



Redacted version for external publication.

Title: Lone Working Procedure

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Status: Approved

Document type: Procedure

Overarching policy: [Health and Safety Policy](#)

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1 Introduction

The Trust has a legal and moral obligation to manage risk from lone working. By following this procedure responsible persons will ensure that the risk to lone workers is adequately controlled.

The Health & Safety Executive (HSE) definition of lone working is:

“Lone workers are those who work by themselves without close or direct supervision.”

This procedure links to Our Journey To Change as outlined within the Health and Safety Policy.

2 Purpose

Following this policy will help the Trust to comply with its legal obligations:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Protecting lone workers How to manage the risks of working alone INDG73(rev4)

3 Who this procedure applies to

This procedure applies to all bank, locum, permanent, fixed term contract employees (including apprentices) who hold a contract of employment or engaged with the Trust, and seconded (including students), volunteers, non-Executive Directors, Governors, and those undertaking research work within TEWV Trust. It also applies to external contractors, agency workers and other workers who are assigned to TEWV Trust.

4 Related documents

This procedure describes what you need to do to implement duties under the Trust Health and Safety Policy.



The Health and Safety Policy defines control objectives which you must read, understand before carrying out the procedure described in this document.

This procedure also refers to:-

- ✓ Health and Safety Policy

- ✓ Risk Assessment (H&S) Procedure
- ✓ Trust Incident Reporting Procedure
- ✓ New and Expectant Mothers Risk Assessment

5 Procedure

Managers need to:

- Identify lone working activities within their team's general risk assessment.
- A specific lone working risk assessment should be undertaken which identifies all risks and control measures to reduce the risk to an acceptable level.
- Risk assessments should involve and be communicated to all appropriate staff.
- Monitor the effectiveness of control measures by regular testing.
- Ensure that only those who are suitably competent to perform tasks associated with the specific Lone Working activity are authorised to work alone. *"Consider both routine work and foreseeable emergencies that may put additional physical and mental burdens on an individual."* INDG73 HSE
- Ensure special consideration is given to the following, young people (under 18's as defined by the HSE), new and expectant mothers/people, disabled workers, trainees. and other vulnerable groups.
- Consider that *"If a lone worker's first language is not English, you should ensure that suitable arrangements are in place to provide clear communications, especially in an emergency. Lone workers from outside the UK may come across unfamiliar risks, in a workplace culture very different from that in their own country. You must ensure they have received and understood the information, instruction and training they need to work safely."* Consulting employees whose first language is not English, HSE Website.
- Assess new starters capabilities, for example *"literacy and numeracy levels, general health, relevant work experience, physical capability to do the job, familiarity with the work being done and the working environment"*. Diversity in the workplace - New to the job HSE Website
- Ensure that staff groups and individuals identified as being at risk are provided with appropriate information, instruction, and training (including training at induction), updates and refresher training as necessary.
- Ensure staff have access to Occupational Health, and Trust Employee Support Officers.

5.1 REDACTED SECTION

5.2 Students / Trainees

Students/trainees may be considered as a vulnerable group due to factors such as inexperience and limited knowledge of the environment.

The mentor and manager should discuss the risk assessment and make a record of this discussion and any action points arising.

5.2.1 Clinical Year 1

- No lone working.

5.2.2 Clinical Year 2

- Any lone working must be identified, and a lone working risk assessment completed by the mentor and team manager.
- A record of communication and acknowledgement should be completed.
- The risk assessment must be reviewed for each student/trainee on each placement, considerations that may need to be taken into account include the student/trainee field of practice.
- Home visits should not be undertaken by students/trainees working on their own.

5.2.3 Clinical Year 3

- Any lone working must be identified, and a lone working risk assessment completed by the mentor and team manager.
- A record of communication and acknowledgement should be completed.
- Mentors are accountable for the students/trainee and will decide on whether the student undertakes lone working based on the risk assessment.
- The risk assessment must be reviewed for each student on each placement, considerations that may need to be taken into account include the student/trainee field of practice.

5.2.4 All Clinical Students / Trainees

- No lone working for clients assessed as medium or high risk.
- Students should not act as a second member of staff to conduct visits to clients assessed as 'high risk' or 'potential high risk'.

