

Policies & Procedures

Lone Working Policy v1.0

Lone Working Policy

Purpose 3
Scope 3
Definitions 3
Lone Working: 3
Legal Framework 3
Roles and Responsibilities 3
Risk Assessment 4
Safety Measures and Procedures 4
Incident Reporting and Support 4
Training 5
Review 5
Related Policies: 5

VCare Consultancy Services Ltd.

Business Continuity Plan

Policy Lead	**Mrs. Tavleen Sharma - Registered Manager**
Version No.	1.0
Date of issue	January 2025
Date to be reviewed	January 2026

Purpose

This policy aims to protect the health, safety, and wellbeing of all staff who work alone while delivering domiciliary care services across **Bristol, Wiltshire, and Hampshire County areas**. Lone working is an essential aspect of our operations, and we are committed to managing associated risks effectively.

Scope

This policy applies to:

- Care staff providing services in service users' homes
- Support staff visiting clients alone
- Any employee or representative of VCare Consultancy Services Limited working without direct supervision

Definitions

Lone Working: Any work activity carried out by an individual without direct supervision or in isolated settings, such as service users' homes, where assistance may not be readily available.

Legal Framework

This policy complies with:

- Health and Safety at Work etc. Act 1974.
- Management of Health and Safety at Work Regulations 1999.
- Care Act 2014.
- Guidance from the Care Quality Commission (CQC).

Roles and Responsibilities

Management

- Assess risks associated with lone working.
- Ensure staff are trained and equipped to work alone safely.
- Provide clear reporting procedures and monitor adherence.
- Review incidents and revise protocols as necessary.

Employees

- Take reasonable care for their own health and safety.
- Follow all company procedures related to lone working.
- Report all incidents, concerns, or unsafe situations immediately.

VCare Consultancy Services Ltd

Risk Assessment

VCare Consultancy Services Limited will conduct risk assessments for all lone working scenarios, considering:

- Location and environment (e.g., unsafe areas, poorly lit homes).
- Client risk factors (e.g., aggressive behaviour, medical conditions).
- Communication capabilities (e.g., mobile signal availability).
- Time of day and duration of visit.

Risk assessments will be reviewed:

- Annually.
- After any significant incident.

Safety Measures and Procedures

Pre-Visit Procedures

- Staff are given full care plans and risk profiles before visits.
- Schedule and routes are communicated to the office daily.
- Staff must carry a fully charged work phone and wear ID badges.

During Visits

- Staff check in via phone or app before and after appointments.
- In cases of emergency, staff should contact the emergency services (999) and inform the on-call manager immediately.
- Staff must not enter a property if they feel unsafe.

Post-Visit Procedures

- Staff must log completion of visits in real time.
- Any concerns or incidents must be reported via the company's Incident Reporting Form within 24 hours.

Monitoring

- Lone workers are monitored via electronic rota systems and GPS tracking.
- A designated **On-Call Manager** is available 24/7.

Incident Reporting and Support

All incidents involving lone working must be reported immediately. Support will be provided to affected staff, including:

- Immediate debriefing.
- Counselling services, if required.
- Review and revision of risk assessments.

VCare Consultancy Services Ltd.

Training

All staff will receive:

- Induction training on lone working.
- Annual refresher training.
- Scenario-based drills and safety workshops.

Review

This policy will be reviewed annually or following

- A serious lone working incident.
- Legal or regulatory changes.
- Organisational changes that affect lone working.

Related Policies:

Can be accessed through employee online portal.

- Health and Safety Policy.
- Safeguarding Policy.
- Incident Reporting and Investigation Policy.
- Staff Code of Conduct.
- Confidentiality and Data Protection Policy.

VCare Consultancy Services Ltd.