



Holistic Care And Wellbeing Support

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Lone Working and Personal Safety Policy

1. Purpose

Sips & Smiles Holistic Care is committed to providing a safe, professional and person-centred service while protecting the safety and wellbeing of clients and of the care professional providing the service. This policy outlines procedures used to manage risks associated with lone working, including home visits, community outings, and support delivered without another family member present.

2. Scope

This policy applies to all lone working activities carried out by:

Ms Xandria Noir (Care Professional/Sole Trader, Sips & Smiles Holistic Care)

It covers lone working in:

- clients' homes
- public spaces during outings (parks, cafés, shops, activities)
- transport/travel during support (car, walking, taxi, public transport)
- any situation where the service is delivered without a family present

3. Definition of Lone Working

Lone working is any situation where the service provider is working:

- alone in a client's home, or
- alone with a client in the community, or
- without immediate access to assistance from another professional

4. Principles

Sips & Smiles Holistic Care will:

- prioritise safety at all times
- avoid unsafe situations even when pressured
- maintain professional boundaries

- assess risks before providing services
- act immediately if any safeguarding or safety concern arises

5. Risk Assessment

Before beginning services with any new client, risk will be considered including:

- health conditions and mobility risks
- dementia-related behaviours and confusion risk
- risks in the home (stairs, pets, smoking, hoarding, hazards)
- neighbourhood risks
- risks during outings (wandering, falls, unpredictable incidents)
- presence of other individuals in the home (family members, visitors, carers, workers)
- history of aggression or unsafe behaviour

Where appropriate, services may be declined or modified if risks are not manageable.

6. Lone Working Safety Measures

When lone working, the following measures apply:

6.1 Communication

- a fully charged phone will be carried at all times
- emergency contacts will be accessible on the phone
- location services will be enabled where appropriate

6.2 Arrival and Departure Safety

- the environment will be checked on arrival for any signs of risk
- if a situation feels unsafe (for any reason), entry will not take place
- at the end of each session, departure will be planned safely (e.g., avoiding delays, ensuring safe route, adequate lighting)

6.3 Personal Safety

- the care professional will not place herself in physically risky situations (e.g., unsafe lifting, confrontation)
- personal belongings will be kept secure
- if feeling threatened, the session will be ended immediately

7. Client Home Visits

During lone working in client homes:

- professional boundaries will be maintained at all times
- any inappropriate behaviour will be addressed immediately

- any aggressive, sexual, discriminatory, intimidating or unsafe behaviour will result in the service ending immediately

If other individuals are present in the home and the situation becomes uncomfortable or unsafe, the session will be ended.

8. Community Outings and Excursions

For outings, additional safety controls apply:

- outings are planned in advance where possible
- risk is assessed (weather, crowding, mobility, toilet access)
- the client's needs are prioritised (rest breaks, hydration, calm environment)
- the care professional will avoid situations where a client may: wander off, fall, become aggressive or distressed, get separated in crowds

If a client's behaviour becomes unsafe or unmanageable in public, the outing will end and the client will be returned safely.

9. Manual Handling and Physical Boundaries

Sips & Smiles Holistic Care does not provide services requiring unsafe manual handling. The care professional will not:

- lift a client
- attempt to physically restrain a client
- intervene in physical conflict
- provide personal care

Where concerns exist, the client or family will be advised to seek appropriate care support.

10. Emergency Procedures

If an emergency occurs:

10.1 Medical Emergency

- call **999** immediately if needed
- provide first aid within competence
- notify next of kin / emergency contact where appropriate
- record incident details

10.2 Fire, Gas Leak, Hazard

- evacuate the client immediately if safe
- contact emergency services
- notify family/contacts as appropriate

10.3 Threatening Situation

If the care professional feels threatened:

- leave immediately (do not argue)
- call **999** if urgent danger
- report to relevant authorities if needed
- record the incident in writing

11. Safeguarding

Any concern of:

- abuse
- neglect
- coercion
- domestic violence
- financial exploitation
- unsafe living conditions

will be treated seriously and may result in escalation to:

- safeguarding services / local authority
- relevant professionals (social worker, GP)
- emergency services if required

12. Recording Incidents and Concerns

All relevant incidents linked to lone working will be recorded including:

- date/time/location
- what happened
- actions taken
- outcome
- any preventive action

13. Refusal / Withdrawal of Service

Sips & Smiles Holistic Care reserves the right to refuse or withdraw services if:

- the environment is unsafe
- behaviour becomes threatening, abusive or repeatedly inappropriate
- risks cannot be managed safely by a care professional

Where appropriate, referral to more suitable services will be recommended.

14. Policy Review

This policy will be reviewed:

- annually, or
- after any serious incident, complaint, or safeguarding event