



Lone Working Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

1. Purpose

To provide a safe working environment for employees who work alone in the community or in service users' homes. This policy outlines procedures to minimise risks and ensure staff safety.

2. Scope

This policy applies to all employees, including care staff, support workers, and other personnel who may be required to work alone during their duties.

3. Definition of Lone Working

Lone working refers to any situation where an employee works without direct supervision or without close or direct contact with colleagues. This includes community visits, overnight care, and out-of-hours shifts.

4. Legal Framework

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Working Time Regulations 1998
- Care Quality Commission (CQC) Fundamental Standards

5. Risk Assessment

- Lone working risk assessments are completed for each service user and care setting
- Consideration is given to service user needs, environment, location, medical conditions, and past behaviour



- Assessments are reviewed regularly and updated after incidents or significant changes

6. Staff Responsibilities

- Follow all lone working protocols and training
- Inform the office of start and end times of community visits
- Carry a mobile phone or GPS device at all times
- Report any hazards, incidents, or concerns immediately
- Do not enter a property if there is a threat or danger

7. Emergency Procedures

- If in immediate danger, leave the premises and call emergency services (999)
- Contact the Registered Manager or on-call supervisor
- Complete an incident report as soon as possible
- Use code words if trained and required by specific support plans

8. Communication and Monitoring

- Staff must check in with management at agreed intervals
- Lone working logs are reviewed daily
- If a check-in is missed, immediate contact is attempted and the escalation process is followed

9. Training and Support

- All staff receive lone working training during induction and periodic refreshers
- Support is offered after incidents through supervision and debriefing
- Staff can raise lone working concerns in confidence at any time

10. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, best practice occur or after any lone worker incident. Risk assessments and logs are audited regularly. Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD



For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:

☎ **Call the Office:** 07535 8524917

✉ **Email:** carershandsagency@gmail.com

Signature and Declaration

Signed:

Chanyuka Dhlakama

Designation: Registered Manager

Date: 01/06/2025

Next Review Due: 01/06/2026