

FamilyCare

Healing pasts • Building futures

An abstract graphic composed of several large, overlapping, organic shapes in various colors: pink, red, orange, brown, green, and blue. The shapes overlap in a way that creates a sense of depth and movement, with some colors appearing more prominent than others. The overall effect is a vibrant, multi-colored composition that fills the lower two-thirds of the page.

Lone Working Policy

www.family-care.co.uk

Lone Working Policy

Reviewed: July 2025

Date of Next Review: July 2026



General Policy Statement:

Lone Workers as defined by the Health and Safety Executive are “those who work by themselves without close or direct supervision.” This policy is underpinned by the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999, which place a duty on employers to assess and manage risks to lone workers.

As part of the Management structure, it is the duty of care for all Managers to ensure the health, safety and welfare of all their staff, as it is also the employee’s responsibility to take reasonable care of themselves and others who could be affected by their work activity.

Aim:

To ensure adequate control measures are put into place to safeguard all employees who work alone at any point during their contractual duties.

Lone Workers:

People working alone or in isolation from others may be at particular risk either because of circumstances of their day to day working or because an emergency may occur. They are at extra risk if they are not in regular contact with others and are not kept informed of any changes that may affect them. Lone workers should not be at more risk than other employees. This may require extra risk control measures. Precautions should take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and accidents. Employers should identify situations where employees work alone such as follows:

- Does the workplace present a special risk to the lone worker?
- Is there a safe way in and out for one person?
- Can all the plant, substances and goods involved in the work be safely handled by one person?
- Consider whether the work involves lifting objects too large for one person or whether more than one person is needed to operate essential controls for the safe running of equipment.
- Is there a risk of violence?
- Does the person have any medical condition that may affect their suitability to work alone?
- What happens if the person either becomes ill, has an accident or there is an emergency?

There are various work activities that result in staff members working alone, for example:

- Staff that are required to work alone for all or most of the time, such as residential staff working at night or during the day.
- Staff staying on to finish urgent work after others have left, or those who regularly work late or start early before anyone else gets into the building.
- Staff who are key-holders or who are left to turn out the lights, set the alarm and lock up the premises after everyone else has gone home.
- Peripatetic workers whose work involves travelling or home visits to service users.

Manager Duties:



- Provide safe systems of work for all staff.
- Ensure that there are appropriate security systems in place to secure the building.
- Carry out personal risk assessments for all staff working alone.
- During one-to-one sessions, discuss the control measures that are in place to ensure they are still adequate or discuss amendments.
- Identify any training needs and ensure these are met.
- Ensure systems are agreed on how to raise the alarm and who to contact, and copies of the procedures are given to all relevant staff.
- Ensure that anyone who is not able to raise the alarm is not left alone.
- Ensure that during induction all procedures are discussed, a copy of relevant information is obtained, and a training plan is agreed by both the staff member and the manager.
- Ensure that the staff members are suitable to be left working alone.
- Ensure that your procedures allow for lone workers to request additional support when they feel vulnerable.
- Discuss this policy on a regular basis during team meetings, and especially if an incident has occurred.
- Provide practical support when needed.
- Ensure any accidents / injuries have been logged on Clearcare.

Staff Responsibilities:

Staff members have a duty of care for themselves and anyone else who could be affected by their actions. Therefore, they have a responsibility to ensure that they:

- Are aware of and follow all policies or procedures.
- Always plan ahead.
- Are fully aware of the risks when working alone.
- Do not put themselves in potential danger.
- Ensure that they have made themselves aware of the nearest place of safety.
- Be aware of the on-site security procedures.
- Ensure that access is available to personal alarms/mobile phones or some form of personal communication including use of electronic check in systems if available.

Risks Associated with Violence

Below are some indicators that may make violence more likely and should be taken into account in staff/child risk assessments. Staff may need to consider if the people they are providing a service could:

- Threaten violence
- Be a menace with weapons
- Bear grudges
- Feel victimised
- Harbour a grievance
- Suffer from mental health issues
- Have a dependency on drugs or alcohol
- Associate with violent people

Control measures listed in the sections below are various control measures that can be put into place to reduce the risk to staff when working alone. Not all measures will be applicable as circumstances vary in different situations; therefore, the controls need to be re-evaluated for each individual occasion to ensure that the correct measures are in place to reduce the risk to its lowest level. Staff need to consider the person or persons that they may be visiting or attending to alone, and the risks involved in each situation.



