

## **Kumra Care**

### **– Lone Working Policy and Procedure**

#### **1. Purpose**

- 1.1** To safeguard, support and promote the health, safety and welfare of employees working alone.
- 1.2** To meet the legal requirements of the regulated activities that Kumra Care is registered to provide:
- The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017
  - Health and Safety at Work etc. Act 1974
  - The Health and safety (First Aid) Regulations 1981
  - Management of Health and Safety at Work Regulations 1999
  - The Workplace (Health, Safety and Welfare) Regulations 1992
  - Health and Social Care (Quality and Engagement) (Wales) Act 2020

#### **2. Scope**

- 2.1** The following roles may be affected by this policy:
- Staff identified as lone workers
- 2.2** The following Individuals may be affected by this policy:
- Individuals
- 2.3** The following stakeholders may be affected by this policy:
- Commissioners

#### **3. Policy**

**3.1** Kumra Care recognises that there may be an increased risk to the health and safety of its employees whilst working alone. the Registered Manager has overall responsibility for ensuring that suitable measures are put in place to protect lone workers, whilst undertaking company work activities. the Registered Manager has responsibility for ensuring the following policy provisions are in place:

- All appropriate risks will be assessed prior to the commencement of any service by a lone worker
- Appropriate resources and processes will be established to support the health, safety and welfare of any lone worker
- If the risks are assessed as being too great, and the health, safety and welfare of the employee cannot be assured, then a service will not be provided by a lone worker
- All risks will be regularly reviewed, the lone worker will contribute to the process and their views will be incorporated

**3.2** All lone working activities are subject to a suitable and sufficient risk assessment. Consideration is given to the task requirements, work environment, individual capability and any other known risk factors to ensure that risks to lone workers are suitably identified and adequately controlled.

**3.3** Robust lone working procedures are in place and suitable resources/equipment is provided to ensure lone worker safety and ensure suitable management of lone worker risks.

**3.4** Suitable emergency procedures are in place and are clearly communicated to and understood by the lone worker to ensure an appropriate response in the event of an emergency situation. A reliable means of raising the alarm is provided in the event of emergency.

**3.5** There are appropriate mechanisms and procedures in place to ensure that any incidents are recorded and reported at the earliest opportunity. the Registered Manager is responsible for ensuring all incidents are suitably investigated and will also engage with lone workers to find out what their concerns are and look for possible solutions.

**3.6** If the risks associated with the lone working activity are assessed as being too great, and the health, safety and welfare of the employee cannot be assured then a service will not be provided by a lone worker.

**3.7** All risks and safe working procedures will be regularly reviewed on at least an annual basis to ensure that they remain suitable and are sufficient in minimising risks to lone workers.

**3.8** Kumra Care will ensure that all lone workers are thoroughly trained at the commencement of their employment and at suitable intervals thereafter, to ensure they are aware of the risks and know how to keep themselves safe. Training will ensure lone workers understand the risks of their work, the precautions that are needed, who to report back to and what should be done in an emergency.

**3.9** Kumra Care will ensure that lone workers identified as at risk of workplace violence are provided with training in personal safety. Conflict resolution training will assist lone workers to recognise situations where they may be at risk, and the appropriate steps they can take to eliminate or manage the risk.

**3.10** Kumra Care will ensure it has considered the impact that lone working can have on work-related stress levels and mental health.

**3.11** All lone workers must take reasonable care of their own health and safety and avoid placing themselves at risk. They must also take suitable measures to ensure the security of the site at all times.

**3.12** Inexperienced workers, young people and others identified at an increased risk will not be permitted to work alone.

#### **4. Procedure**

**4.1** A suitable lone worker risk assessment is undertaken for any aspect of lone working prior to any member of staff being permitted to undertake any lone working activities.

**4.2** All lone workers are briefed on the specific risk assessment and the lone working procedures in place to keep them safe prior to undertaking any lone working activity. Lone workers will be required to ensure they fully understand the contents of the task-specific risk assessment in place prior to starting work. All specified control measures must be implemented and remain in place throughout the duration of the activity.

**4.3** Comprehensive lone worker training is provided to all lone workers at induction and at suitable intervals thereafter, to ensure ongoing awareness of lone working risks and the measures in place to ensure lone worker safety. Training will include details of:

- The safe working procedures in place to ensure lone worker safety including safety aspects of all premises, such as the Individual's home and any equipment being used
- The working limits imposed on lone working to ensure that risks are reduced to a level as low as reasonably practicable
- Arrangements for maintaining regular contact with their line manager
- Emergency procedures: fire, accident, illness, physical attack
- Issues regarding how to handle behaviour which may be challenging, how to defuse any difficult situation which may arise as a result of such behaviour, and the reporting procedures to be used when concerns arise in the mind of the lone worker about the behaviour of anyone who they meet or may meet in the performance of their duties
- Arrangements for ensuring that all work equipment and the work environment (where applicable) is kept in safe condition, free from defects
- Specific procedures and precautions for identified high risk activities such as manual handling
- Monitoring, supervision, and employee support

**4.4** Line managers are responsible for ensuring that lone working procedures are fully implemented and that regular contact is maintained with all lone workers at intervals appropriate to the identified risk.

**4.5** Suitable procedures and means of communication, including emergency contact details of a responsible person within Kumra Care are provided to the lone worker to ensure suitable communication channels exist and are in place throughout the duration of any lone working activities. Communication channels in place will allow the location of individuals to be determined at any particular time. This may include the requirement to report to a central point at the end of a working period, a phone buddy system or GPS tracking. The system will be agreed locally by Kumra Care, such systems must be strictly adhered to.

