

# NursingDirect

POLICY NUMBER: **64**

POLICY TITLE: **LONE WORKER**

WHO MUST ABIDE BY THIS POLICY? **ALL AGENCY STAFF**



# LONE WORKER

## THE PURPOSE OF THIS POLICY

To inform staff of our Lone Worker Policy.

## LONE WORKERS POLICY

**On many occasions agency workers will be required to work alone the health and safety of these individuals are of the utmost importance to Nursing Direct.**

We will put in place every possible measure to ensure agency workers have:

- A risk assessment that will identify hazards at work, assessment of the risks involved and where necessary measures and strategies will be put in place to minimise and control the risk.

- The appropriate training at induction and on an annual basis; this will include fire safety training and training on the use of PPE.
- Nursing Direct will provide protective equipments such as gloves and train the temporary worker on the correct disposal methods of such items.
- Nursing Direct will ensure that where required there is back up for a lone worker and the lone worker is aware of how to call for assistance in all situations.
- The nature of the service and the level of risk involved in each assignment will determine the level of supervision checks required.
- Nursing Direct commits to supervision checks at least six monthly.

Overall, Nursing Direct will take into account each situation as a standalone and assess it accordingly and will ensure that prior to accepting any service each temporary worker is aware of the procedures that they should follow in various circumstances in line with the customer care plan and risk assessment.

## APPENDIX 1 HAZARD CHECKLIST COVERED IN INDUCTION TRAINING

HAZARDS	QUESTIONS NURSING DIRECT HAVE PUT MEASURES IN PLACE TO ENSURE SAFETY FOR LONE WORKER	INDICATE IF IN PLACE
Office staff not available to answer queries out of hours	Is there a staff member available out of hours to answer queries?	Yes
Sudden illness of the care worker	Does the care worker know who to call? Do you have anyone in the organisation that can take over the scheduled visits at short notice?	Yes
Inadequate rest periods	Does the care worker know what rest periods they are entitled to? Does the care worker know the risk to their safety of not taking adequate rest periods?	Yes
Being accosted by people on the street in quiet areas, during darkness or on public transport	Has the care worker had training on how to deal with this? Can the care worker summon help easily?	Yes
Travelling on public transport	Does the care worker know the departure and arrival times for their transport? Does the care worker have the correct fare available? Has the care worker had training on how to keep him/ herself safe when travelling on public transport? Can the care worker wait in well-lit areas for transport?	Yes
Having to park in unlit, isolated areas	Has the care worker had training on how to keep him/ herself safe when working at night? Does the organisation consider parking facilities at night during assessment?	Yes
Violence from people on the street, other drivers, from people being visited or their friends/relatives or from aggressive pets	Has any aggressive behaviour from people or animals been picked up on assessment? Has the care worker been trained in dealing with violent or aggressive behaviour? Has the care worker had training on keeping themselves safe? Does the organisation know where the care worker is at set periods throughout the day? Does the care worker know who to call to summon help?	Yes
Accidents from chemicals used for cleaning	Has the care worker had training on how to handle chemicals? Has the care worker been provided with PPE? Does the care worker know how to use and dispose of PPE correctly?	Yes
Handling cash for shopping for people using the service	Has the care worker had training in how to deal with cash? Does the care worker know who to contact in an emergency? Has the care worker had training in how to keep him/ herself safe?	Yes
Car break-ins	Does the care worker know who to contact in an emergency? Has the care worker had training on how to travel around safely?	Yes
Theft	Does the care worker know who to contact in an emergency? Has the care worker had training on how to keep him/herself safe?	Yes
Hazardous driving conditions	Has the care worker had training on how to keep him/herself safe when travelling around? Does the care worker know they should not put their own safety at risk? Does the care worker know when to take breaks or stop driving?	Yes
Breakdowns	Does the organisation keep the details of care worker's car, e.g. tax, insurance, MOT, breakdown cover? Has the care worker had training on how to keep him/herself safe in the event of a car breakdown?	Yes



## APPENDIX 3 LONE WORKER ACCIDENT, INCIDENT OR NEAR MISS REPORT

Please indicate whether accident, incident, or near miss.

DATE AND TIME	LOCATION	OUTLINE OF WHAT HAPPENED	ADDITIONAL DETAILS <i>E.G.</i> WITNESSES ETC	DETAILS OF INJURIES	OUTCOME <i>E.G.</i> HOSPITALISATION

### KEEP YOURSELF SAFE WHEN WORKING ALONE

#### Top tips

- Ensure you follow your organisation's lone worker policies and procedures; these have been developed to keep you safe.
- Keep to your schedule of work, if you are delayed for any reason let the office know.
- Make sure you have all the emergency phone numbers you need on 'speed dial' on your phone.

- Keep all valuables in your car out of sight.
- Do not encourage 'road rage' from other drivers.
- Use personal protective equipment (PPE) when this has been provided for you.
- If you are concerned for your safety in any situation, remove yourself from the vicinity as soon as possible.
- Make sure you attend any training sessions the organisation provides to keep you safe when working alone.