

Document ID **CHO75**

Version **3**

Document Name **Personal safety lone working policy**

Type Health and Safety

Author(s) Personal safety lone working policy

Date adopted 01-Jul-08

Review Date 01 July 2010

Responsibility for Review Health and Safety Committee

Approved by:

Health & Safety Committee

Executive Board

Personal Safety & Lone Working Policy

Document Name:

Date Written: October 2006, Revised, June 2008

Author: Health and Safety Advisor

Job Title: Health and Safety Advisor

Date Adopted: July 2008

Responsibility for review: Health and Safety Advisor

Approved by: Health and Safety Committee

Next Review Date: July 2010

Revised: August 2009

Revised by: Clinical Quality and Standards Facilitator; Business and Performance
Projects Manager

Date Adopted:

Approved by: Health & Safety Committee 25.09.09, Executive Board ?

Personal Safety & Lone Working Policy

Contents

- 1. Introduction**
- 2. Local Policy Legislation & National Policy**
- 3. Definitions**
- 4. Accountability and Responsibilities**
 - 4.1. PCT Board**
 - 4.2. CHO Board**
 - 4.3. Health and Safety Committee**
 - 4.4. Chief Executive**
 - 4.5. Head of Adult Clinical Services**
 - 4.6. Managers**
 - 4.7. Health and Safety Advisers**
 - 4.8. Security Management Service, Local Security Management Specialist**
 - 4.9. Employees**
- 5. Arrangements**
 - 5.1 Dynamic Risk Assessment**
 - 5.2 Safe Systems of Work**
 - 5.3 Lone Worker 'Buddy' System**
 - 5.4 Lone Working Protection / Safety Technology**
 - 5.5 Staff Eligible for Lone Worker Safety Device**
 - 5.6 Escalation Process Short Term / Long Term**
 - 5.7 Incident Reporting**
 - 5.8 Training**
 - 5.9 Planning off-site working activity**
 - 5.10 Travel**
 - 5.11 Vehicle Safety**
 - 5.12 Recognising warning signs**
- 6. Review and Revision Arrangements including Version Control**
- 7. Dissemination and Implementation**
- 8. Monitoring**
- 9. References**

Appendix A – Lone Working Emergency Procedural and Escalation Guidance

Part I. Procedural Guidance Notes

- Part II. Vulnerable Lone Worker process Out of Hours and Weekends flow chart**
- Part III. Vulnerable Lone Worker Escalation Process**
- Part IV. Lone Worker process flow Chart**
- Part V. Lone Worker Escalation Process**
- Part VI. Process to manage the communication with Lone Workers for safety purposes (Use of a 'Buddy' system)**
- Part VII. Lone Worker Personal Details Confidential Information form**
- Part VIII. Daily Activity Record Form**

1. Introduction

Oxfordshire Primary Care Trust (PCT) recognises that some members of staff will at times be required to work on their own or away from their base location to undertake part of their duties. In such circumstances, there may be an increased risk exposure to situations involving violence, verbal abuse, threatening behaviour, or accidents. Effective managerial action is required to ensure the safety, security and well being of staff members. This policy has been reviewed in response to the NHS 'Not Alone' Guidance - a guide for the better protection of lone workers in the NHS which was issued in 2009 and the subsequent changes to the organisations management processes for Lone Working, particularly the introduction of a personal security management device.

It is the PCT's intention to implement and maintain, so far as is reasonably practicable, such preventative measures as are necessary to combat the risks to personal safety faced by staff, including those working alone or away from their base location.

2. Local Policy, Legislation & National Policy

Local Policy

The PCT recognises how incidents of violence, aggression, verbal abuse or threatening behaviour may have potentially damaging effects on individual staff members and the organisation as a whole. As such, a number of organisation wide policies are in place, which link closely to this policy. The following policies should be read in conjunction with this policy:

- The Policy and Guideline for dealing with physical and non physical assaults against staff
- Incident and Near Miss Reporting and Management Policy
- Risk Management Strategy
- Health and Safety Policy
- First Aid Policy & Guidelines
- Health & Safety for New & Expectant Mothers At Work

Legislation

- **Health and Safety at Work Act 1974**

NHS Trusts have a duty under the Health and Safety at Work Act to ensure the health, safety and welfare of employees at work so far as reasonably practicable.

- **The Management of Health and Safety at Work Regulations 1999**

NHS Trusts have a responsibility to assess risks to employees and any other persons on their property and make effective planning, organisation, control, monitoring and review of the health and safety risks to mitigate the risks as far as reasonably practicable.

- **Safety Representatives and Safety Committee Regulations 1977 (a) and the Health and Safety (Consultation with Employees) Regulations 1998 (b)**

This requires NHS Trusts to consult with employers in good time on matters relating to their health and safety.

- **The Corporate Manslaughter and Corporate Homicide Act 2007**

This legislation came into force in April 2008. This could have a huge impact on organisations as it creates a new offence under which an organisation (rather than an individual) can be prosecuted and face an unlimited fine, particularly if an organisation is in gross breach of health and safety standards and the duty of care owed to the deceased.

National Policy

- Secretary of State's Directions (Secondary Legislation) in respect of security management (which incorporates lone worker safety) in the NHS.
- Unison health and safety guide on lone working.

National NHS Security Management Services Guidance

'Not Alone' A Guide for the Better Protection of Lone Workers in the NHS.

3. Definitions

Definition of a Physical Assault²

The intentional application of force to the person of another, without lawful justification, resulting in physical injury or personal discomfort

Definition of a Non-Physical Assault

The use of inappropriate words or behaviour causing distress and/or constituting harassment. Note that this can either be in person, by telephone, letter or e-mail or other form of communication for example graffiti on NHS property.