**4.6** Prior to commencing work alone, all employees must ensure that they have adequate means of communication/emergency contact and this must be kept on their person and be fully operational throughout the duration of the activity.

**4.7** Recognition will be given to mobile phone reception and other issues that may prevent contact being made in an emergency. Systems will be established or installed to facilitate the lone worker to always contact a nominated person for advice and support, either in the line of their regular work or in an emergency.

**4.8** It is the responsibility of all employees who may be required to work alone to disclose any medical conditions which may make them unsuitable for lone working to the Registered Manager as soon as they become known. Kumra Care will follow HSE guidance on lone workers with medical conditions and consider following a risk assessment whether medical advice is required by Kumra Care to ensure that the worker can safely carry out their role when working alone.

**4.9** Kumra Care recognises that lone working is a highly responsible role, with limited opportunity for observed practice or for the lone worker to share the responsibility for actions. However, any breaches of trust and failure to follow the agreed procedure will be viewed very seriously and may result in disciplinary action being taken.

**4.10** Line managers are responsible for:

- Setting up and maintaining an effective procedure to ensure that all premises (such as an Individual's home), equipment or machinery used by lone workers are safe, defects are quickly reported and rectified, and regular maintenance is carried out
- Regularly reviewing the training needs of their staff, and ensuring that refresher training, or training in new working methods, is provided
- Where risk assessment identifies the need, having verbal communication with lone workers at least once every shift. This can be by the way of a buddy system between multiple locations where applicable
- Holding team meetings, which all lone working staff must attend, on a regular basis
- Providing lone working staff with the contact details of the person they can contact for help and support in fulfilling their duties whilst on duty

#### **4.11 Work-related Violence**

Risks in the workplace can include:

- Working in locations where it is already known there is a high risk of violence
- Late evening or early morning work when there are fewer workers about
- Alcohol and drug use by clients or members of the public that lone workers may come into contact with
- Carrying money or valuables

Kumra Care will carry out a risk assessment for work-related violence and will consider measures such as modification or design of the work environment, avoid workers being isolated and the provision of work equipment such as devices designed to raise the alarm in an emergency.

Further information can be found in the Management and Prevention of Violence at Work Policy and Procedure.

#### **4.12 Management of Stress and Mental Health**

Kumra Care will ensure that procedures are put in place for the management of stress and mental health. Lone working can aggravate pre-existing conditions, and problems encountered at work can bring on symptoms or worsen their effect. Kumra Care will assess work-related mental health issues to measure the levels of risk to lone workers. Where a risk is identified, Kumra Care will take steps to remove or reduce the risk as far as is reasonably practicable.

Further information can be found in the Staff Mental Health and Monitoring Stress in the Workplace Policy and Procedure.

## **5. Definitions**

### **5.1 Risk Assessment**

- Considers the associated risks with lone working in terms of the likelihood that an accident/incident can occur and the consequences should that accident/incident occur to determine what control measures are needed to ensure the safety and welfare of the lone worker

### **5.2 Lone Worker**

- A lone worker is an employee who performs an activity that is carried out in isolation from other workers without close or direct supervision
- A lone worker can also be referred to as a solitary worker

## **6. Key Facts – Professionals**

Professionals providing this service should be aware of the following:

- All lone working staff will be identified and receive a full induction that includes the specific issues of lone working
- All risks associated with lone working need to be assessed and appropriate processes put in place to manage the risk
- The safety of the premises, equipment and machinery used will be maintained by the employer
- A person's suitability for lone working will be assessed by Kumra Care
- All lone workers will always have the means to contact responsible people at Kumra Care in the event of an emergency, or if advice is needed
- Kumra Care will contact all lone workers at least once when they are on duty to confirm their safety and discuss any issue they may have encountered

## **7. Key Facts – People affected by the Service**

People affected by this service should be aware of the following:

- Lone workers will have suitable equipment with them at all times to summon emergency support or to clarify any issues about the care and support being provided
- Lone workers will always be aware of the needs of the person receiving support
- If the environment, equipment or machinery is unsafe, or if the lone worker feels vulnerable or threatened, they may leave and seek additional support
- When an Individual is supported by a lone worker, they can expect to be treated with dignity and respect just as if they were being supported by more than one person
- Lone workers must be respected just as much as if there were more than one person present

## 8. Further Reading

We recommend that you add to your understanding in policy by considering the following materials:

### **Suzy Lamplugh Trust Live Life Safe - Personal Safety Leaflets:**

<https://www.suzylamplugh.org/personal-safety-leaflets>

Management and Prevention of Violence at Work Policy and Procedure  
Stress and Mental Health in the Workplace Policy and Procedure

## 9. Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- Comprehensive risk assessments are produced to ensure that lone worker risks are appropriately managed
- Where employees are lone workers, they feedback that they are very well supported by Kumra Care
- When risks are identified by lone workers they are consistently listened to, and issues are addressed quickly
- Individuals report high levels of satisfaction with the lone workers providing Care
- Innovative solutions to issues are put in place which encourage lone working (if that is what is wanted by the Individual)
- There are very few accidents, incidents or injuries involving lone workers
- There is evidence that promoting the health, safety and welfare of lone workers is a very important theme within Kumra Care

Date Policy Reviewed	Signature of Reviewer
30 <sup>th</sup> May 2025	Jatin Kumra