, scars, hair, beard, etc.?
- What did the offender's voice sound like - was there an accent?
- What did the offender smell of?
- Was a vehicle involved - can you describe it?
- Can you recall in which direction the offender went?

Conclusion

Please use this guidance note as an "aide memoire" if you are ever in any doubt about your security when at work.

Remember, the chances are that you will never suffer a violent or sexual attack, or even be mugged, but always remember the four points for safe travel:

**BE PREPARED;
LOOK CONFIDENT;
AVOID RISKS;
NEVER ASSUME - "IT WON'T HAPPEN TO ME."**

References to Legislation and Fundamental Standards	
Health and Social Care Act 2008 (Regulated Activities) Regulations 2014	Regulation 12
Fundamental Standards	Care and treatment must be provided in a safe way

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