Lone Working²

There is no single definition; however, the NHS SMS defines lone working as:

‘Any situation or location in which someone works without a colleague nearby, or when someone is working out of sight or earshot of another colleague.’

Lone Workers

Those who work by themselves and/or work in the community and/or with only limited support arrangements, which therefore exposes them to risk by being isolated from the usual back up support – whether they regularly work alone or are only occasionally alone, and do not have access to immediate support from managers or other colleagues.

Vulnerable Lone Worker

It is recognised that some Lone Workers will be particularly vulnerable. A Vulnerable lone worker is someone who works out of normal working hours in evenings and at weekends.

NHS Security Management Service (NHS SMS)

This is a branch of the NHS Counter Fraud Security Management Service, with overall responsibility for the management of security matters in the NHS. There is an emphasis on tackling and reducing physical violence against NHS professionals.

4. Accountability and Responsibilities

PCT Board

The PCT Board has overall responsibility for Health and Safety, including the safety of Lone Workers. The Community Health Oxfordshire Interim Managing Director has delegated responsibility from the PCT Board for staff Health & Safety. The CHO Interim MD acts as joint Chair of the PCT Health and Safety Committee with Staffside. The PCT Audit Committee monitor decisions and provide assurance to the PCT Board that due process and procedure is followed.

Health and Safety Committee

The Health and Safety Committee has responsibility for monitoring all health and safety policies, including the Personal Safety and Lone Working Policy.

Chief Executive Officer

Has overall responsibility for Health and Safety and will ensure implementation of this policy with assistance from Community Health Oxfordshire:-

- (i) Ensuring the effective implementation and enforcement of this policy.
- (ii) Regularly reviewing the policy in liaison with Health and Safety ensuring the changing needs of the PCT are addressed in line with suggested best practice and current legislation.

Managers

Responsibilities are as follows:

- (i) Identify staff who meet the definition of 'Vulnerable Lone Worker' risk assessing and prioritising to be issued with a Lone Working Safety Device in accordance with device availability.
- (ii) Identify all staff who are lone workers and ensure that a Lone Worker 'Buddy' system is set up for them.
- (iii) Informing staff of their responsibilities under the personal safety and lone working policy.
- (iv) Making the policy readily available to all staff members on induction and ensuring local procedures are in place.
- (v) Ensuring that risk assessments regarding the personal safety of staff, including those working alone, are undertaken by competent persons (see section 3)
- (vi) Reviewing personal safety and lone working risk assessments on a regular basis, taking into consideration information provided by staff members regarding hazards relating to activities, environments and individuals.
- (vii) Assisting in the development and implementation of safe systems of work to ensure the safety and well being of all staff.
- (viii) Ensuring that staff members comply with the policy and follow safe systems of work whenever appropriate to do so.
- (ix) Ensuring that staff members have access to appropriate training opportunities regarding challenging behaviour.
- (x) Reporting accidents/incidents involving lone workers through the Incident and Near Miss Reporting and Management Policy.

Health and Safety Advisers

Responsibilities are as follows:

- (i) Recommending standards of safety to set within the PCT to ensure compliance with current legislation regarding personal safety and lone working.
- (ii) Assisting in the development of strategies and programmes for the reduction of risks associated with personal safety and lone working.
- (iii) Providing regular reports to the management in respect of health and safety issues and incidents involving lone workers.
- (iv) Monitor accidents and incidents in the workplace.
- (v) Regularly reviewing the policy, in liaison with the Health and Safety Committee, and making appropriate recommendations for amendments necessary to maintain compliance with current legislation and suggested best practice for personal safety and lone workers.
- (vi) Advising of any training needed.

Security Management Service, Local Security Management Specialist

Responsibilities are as follows:

- Ensuring that the PCT has robust and up to date policies and procedures to ensure the safety of lone workers.

- In liaison with managers ensure that these are disseminated to staff.
- Advise on the improvement of physical security measures, ensuring that all appropriate preventative measures are in place so far as is reasonably practicable.
- Ensure any lone working technology in place such as solo protect is reasonable and meets the needs of lone workers.
- To be active in the risk assessment and management process and advise on appropriate security provisions and technologies.
- LSMS should participate in the incident investigation process and liaise with the police and lead incident investigations relating to crimes.

Employees

Responsibilities are as follows:

- (i) Responsible for their own health and safety and that of others who may be affected by their actions.
- (ii) Ensuring they read and understand the personal safety and lone working policy and local procedures.
- (iii) Participating in the risk assessment process and following safe systems of work designed to reduce the risks associated with personal safety/lone working.
- (iv) Making full and proper use of any equipment provided for them in the interest of health and safety, and reporting any damage, faults or defects.
- (v) Informing their manager of any unsafe working practices that may increase risks to themselves or their colleagues.
- (vi) Inform their manager of any accidents, incidents or near misses arising from working alone and complete the relevant documentation.