5.3 Community Staff

All initial visits to the client's home must be undertaken by 2 members of staff where the risk indicates this is appropriate.

Where staff undertake assessments of clients in their own homes:

- Information must be collated prior to the visit.
- Lone working risk assessment must be completed/reviewed.
- Decision made via the risk assessment as to whether the visit can safely go ahead.

Where assessments are being undertaken in a care environment, (i.e., Care Homes):

- Local protocols must be followed.
- These visits could be undertaken by one person provided they are under the supervision of the care home staff.

5.4 Non-clinical roles

If staff are identified as lone workers, then an individual lone working risk assessment must be completed which details robust control measures.

The effectiveness of control measures should be monitored by regular testing.

5.5 Staff lone working from home

The Trust's responsibility for employees who work from home are the same as those for any other employees.

This means providing supervision, education, and training, as well as implementing control measures to protect the homeworker, including the same liability for accident or injury of a homeworker as for any other employee.

A risk assessment must be completed.

6 Health, Safety and Security Team

The Health, Safety and Security Team (which also includes a Local Security Management Specialist) provides advice and support to all staff and managers around the risk of lone working.

7 Definitions

Term	Definition
Lone Workers	Health & Safety Executive definition: “Lone workers are those who work by themselves without close or direct supervision.”

8 How this procedure will be implemented

- This procedure will be published on the Trust intranet.
- Line managers will disseminate this procedure to all Trust employees through a line management briefing.

8.1 Training needs analysis

Staff/Professional Group	Type of Training	Duration	Frequency of Training
All staff	Lone Worker Awareness Workshop	45 minutes	On identification of lone working.
REDACTED	REDACTED	REDACTED	REDACTED

9 How the implementation of this procedure will be monitored

Number	Auditable Standard/Key Performance Indicators	Frequency/Method/Person Responsible	Where results and any Associate Action Plan will be reported to, implemented and monitored; (this will usually be via the relevant Governance Group).
1	Quarterly assurance report to QuAC is produced on a standard Trust wide format template.	Quarterly meeting. A report produced by the Head of Health, Safety and Security.	Quality Assurance Committee

10 References

- ✓ Health & Safety at Work Act 1974
- ✓ Management of Health and Safety at Work Regulations 1999 (MHSWR)
- ✓ INDG73(Rev 4 March 2020) Working Alone Health & Safety Guidance on the risks of lone working
- ✓ HSE website: Consulting employees whose first language is not English (hse.gov.uk)
- ✓ HSE website: Young people at work (hse.gov.uk)
- ✓ HSE website: Diversity in the workplace - New to the job

11 Document control (external)

To be recorded on the policy register by Policy Coordinator

Date of approval	14 July 2022 (V5) 09 March 2023 (V5 – Redacted version)
Next review date	July 2025
This document replaces	HS-0001-005-V4.1 and current published v5 Lone Working Procedure (Private version)
This document was approved by	EFM DMT
This document was approved	14 July 2022 (V5) 09 March 2023 (V5 Redacted) – Approved by Director of Estates Capital Planning and Facilities Management 09 March 2023 – formal approval to be retrospectively recorded at next EFM DMT
This document was ratified by	n/a
This document was ratified	n/a
An equality analysis was completed on this policy on	20 May 2022
Document type	Redacted Version
FOI Clause (Private documents only)	N/A

Change record

Version	Date	Amendment details	Status
V5 (Redacted)	July 2022	Full review in line with Journey to Change and clarification of wording completed. REDACTED	Published

Appendix 1 - Equality Analysis Screening Form

Please note: The Equality Analysis Policy and Equality Analysis Guidance can be found on the policy pages of the intranet

Section 1	Scope
Name of service area/directorate/department	Health & Safety, EFM
Title	Lone Working Procedure
Type	Procedure
Geographical area covered	Trust wide
Aims and objectives	<p>The objectives of this procedure are to:</p> <ul style="list-style-type: none"> Comply at all times with the Health and Safety at Work etc. Act 1974 etc., the Management of Health and Safety at Work Regulations 1999 and all other relevant statutory provisions; Manage health and safety effectively to improve the quality of patient care, visitors and working conditions of staff and others.
Start date of Equality Analysis Screening	04 January 2022
End date of Equality Analysis Screening	20 May 2022

