

L6 Lone Working

Policy

To ensure each individual employee takes responsibility for their own health and safety whilst lone working.

Procedure

1. If for any reason you are unable to attend work you must contact your line manager or duty supervisor.
2. If an employee does not turn up for work as allocated and they have not notified anyone that they are unable to attend for whatever reason the supervisor or supervisor on duty should try to contact the employee direct. If at this stage the employee still cannot be contacted, then the next of kin should be contacted.
3. When starting a night shift the employee must conduct a security check to ensure the front door, fire exists, lounge doors and windows and external doors and windows are secure. (Flats are the responsibility of the people who we support therefore these areas cannot be checked).
4. Any suspicious activity should be reported to the police.
5. As a protective measure employees must have access to means of contacting emergency services if required.
6. In the event that a fire alarm is activated the employee should contact the emergency services and vacate the building.
7. A lone working 'Buddy system' is in place between the four extra care schemes in Cumberland. During the night the two schemes that are partnered up must take it in turns to ring their 'buddy' at 12.00 midnight and 04.00. This is to be recorded on the monthly sheets provided (appendix L6a and L6b).
8. The sheets show who needs to make the call and at what time. If the person does not answer the phone wait 15 minutes and try again. If they fail to answer the phone the second time contact the police and explain the situation.

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
✓	X	X	X	X	X	X	X

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9. If you are due to receive a call and do not receive one within 15 minutes of the call time, please try calling the other scheme. If they do not answer, please call the police and explain the situation.
10. If you know you will not be able to make or answer the call due to service needs, please contact your 'buddy' before the call is due to explain the situation and make alternative arrangements, such as calling at a different time.