5. Arrangements

5.1. Dynamic Risk Assessment

A dynamic risk assessment is the continuous process of identifying hazards and the risk of them causing harm, and taking steps to eliminate or reduce them in the rapidly changing circumstances of an incident. The PCT recognises the importance of risk assessment in identifying the hazards and risks associated with personal safety and lone working and will ensure through effective management that:

- (i) Where situations, activities and/or individuals presenting significant risks to personal safety are identified, a written assessment will be undertaken using standardised forms. Standardised forms for personal safety and home visits risk assessments can be found in the risk assessment packs available via your department and also the Health and Safety department.
- (ii) Assessments are undertaken by competent persons. Risk assessments are most effective when a team approach is adopted. If this method is used the team must consist of people knowledgeable in both the risk

- assessment process and issues and situations affecting personal safety arising from lone working and other work activities.
- (iii) Information on the outcome of risk assessments is fed back to staff as part of the risk assessment process.
 - (iv) Assessments clearly identify the hazard, the level of risk and the corrective action that needs to be taken, focusing on reducing the prevalence of the problem and through early intervention.
 - (v) Where equipment is identified as a risk reduction measure a suitable and sufficient assessment is undertaken to ensure that any such equipment is appropriate for the task for which it is intended.

E.g. where equipment such as a personal alarm system is identified as a control measure, consideration must be given to issues such as conditions of use (e.g. when, where and how personal alarms are carried), keeping batteries charged, maintenance of the system, back up measures in the event of a system failure and response by staff to the system being activated.

N.B., effective risk assessments provide the evidence and information required for the development of safe systems of work.

5.2. Safe Systems of Work

Safe Systems of Work are documented (written) procedures developed to reduce the level of risk that staff are exposed to. In the case of violence, aggression, verbal abuse and/or threatening behaviour managers and staff at local level will develop safe systems of work for situations presenting significant risks to their personal safety. Local procedures should ensure, so far as is reasonably practicable, the safety, security and well-being of all staff, including those working alone, and should provide information, instructions and advice on issues such as:

The development of safe systems/workplace procedures should be considered for issues such as:

1. Staff working alone in isolated areas on PCT premises e.g. a receptionist being confronted by an angry relative, a nurse being trapped in a clinic/treatment/consulting room by an aggressive patient.
2. Safety and security of mobile workers/staff working away from their base locations e.g. staff having to park in poorly lit areas and walk a significant distance away from their vehicle to reach their patients home.
3. Initial/first visits to patients' homes e.g. make sure who (patient/family/friends) will be there, secure pets etc.
4. What to do when a member of staff goes missing e.g. who informs police, relatives, colleagues etc.
5. What staff should do before setting out on a journey e.g. ensure others know where they are going through a buddy system, location boards, telephoning colleagues.
6. What staff should do when travelling during the course of their duties e.g. plan their route, inform others of their route, and have their mobile phones with them.

7. What staff should do on arrival at a patient's home e.g. call a buddy/colleague to say you have arrived, how long you will be there and when you will contact them next.
8. What staff should do in an emergency situation e.g. call base location for assistance or call emergency services.
9. Actions to be taken by staff and managers in the event of suspected/confirmed cases of stalking e.g. informing appropriate agencies, changing routine.
10. Actions to be taken by staff and managers in the event of a member of staff receiving threats to their personal safety verbally from an individual, or by means such as letter, telephone call, fax or e-mail e.g. informing appropriate agencies, changing routine.

5.3 Lone Worker 'Buddy' System

All staff identified by their Service Manager as meeting the definition of 'Lone Worker' must have:

- An identified team/service 'Buddy' contact who has agreed to receive monitoring calls throughout all working shifts and is able to access and share in the event of an incident the 'Lone Worker's' personal contact information previously recorded and securely stored locally by their line manager.
- All service managers must ensure a copy of their service 'Buddy' contact numbers have been added to the PCT central Lone Worker Tracker database.

5.4 Lone working protection/safety technology

Whilst lone worker devices will not prevent incidents they will not make people invincible. However, if used alongside good procedures, they will enhance the protection of vulnerable lone workers. Vulnerable Lone Workers must exercise caution at all times, continuing to risk assess, including times when they are carrying a safety device. Managers and Vulnerable Lone Workers must remember that the device will only be useful if checked regularly and a maintenance programme should be put into place.

- **Use and intended purpose**

The PCT has introduced a Personal Safety device. This is an internal alert system activated from portable panic attack devices and used by individual workers. The system is connected to a central control room, which is alerted when an incident is occurring and can indicate its exact location and ensure an immediate response.

- **Misuse and subsequent PCT action**

Misuse of the device for purposes other than its intended use could lead to disciplinary action.

5.5 Staff Eligible for Lone Worker Safety Device

All staff identified by their Service Manager as meeting the definition of 'Vulnerable Lone Worker' and prioritised to wear a safety device must:

- Complete a lone worker device user profile form
- Access a mandatory Lone Worker Safety Device training session
- Wear the Lone Worker device on a mandatory basis out of hours and at weekends.

5.6 Escalation Process Short term/long term

This is a mechanism for line managers to ensure the routine monitoring of lone workers within working hours. A flow chart of this process can be found in appendix A. This system enables the 'Buddy' to raise an incident alert with a staff member's line manager or another senior manager and share vital information instantly via fax or phone to inform decisions on escalation and involvement of emergency services. It is further proposed that where staff are identified as vulnerable lone workers the service manager undertakes a risk assessment to identify the priority status of the staff member to be issued with a Safety Device.

The Vulnerable Lone Worker's 'Buddy' activity form and personal details record form will be faxed to the out of hours 'Buddy' who will store the information for that date only and act as the single point of contact for the Oncall Manager or On call Director in the event of an incident. The Adult Services on call manager and Director on call will be the single point of contact for the Lone Worker Alert Receiving Centre (ARC) out of hours in the event of an incident.

If an alert is raised the Lone Worker Alert Receiving Centre (ARC) will contact the appropriate Adult Services on call manager or the Director on call. The named service out of hours 'Buddy' will be contacted to access the vulnerable lone worker's activity and personal record in order to make contact with the lone worker to stand down the alarm. In the event of an alarm not being stood down the Lone Worker Alert Receiving Centre (ARC) will continue to monitor the situation and contact the emergency services as required.