Threats to Staff

- Report the threat to the police and seek their advice
- Vary personal routines and travel routes
- Use an alternative entrance and /or exit to and from the place of work
- Access personal safety training
- Report your whereabouts to office at all times, when changing venues or set up buddy system

Key Holders

Key holders may need to attend premises outside of normal business hours. This may be to carry out normal work activities or because of some other emergency that might have occurred. All permanent members of staff are key-holders due to the potential need to enter/exit the building at short notice during the course of the day.

Key holders that are just carrying out normal work activities should be following the general lone working guidance in this policy.

Intruders

Employees that are attending the premises alone and believe that there may be an intruder on-site should use the following procedure:

- Leave the site safely and notify police when safe to do so.
- Contact a member of their family or other responsible person to call the Police again if they have not heard from the Key Holder attending the site that they have remained safe, have assessed the situation and have stated their intended further actions. This call to the police should be made between 30 to 45 minutes after the estimated time of arrival.

When returning to the premises:

- If the Police are in attendance, make sure they have checked the area where the intruder was believed to have been.
- Then enter with the Police and check all areas again
- If the Police are not in attendance leave the site and await confirmation that they are there. If in doubt leave the site immediately, even if you have the use of a mobile phone and arrange to meet the Police nearby.

On entering the premises:

- Check that the telephones are in working order. If the telephones do not work, it is likely that the lines have been cut by intruders who have, or who may try again, to attack the building. If the Police are in attendance, they should be made aware of the telephone not working.
- If there has been a break-in, check carefully with the police and following their instructions. Please note that a crime reference number will be required for insurance purposes.

After checking the premises:

- If there is no apparent break-in, notify the member of family or other responsible person, who is expecting to be contacted, to let them know that all is in order. Consider arranging to make further calls if appropriate.
- Advise the Registered Manager and other members of staff at the earliest opportunity on the next working day.

Intruders whilst the building is occupied.

- Contact the police immediately and wait for them to arrive.
- Ensure the safety of yourself and any children in the building.
- Do not challenge the intruder wait for the police to arrive.



Hazards

Key holders may be required to undertake a number of potentially hazardous activities whilst working alone which could require additional control measures to be implemented. These may include:

- Checking security
- Turning the heating back on after a break
- Laying grit and clearing paths in icy and snowy weather
- Locking up after events
- Patrolling or visiting the site after the hours of darkness
- Opening the building first thing in the morning
- Changing Light Bulbs
- Using hazardous chemicals
- Manual Handling

Control Measures

As well as considering the guidance contained in this document there are some activities which should be avoided when lone working. These include:

- Working at height
- Working in confined spaces

Consideration should also be given to any pre-existing medical conditions that key holders may have that could put them at increased risk and the control measures required to safeguard them when working alone.

Examples of control measures that can be adopted may include:

- Only using equipment provided by the employer
- Follow 'key holder' guidance in this document when checking security of building or site
- Ensure any procedures are known and followed for re-lighting boiler after period of shut down
- Ensure employee is adequately trained for the required task
- Check weather forecasts and put grit on hazardous pathways before ice or snow forms
- Ensure access and egress from site are free from defects and well lit
- Carry a fully charged torch when attending site after dark
- Ensure all necessary Risk Assessments have been undertaken and (where necessary) Method Statements are in place e.g. Manual Handling.
- Follow individual home lone working risk assessment.

Training

Depending upon the staff member's job role, a Training Plan should be prepared and introduced through induction. This should cover all aspects of lone working and ensure that the staff member is able to safeguard their welfare whilst alone on premises.



First Aid Requirements

First aid for travelling remote and lone workers: employers are responsible for meeting the first aid needs of their employees working away from the main site. The assessment of first aid needs should determine whether those who travel long distances or are continuously mobile should carry a personal first-aid box; and whether employees should be issued with personal communicators/mobile phones.

Risk Assessments

Risk Assessments should be in place for all anticipated risks and should be reviewed on a regular basis, especially if there is a change in situation, a near miss has occurred or an accident or incident has taken place.

Reporting of Accidents and Incidents

- Any accidents, injuries or near misses must be recorded on Clearcare.
- If an accident happens and causes either a major injury or the loss of over 3-days work or unable to carry out normal duties for over 3-days then a F2508 form must be completed by the Registered Manager or nominated representative and sent to the Health and Safety Executive in accordance with Reporting of Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013.
- The Registered Manager is to be informed of any incident involving violence, which includes verbal abuse, physical assault and property damage.

Monitoring and Reviewing:

All accidents, injuries or near misses should be logged and monitored by the Registered Manager. The caretaker should then be looking for trends and seeing if a review should be carried out on any of the risk assessments due to the outcomes. These should also be reported back to the Responsible Individual, so that they are aware of any situations that may have arisen and reported to Head Office as appropriate.