Section 2	Impacts
Who does the Policy, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan benefit?	All staff, patients, contractors and visitors and the general community.
Will the Policy, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan impact negatively on any of the	<ul style="list-style-type: none"> Race (including Gypsy and Traveller) NO Disability (includes physical, learning, mental health, sensory and medical disabilities) NO

protected characteristic groups?	<ul style="list-style-type: none"> • Sex (Men, women and gender neutral etc.) NO • Gender reassignment (Transgender and gender identity) NO • Sexual Orientation (Lesbian, Gay, Bisexual, Heterosexual, Pansexual and Asexual etc.) NO • Age (includes, young people, older people – people of all ages) NO • Religion or Belief (includes faith groups, atheism and philosophical beliefs) NO • Pregnancy and Maternity (includes pregnancy, women who are breastfeeding and women on maternity leave) NO • Marriage and Civil Partnership (includes opposite and same sex couples who are married or civil partners) NO • Veterans (includes serving armed forces personnel, reservists, veterans and their families) NO
Describe any negative impacts	<p>Some groups as identified above may not be able to carry out lone working in some circumstances.</p> <p>There will be times when health and safety has to take priority and this may have an impact on a person's protected characteristics. TEWV would however always try and mitigate as much as possible any negative impact whilst ensuring health and safety legislation is followed.</p>
Describe any positive impacts	Procedure is in place to reduce risk to all staff undertaking lone working.

Section 3	Research and involvement
What sources of information have you considered? (e.g. legislation, codes of practice, best practice, nice guidelines, CQC reports or feedback etc.)	<p>Health & Safety at Work Act 1974</p> <p>Management of Health and Safety at Work Regulations 1999 (MHSWR)</p> <p>INDG73(Rev 4 March 2020) Working Alone Health & Safety Guidance on the risks of lone working</p>

Have you engaged or consulted with service users, carers, staff and other stakeholders including people from the protected groups?	Yes
If you answered Yes above, describe the engagement and involvement that has taken place	Programme of visits and audits have been undertaken where concerns have been discussed and documented. These have been considered while reviewing the procedure.
If you answered No above, describe future plans that you may have to engage and involve people from different groups	

Section 4	Training needs
As part of this equality analysis have any training needs/service needs been identified?	No
Describe any training needs for Trust staff	N/A
Describe any training needs for patients	N/A
Describe any training needs for contractors or other outside agencies	N/A

Check the information you have provided and ensure additional evidence can be provided if asked

Appendix 2 – Approval checklist

	Title of document being reviewed:	Yes / No / Not applicable	Comments
1.	Title		
	Is the title clear and unambiguous?	Yes	
	Is it clear whether the document is a guideline, policy, protocol or standard?	Yes	
2.	Rationale		
	Are reasons for development of the document stated?	Yes	
3.	Development Process		
	Are people involved in the development identified?	Yes	
	Has relevant expertise has been sought/used?	Yes	
	Is there evidence of consultation with stakeholders and users?	Yes	
	Have any related documents or documents that are impacted by this change been identified and updated?	Yes	
4.	Content		
	Is the objective of the document clear?	Yes	
	Is the target population clear and unambiguous?	Yes	
	Are the intended outcomes described?	Yes	
	Are the statements clear and unambiguous?	Yes	
5.	Evidence Base		
	Is the type of evidence to support the document identified explicitly?	Yes	
	Are key references cited?	Yes	
	Are supporting documents referenced?	Yes	
6.	Training		
	Have training needs been considered?	Yes	
	Are training needs included in the document?	Yes	
7.	Implementation and monitoring		
	Does the document identify how it will be implemented and monitored?	Yes	

	Title of document being reviewed:	Yes / No / Not applicable	Comments
8.	Equality analysis		
	Has an equality analysis been completed for the document?	Yes	
	Have Equality and Diversity reviewed and approved the equality analysis?	Yes	20 May 2022 (V5)
9.	Approval		
	Does the document identify which committee/group will approve it?	Yes	
10.	Publication		
	Has the policy been reviewed for harm?	Yes	REDACTED -Harm removed
	Does the document identify whether it is private or public?	Yes	Redacted version now public
	If private, does the document identify which clause of the Freedom of Information Act 2000 applies?	N/A	Redacted version now public