Long term it is proposed to replace the out of hours 'Buddy' with a 'Call Centre' who will hold faxed 'Buddy' records out of hours for one date only and act as the single point of contact for the Lone Worker Alert Receiving Centre (ARC) out of hours and respond to alerts as above.

5.7 Incident Reporting

All accidents, incidents and near misses involving violence, aggression, verbal abuse and or threatening behaviour, whether staff are working alone or as part of a team, must be reported by following PCT's Incident and Near Miss Reporting and Management Policy. Please refer to this policy for further information.

5.8 Training

The PCT will ensure that all staff will receive training in the recognition and management of challenging behaviour (conflict resolution). The type and duration of training will be specific to the needs of individual staff members and relevant to the situations they are likely to encounter, and activities they are required to undertake. Vulnerable Lone Workers will be required to attend mandatory training which will include ensuring they are able to use the Safety Device. Managers of Lone Workers will attend training that covers understanding of the risks, lone workers are faced with, and aid them to assist their staff to deal with matters effectively. It will also cover the management of lone worker technology systems.

The key objectives of the training courses are:

- Know the employers' responsibilities towards an employee as defined within relevant Health and Safety legislation.
- Understand what defines a 'Lone Worker'.
- Know the potential risks faced by a 'Lone Worker'.
- Understand the term 'Dynamic Risk Assessment' and how it can be used effectively in the workplace.
- Understand the benefits of having a proactive incident reporting system in place.
- Recognise how work related violence can affect staff and the detrimental impact this can have on an organisation.
- Have a greater awareness of the benefits of successful implementation of violence prevention measures and staff support.
- Know the manager's responsibilities to operate an effective lone working system.
- Understand the importance of maintaining accurate end user records and the need for prompt notification to the service provider.

5.9 Planning off-site working activity

From time to time staff are required to work away from PCT sites. Staff are asked to consider the risks that may occur prior to working off-site. For example, if going to work in a building for the first time it would be worth phoning ahead to see what security processes are in place, whether there have been previous incidents for lone workers and how to raise the alarm.

5.10 Recognising warning signs

It's very important for Lone Workers to recognise the risks presented by those who lack capacity due to being under the influence of alcohol, drugs or due to illness. Awareness of this increases ability to judge the situation and make a decision as to the best course of action. It is paramount that the Lone Worker never places themselves or others at risk.

6. Review and Revision Arrangements including Version Control

This policy will be reviewed at every 2 years. Review of this policy can be sooner if there are changes to existing legislation, suggested best practice, or the introduction of new legislation/European directives prior to any specified review date.

7. Dissemination and Implementation

A communication will be sent to all staff on their roles and responsibilities in relation to lone working, making them aware of their responsibility to be familiar and compliant with lone working policies and procedures that are in place for their protection. The NHS SMS website will also be publicised for staff www.nhsbsa.nhs.uk/security. This message will be sent via the following routes:

- The policy will be placed on the internet site and intranet site.
- Notification of the changes to this document will be sent to service leads, which are responsible for passing this information on to staff.
- Healthwise , Intouch and other PCT newsletters.
- The SMS will inform staff when on site visits/ road shows
- During training
- To be covered in local Induction Programmes

8. Monitoring

Health & Safety audit reports will be used to monitor that risk assessments have been undertaken and action plans implemented in accordance with this policy.

The LSMS and PCT Safety Device Contract representative will monitor monthly Safety Device activity reports and undertake user spot checks to ensure compliancy with the policy.

The Health & Safety Committee review a quarterly report on Incidents, including incidents about Lone Working. Any graded as Amber or Red (Serious Untoward Incidents) are monitored through the Review Actions Group, ensuring that each action is completed.

9. References

1. Health & Safety at Work etc Act, 1974 – Guidance on the Act (L1) ISBN 0-7176-0441-1 HSE Books
2. Health Service Circular, HSC 2001/18 – Withholding Treatment from Violent and Abusive Patients in NHS Trusts, November 2001.
3. Management of Health & Safety at Work Regulations, 1999 Approved Code of Practice & Guidance (L21) ISBN 0-7176-2488-9 HSE Books
4. Violence and Aggression to staff in health services, 1997 Guidance on Assessment & Management ISBN 0-7176-1466-2 HSE Books
5. Health & Safety Executive: Violence to staff - IND (G) 69L8/92
6. Safer Working in the Community - Royal College of Nursing 1998, ISBN 1873852304
7. NHS Zero Tolerance Campaign – Department of Health, 2000
8. Personal Safety for Healthcare Workers – ISBN 1-85742-196-5 Pauline Bibby, 1995
9. Safety Representatives and Safety Committee Regulations 1977 (a) and the Health and Safety (Consultation with Employees) Regulations 1998 (b)
10. The Corporate Manslaughter and Corporate Homicide Act 2007
11. Regulatory Reform (Fire Safety) Order
12. Policy and Guidelines for Dealing with Physical and Non-Physical Assaults Against Staff and operates a Zero Tolerance Policy, July 2008
13. Not Alone – A Guide for the better protection of lone workers in the NHS, NHS CFSMS 2009 – V2.
14. Incident and Near Miss Reporting and Management Policy, July 2010
15. Draft BS 8484, a standard for the management of lone worker protection services which come into force by the end of 2009
16. Secretary of State's Directions (Secondary Legislation) in respect of security management (which incorporates lone worker safety) in the NHS
17. Unison health and safety guide on lone working

Appendix

Appendix A – Lone Working Emergency Procedural and Escalation Guidance

Part I. Lone Working Emergency Procedural and Escalation Guidance

1. Definitions

'Lone Working'

'Any situation or location in which someone works without a colleague nearby; or when someone is working out of eyesight or earshot of another colleague.'
(NHS Security Management Service. Not Alone – A Guide for the better protection of lone workers in the NHS)

'Lone Workers'

' those who work by themselves and/or work in the community and /or with only limited support arrangements, which therefore exposes them to risk by being isolated from the usual back up support – whether they regularly work alone or are only occasionally alone, and do not have access to immediate support from managers or other colleagues'.

