



Lone Working Policy

Policy Statement:

This Lone Working Policy aims to ensure the safety and wellbeing of employees who work alone within the social care sector in the United Kingdom. It provides guidelines and procedures to manage the risks associated with lone working and to support Carefirst employees in their roles.

Scope:

This policy applies to all Carefirst employees, contractors, and volunteers who are required to work alone as part of their duties in the social care sector.

Definitions:

Lone Worker: An individual who performs their job duties without close or direct supervision from colleagues.

Risk Assessment: A systematic process to identify, evaluate, and control risks associated with lone working.

Responsibilities:

Management:

- Ensure that lone working arrangements are necessary and justifiable.
- Conduct risk assessments for all lone working roles.
- Provide appropriate training and support for lone workers.
- Regularly review and update the Lone Working Policy.

Lone Workers:

- Comply with this policy and all related procedures.
- Report any concerns or incidents related to lone working to their supervisor immediately.
- Participate in required training and follow safety guidelines.

Risk Assessment:

Initial Assessment:

- Identify potential risks associated with lone working tasks.
- Evaluate the likelihood and severity of identified risks.
- Implement control measures to mitigate risks.

Ongoing Assessment:

- Regularly review and update risk assessments.
- Conduct periodic checks on lone workers to ensure their safety.
- Adjust control measures as necessary based on changing circumstances.

Control Measures:

- Use of personal safety devices such as panic alarms or mobile apps.
- Regular check-ins via phone, text, or other communication methods.
- Emergency contact procedures and escalation protocols.
- Safe travel arrangements, especially during out-of-office visits.
- Training on conflict resolution, personal safety, and emergency response.

Communication:

- Lone workers should have access to a reliable means of communication.
- Emergency contact information should be readily available and up-to-date.
- Regular communication between lone workers and supervisors is encouraged.

Training and Support:

- All lone workers should receive appropriate training on safety procedures, risk awareness, and emergency response.
- Supervisors should provide ongoing support and guidance to lone workers.
- Encourage lone workers to share their concerns and experiences to improve safety measures.

Incident Reporting and Review:

- All incidents related to lone working must be reported immediately to the supervisor and recorded.
- Conduct a thorough investigation of incidents to identify causes and prevent future occurrences.
- Review and update risk assessments and control measures based on incident findings.

Review and Revision:

- This policy will be reviewed annually or whenever there are significant changes in lone working practices or legislation.

By adhering to this Lone Working Policy, we aim to create a safe and supportive environment for all Carefirst employees working alone within the social care sector. Compliance with this policy is mandatory, and failure to comply may result in disciplinary action.

(Next Review Date: January 2025)

(Policy Owner: Carefirst Recruitment Ltd)