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Learning Disability Integrated Teams Lone Working Practice Guidance

1.0 Introduction

Further to the KCC Lone Working Policies, please read through this Practice Guidance recommended for the Learning Disability Teams. The aim of this guidance is to ensure the safety of our staff when Lone Working and to do so in the most effective way possible.

2.0 Purple Folder and Next of Kin Details

- It is the responsibility of each Service Manager to ensure that there is a Purple Folder containing all staff Next of Kin and personal information using the Next of Kin Form (see Appendix A). The Next of Kin Form will be reviewed every six months to ensure all details are correct. All new staff inductions must include the completion of the Next of Kin form.
- A hard copy of the purple folder will be securely held with the Administration Team, an electronic copy will be available to the Managers within each Team. It is the responsibility of the individual seeking the personal information to ensure that they have the authority to do so.
- During office hours, staff should contact the Administration Teams on the numbers listed below in the event of an emergency:

Team	Contact Number
Ashford, Canterbury & Coastal	03000 421619
Dartford, Gravesham, Swanley & Swale	03000 421620
South Kent Coast & Thanet A	03000 422978
South Kent Coast & Thanet B	03000 421618
West Kent	03000 421621

Staff calling into the Administration Team who are unable to indicate easily that they are in danger should use the agreed wording “I need the purple file/folder”.

3.0 Buddy System

- Each Team must make arrangements for a buddy system whereby agreements are made to whom a member of staff should report to should a visit end after office hours. To allow for the possibility of staff absence, a system involving 3 members of staff should be put in place.

4.0 Calendars

- Staff calendars must be accessible to view by all KCC staff
- All staff must ensure that their calendars are kept up to date and that all appointments include the name of the person they are visiting, along with the postcode and number or name of the address that they are attending.
- Telephone numbers, both office and mobile must be at the top of every staff calendar.
- When staff are present in their base office, this should be indicated on their calendar and therefore diaries should not have any gaps.

Please note that there will be regular audits of Calendars to ensure that this practice is being adhered to.

5.0 Evenings and Weekends

- On the rare occasion that staff must attend meetings that are organised entirely outside of office hours, staff must consult with their Service or Team Manager an agreed contact who they will check in with at the beginning and end of the visit.
- In exceptional circumstances when staff must attend meetings that are organised entirely outside of office hours and without the opportunity to make the above- captioned arrangements, staff may call the Out of Hours Service on 03000 416161 and provide them with the details of the meeting, their contact number and an agreed time that the member of staff will call to confirm that they are safe and have left the meeting.

6.0 Red Visits

Any visit where there is a potential hazard to a member of staff, such as staff visiting a person who is known to become aggressive is considered a Red Visit.

- Every Team must ensure that they have procedures in place to ensure Staff safety for red visits, to include staff ensuring that they are accompanied by another member of staff and do not attend the visit alone, the details of the visit must be shared with their Manager and the Administration Team and agreements made regarding the time they will call in. Details of the time and venue of the visit must be recorded.

7.0 Next of Kin

- Staff must ensure that they inform their next of kin of the relevant office and buddy numbers to ensure that their next of kin has a point of contact to raise any concerns.
- For staff who live alone, it is recommended that they ensure that a friend or trusted neighbour be informed of the relevant numbers as a point of contact, if needed.

8.0 Working from home

- All staff working from home must complete a Desk Assessment as they would in the office (<http://www.kelsi.org.uk/policies-and-guidance/health-and-safety-guidance/health-safety-and-welfare-assessments>).
- All working from home arrangements must be agreed by Line Managers. Staff must communicate with their Line Manager at the end of the working day.

9.0 In Case of Emergency (ICE) Mobile Phone Facility

- For staff work mobile devices, please ensure that the ICE contacts include the office number as well as any relevant buddy numbers.

Appendix A



EMERGENCY DETAILS CONTACT FORM

Personal Information:

Name:		<div style="border: 1px solid black; padding: 20px; width: fit-content; margin: auto;"> <p>Place photo here</p> </div>
Office Base:		
Home Address:		
Home Telephone number:		
Personal mobile number:		
Work mobile number:		

Vehicle Details:

Vehicle make and model:	
Registration number:	

Next of Kin details:

Name:	
Address:	
Home telephone number:	
Mobile telephone number:	
Relationship:	

Please detail here any medical conditions or allergies:

This form must be reviewed every 6 months, please initial and date below at each review.

Date	Date	Date
Date	Date	Date

Appendix B

PURPLE FILE PROCEDURE

The established internal code to indicate a member of staff in distress is:

“I will need the purple file when I get back to the office”

If you hear this, follow the procedure below:

First, check the staff member's whereabouts- if off site check their Outlook calendar and ask:

- Are you at.....?
- Are you in danger?
- Do you need the police?
- Is there a weapon?
- Do you need a member of staff?
- Do you want me to call you back in 5 minutes?
- If no answer, dial 999 and call the police

Remember to ask only closed questions that require a yes/no answer

Contact relevant manager following the incident to update them on the current situation:

Team manager's name and phone number:

Service Manager's name and phone number:

Version	Date	Authors	Comment
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	05/06/2019	Alison Eastwell	Passed to Viktoria Webber, KCHFT for comment
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