'Vulnerable Lone Workers'

' Lone workers who work out of normal working hours in evenings and at weekends'.

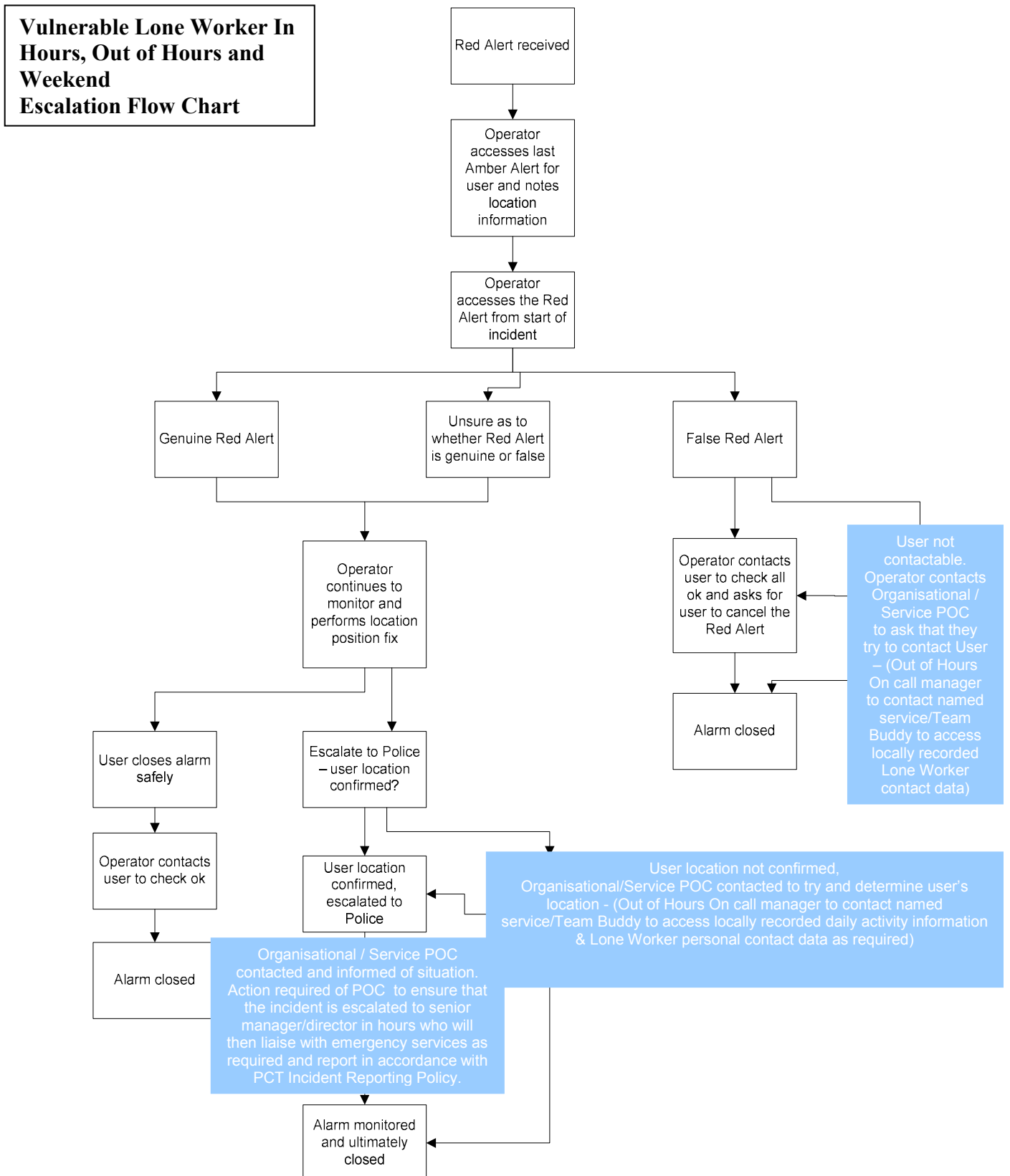
2. Lone Worker Safety Device - All staff identified by their Service Manager as meeting the definition of 'Vulnerable Lone Worker' and prioritised to wear a safety device must:-

- Complete a Lone worker safety device user profile form
- Access the mandatory Lone Worker Safety Device training session
- Wear the Lone Worker device on a mandatory basis out of hours and at weekends.

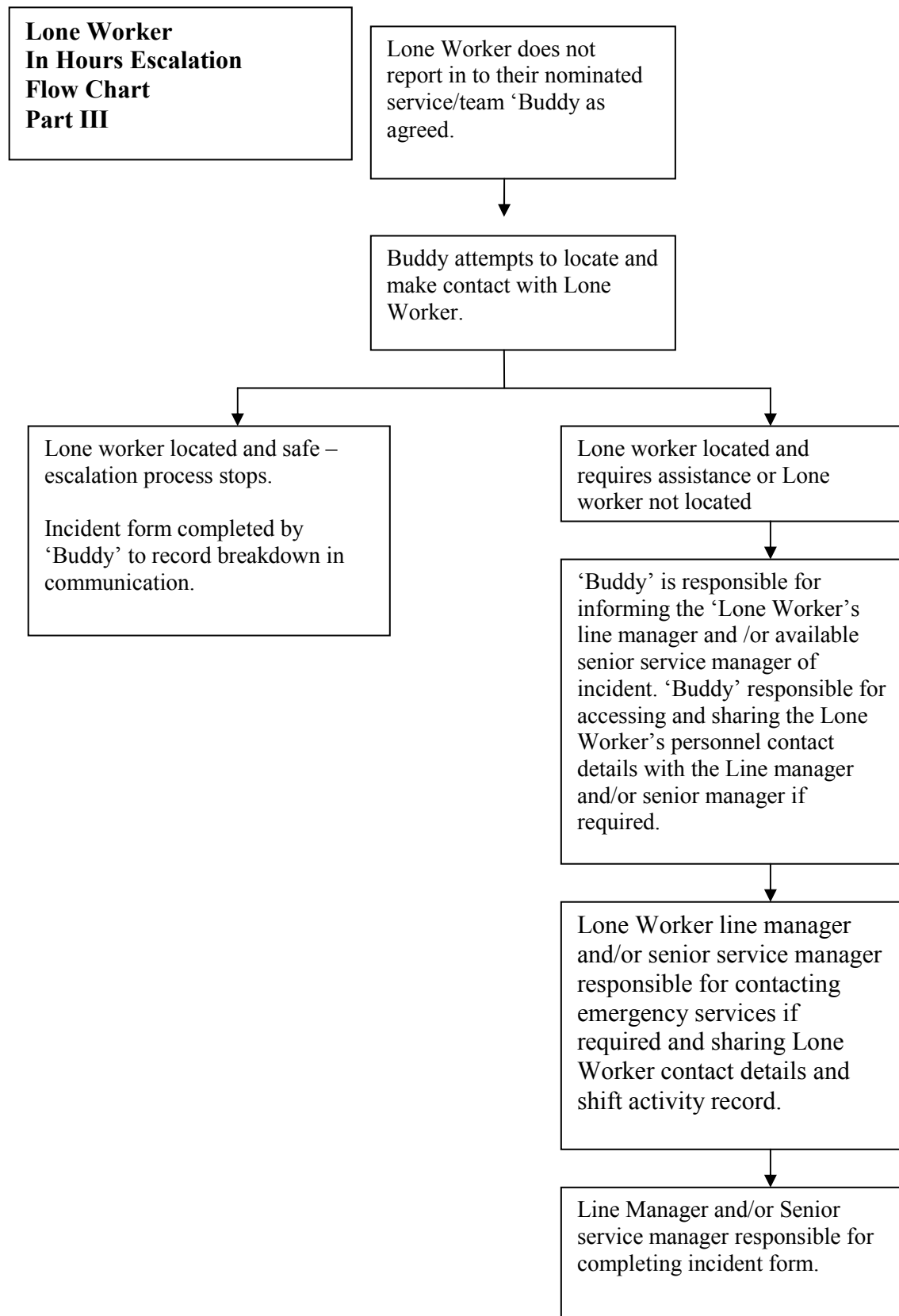
3. Lone Worker 'Buddy' system - All staff identified by their Service Manager as meeting the definition of a 'Lone Worker' must have:-

- An identified team/service 'Buddy' who has agreed to receive monitoring calls throughout all working shifts and is able to access and share in the event of an incident the 'Lone Worker's personnel contact information previously recorded and securely stored locally by their line manager. Any changes are communicated to the base office during the day.
- All service managers must ensure a copy of their service 'Buddy' contact details are held on the PCT/CHO central Lone Worker Tracker database.

Part II. Vulnerable Lone Worker process Out of Hours and Weekends flow chart



Part III. Vulnerable Lone Worker Escalation Process



Part IV. Vulnerable Lone Worker Emergency Escalation Process

Service Helpdesk Escalation Level	Responsibilities of Lone Worker Device Helpdesk 'In Hours' 8.00am – 18.30pm	Responsibilities of Lone Worker Device Helpdesk 'Out of Hours' 18.30 – 8.00am	Responsibilities of PCT/CHO staff identified as service/organisational Points of Contact
Level 1 : False Alarm	<p>Lone Worker helpdesk will contact the following emergency service contacts in the following order.</p> <p>In hours emergency contacts</p> <ol style="list-style-type: none"> 1. Service Administrator 2. Staff member Line Manager <p>Contact information provided on application and additional in hours service contact details below</p>	<p>Lone Worker helpdesk will contact the following emergency service contacts.</p> <p>Out of hours emergency contacts for the Adult Services staff ONLY : Out of Hours Manager on call contact number - 07500 126860</p> <p>All other PCT/CHO services: Out of Hours Director on call contact number (Thames Valley Access please ask for Director on call). - 01865 740116</p>	<p>If contacted by the Lone Worker helpdesk for a Level 1 incident</p> <p><u>In Hours</u> - the administrator/line manager will be required to attempt to locate a named staff member utilising the 'Buddy' daily activity and personal contact records to ask them to re-set their lone worker device</p> <p><u>Out of Hours</u> – the on call Director / Manager will be required to locate a named staff member via making contact with the named 'Buddy' to access their daily activity and personal contact records and asking the lone worker to re-set their lone worker device.</p> <p>In accordance with the Personal Safety and Lone Worker Policy each service department should have a local procedure in place 'Buddy System' to track their staff movements within working hours.</p>
2 Escalation Level	Responsibilities of Helpdesk In Hours	Responsibilities of Helpdesk Out of Hours	Responsibilities of PCT/CHO staff identified as service/organisational Points of Contact

<p>Level 2 : Emergency Service involvement</p>	<p>Lone Worker Device helpdesk will contact the following emergency service contacts in the following order.</p> <p>In hours emergency contacts 1. Service Administrator / Staff member Line Manager 2. Unit Manager/Primary Care Clinical Lead or Operational Manager</p> <p>Contact information provided on application form and additional in hours service contact details below</p>	<p>Lone Worker Device helpdesk will contact the following emergency service contacts.</p> <p>Out of hours emergency contacts for the Adult Services staff ONLY : Out of Hours Manager on call contact number - 07500 126860</p> <p>All other PCT/CHO services: Out of Hours Director on call contact number (Thames Valley Access please ask for Director on call). - 01865 740116</p>	<p>If contacted by the Lone Worker Device helpdesk for a Level 2 incident. <u>In Hours</u> – it will be a courtesy call from Lone Worker Device Service helpdesk to advise the line manager of a staff member incident with emergency service involvement.</p> <p>The line manager will be responsible for reporting the incident in accordance with the PCT organisational Incident Reporting Policy and informing a senior manager/ Head of Service or Director as required.</p> <p><u>Out of Hours</u> – it will be a courtesy call from Lone Worker Device Service Helpdesk to advise the on call Director or on call manager of a staff member incident with emergency service involvement.</p> <p>The on call Director or on call manager are responsible for ensuring the reporting of the incident in accordance with the PCT organisational Incident Reporting Policy.</p>
<p>Level 3: Emergency Service involvement and staff location to be identified.</p>	<p>Lone Worker Device helpdesk will contact the following emergency service contacts in the following order.</p> <p>In hours emergency contacts 1. Service Administrator / Staff member Line Manager 2. Unit Manager/Primary Care Clinical Lead or Operational Manager</p>	<p>Lone Worker Device helpdesk will contact the following emergency service contacts.</p> <p>Out of hours emergency contacts for the Adult Services staff ONLY : Out of Hours Manager on call contact number - 07500 126860</p> <p>All other PCT/CHO services: Out of Hours Director on call contact number (Thames Valley Access please ask for Director on call). - 01865 740116</p>	<p>If contacted by the Lone Worker Device Service helpdesk for a Level 3 incident <u>In Hours</u> - the line manager is responsible for attempting to locate a named staff member who requires emergency service assistance but has not updated their location on their device. The manager is responsible for reporting the incident in accordance with the PCT organisational Incident Reporting Policy and informing a senior manager/ Head of Service or Director as required.</p> <p><u>Out of Hours</u> – the on call Director / Manager is responsible for locating a named staff member as above. The on call Director/Manager will contact the named 'Buddy' to access personal contact information and the daily activity record to track whereabouts. They are also responsible for ensuring reporting of the incident in accordance with the PCT organisational Incident Reporting Policy.</p> <p>In accordance with the Personal Safety and Lone Worker Policy each service department should have a local procedure / 'Buddy System' in place to track their staff movements.</p>

Part V. Lone Worker Emergency Escalation Process

Escalation	Responsibilities of Lone Worker 'In Hours' 8.00am – 18.30pm	Responsibilities of 'Lone Worker Buddy' 'In Hours' 8.00am – 18.30pm	Responsibilities of Lone Worker Line Managers/ Senior service manager identified as service/organisational Points of Contact
False Alarm	<p>Lone Worker to complete their daily activity sheet specifying reporting in periods. Copy of sheet to be shared with nominated buddy.</p> <p>Lone worker to report in to 'Buddy' as agreed throughout the working shift.</p>	<p>Buddy has a copy of the 'Lone worker' daily activity sheet and they have not reported in as agreed.</p> <p>Lone Worker 'Buddy' attempts to contact/locate Lone Worker.</p> <p>Lone worker located and is safe then the escalation process is stopped.</p> <p>Buddy completes PCT incident form to record communication breakdown.</p>	N/A
Emergency Service involvement and staff location to be identified.	<p>Lone Worker to complete their daily activity sheet specifying reporting in periods. Copy of sheet to be shared with nominated buddy.</p> <p>Lone worker to report in to 'Buddy' as agreed throughout the working shift.</p>	<p>Buddy has a copy of the 'Lone worker' daily activity sheet and they have not reported in as agreed.</p> <p>Lone Worker 'Buddy' attempts to contact/locate Lone Worker.</p> <p>Lone worker is located and requires assistance or is not located.</p>	<p>If contacted by a 'Buddy' regarding a lone worker safety incident. A line manager / senior service manager will be responsible for :-</p> <ul style="list-style-type: none"> ○ monitoring the situation ○ involving the emergency services as required and sharing the staff member's personnel contact information which will be provided by the 'Buddy'. ○ reporting the incident in accordance with the PCT organisational Incident Reporting Policy ○ informing the senior manager/ Head of Service or Director as required. ○ in the event of the incident not being resolved within working hours, providing a hand over to the on call Director/ on call manager as appropriate. <p><i>Out of hours emergency contacts for the Adult Services staff ONLY :</i> <i>Out of Hours Manager on call contact number - 07500 126860</i> <i>All other PCT/CHO services: Out of Hours Director on call contact number (Thames Valley Access please ask for Director on call) - 01865 740116</i></p>

Part VI Process to manage the communication with Lone Workers for safety purposes (Use of a 'Buddy' system)

It is essential that lone workers keep in contact with colleagues and ensure they make another colleague aware of their movements.

Each lone worker should have an identified 'usual base'. This will be regularly staffed during the lone worker hours of working. When this is not the case the lone worker should have an identified and staffed 'Back-up base or office'.

An appropriate colleague referred to as a 'Buddy', as agreed locally, - e.g. a team secretary at the 'normal base' or person in charge of the 'back-up base/office' will be responsible for monitoring that 'lone workers' have reported in as indicated on their 'DAILY ACTIVITY RECORD FORM or Diary Sheet if appropriate (See attached). A copy of which must always be with the designated 'Buddy'.

The 'Buddy' reports any failure to 'report in' to the lone workers line manager or in the line manager's absence, the appropriate manager identified by the employee's area of work, who will take any further action required, such as attempting to contact the lone worker by telephone at either the last visit, the workers own home, mobile, or in consultation with a director or in their absence the 'on call manager' asking the police to investigate.

Lone workers should be aware of the need to undertake joint work visits where the degree and type of risk indicates this is appropriate. It is the responsibility of each staff member to ensure their own safety, inform people of their whereabouts, and withdraw from situations where they feel their personal safety is at risk.

Where a buddy system is used

- A copy of the daily activity record form or diary sheet is completed for each Shift's activity
- They have assessed whether they believe they should 'report in' or not in relation to each visit, this decision can only be made where the situation has been properly risk assessed and all known risk assessment information is available, if in doubt the lone worker should seek advice from their line manager or deputy.
- To 'report in' at the end of each day's lone working (this could be before finishing the day's work, e.g. going to a staff meeting).
- The last two columns of the form indicate whether the lone worker expects to 'report in' or not for each visit and whether this will be to their 'usual base' or 'backup base/office'. N.B. If using diary sheet as the activity record this additional information must be provided.

- A copy of the form is provided at the beginning of the shift to their 'Buddy' at the 'usual base'.
- Whenever the lone worker's 'usual base' is not going to be constantly staffed throughout their hours of lone working a copy of the form is provided to the 'backup base/office (by fax where necessary – details by phone if a fax is not available). A fax must indicate 'Urgent – for attention of person in charge of back up base/office'. This person must have previously agreed to act as the 'Buddy'.
- The lone worker keeps a copy of their form and ensures they update as appropriate the usual base or 'Buddy' of any changes affecting planned 'report in' visits.
- When 'reporting in' if staff do not answer because that base has unexpectedly had to close, they then 'report in' to the alternative office i.e. 'usual ' or 'back up base/office' dependent on which is not answering.

To operate the 'Buddy system' a lone worker must nominate a 'Buddy'. This is a person who is their nominated contact for the period in which they will be working a lone. The nominated 'Buddy' will

- Be fully aware of the movements of the lone worker
- Have all necessary contact details for the lone worker, including personal contact details such as next of kin.
- Have details of the lone workers rest or break periods
- Attempt to contact the lone worker if they do not contact the 'Buddy' as agreed.
- Follow the agreed local escalation procedures for alerting their senior manager if the lone worker cannot be contacted, or if they fail to contact their 'Buddy' within agreed and reasonable timescales.

It is the responsibility of each 'Buddy' to ensure that

- They personally monitor the 'reporting in' against the plan outlined on the individual Lone Worker's Daily Activity Record Form or Diary Sheet if appropriate and are fully aware of the movements of the lone worker.
- When they are unable to monitor this themselves including when going off duty or away from the base e.g. to take a break they hand over to another person on their team to act as 'buddy' and fully brief that person.
- If the lone worker does not 'report in' as agreed, they attempt to contact the lone worker. If contact isn't established within 15 mins then alert the line manager or other appropriate senior manager. This will assist in deciding what further action is required.

It is the responsibility of each lone worker's line manager to ensure that

- These practices are monitored and followed

- Staff are well briefed as to local arrangements to include
 - Lone worker
 - Staff working in 'usual base' departments including information on which lone workers they will act for as 'buddy'.
 - Staff working in 'backup base/office' including information on which lone workers they will act for as 'buddy'.
 - Staff operating fax machines and the person in charge of the department.
 - To provide advice and assistance in relation to these procedures.
 - To work with local managers/on call managers to ensure appropriate follow-up action is speedily taken in the event of a lone worker not 'reporting in' when expected.

Confidentiality

It is the responsibility of all persons in charge of Departments involved in holding completed Daily activity record forms or Diary Sheets to ensure that

- Any Daily activity record forms or Diary Sheets are treated as confidential records
- Any Daily activity record forms or Diary Sheets are kept in a separate file specifically set aside for this purpose.

Part VII Lone Worker Personal Details Confidential information

Please complete and return to your line manager
Personal Details

Staff name		Male	Female
------------	--	------	--------

Name of team	
Line manager	

Home address			
Home telephone			
Mobile telephone			
Pager number			
Next of kin telephone number			
Personal description (please keep updated)	Age Height Weight Hair colour Distinguishing marks		Current photograph (optional)

Vehicle details Make, model and colour	Vehicle 1 Vehicle 2
Registration number	Vehicle 1 Vehicle 2

Action you would like to be taken in priority order e.g. telephone home mobile, then next of kin then neighbour etc	1. 2. 3. 4. 5.
---	----------------------------

It is important that you keep your details up to date

The information on this form is highly confidential and must be treated as such.

Only authorised persons i.e. line manager, PCT/CHO Senior Managers, PCT/CHO LSMs or Police should have access.

I agree that it is my responsibility to follow the Lone Working procedures and accept full responsibility if the procedure is not followed.

Signed (staff member):

Date:

Part VIII Daily Activity Record Form

