Kent County Council
Social Care, Health & Wellbeing

Mental Health Professional Assurance Team (MHPAT)

Lone Working Procedure for
Approved Mental Health Practitioners (AMHP)

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V1.0		April 2019	Victoria Gascoine	Oct 2019	New Procedure

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LONE WORKING PROCEDURE
APRIL 2019

Introduction

It is a requirement to comply with duties towards lone workers under the **Health & Safety at Work Act 1974** and the **Management of Health & Safety at Work Regulations 1999**. In addition, the **Kent County Council Lone Working Policy and Lone Working Guidance** provide information about how to manage risk where staff find themselves lone working.

Purpose

The purpose of this document is to describe the procedure and what should be considered to minimise risk where staff find themselves working alone.

Summary of KEY REQUIREMENTS

The following sets out the key requirements of the procedure that must be in place in the Kent AMHP Service:

1. A register of individual staff details will be maintained and updated at regular intervals. This information will be kept on the Lone Working Spreadsheet held in the Restricted shared folder for the service accessed by PAT Managers only and delegated Managers (KR11 and above as well as AMHP admin)

2. Staff will advise the shift coordinator of their whereabouts.

3. When the AMHP Service moves to KCC systems only they will complete their KCC outlook diary and calendars set to default reviewer. The calendar will ask the reader to refer to the AMHP rota for all KCC employed AMHPs

4. The shift report will reflect the assessments allocated to the AMHP team member advising on their whereabouts.

5. AMHP staff must advise the shift co-ordinator of their whereabouts and when they are safe. Anyone not safe at the end of their shift will be handed over to the next coordinator to ensure they call in safe. This is all recorded on the shift report.

6. If an AMHP fails to make contact they will be contacted on their contact numbers until there whereabouts can be established.

If the AMHP has not responded in an expected timeframe then their next of kin will be contacted. If whereabouts cannot be established in an expected

timeframe following this and the risk indicates the need for external intervention the police will be contacted.

7. An AMHP rota is prepared in by the AMHP Service in advance and is circulated by AMHP admin.

8. Concern about whereabouts This will be instigated by the AMHP Shift Coordinator and escalated to the AMHP Service Manager, MHPAT Service Managers or AD in hours or Out of Hours team (5pm-8am)

THE PROCEDURE

1. The register of staff details

To implement this procedure each worker will be required to provide and keep up dated information using the proforma in **Appendix 1.**
This form incorporates Enhanced Lone Working where there is a prolonged period of disruption and supports the Business Continuity Plans (BCP) introduced for the AMHP Service on 1st April 2019.

This information is shared on the understanding that it will only be used for the purposes of Lone working only and will not be shared with others for any other purpose:
- Passport photo
- Date of birth
- Car details, make, model, registration and colour
- Work mobile phone number
- Private mobile phone number
- Home address and telephone number
- Next of kin or emergency contact and relevant telephone numbers
- Relevant medical information, i.e. allergies, diabetes, regular medication

This information will be kept in a safe but accessible place for AMHP Managers, Administrators, MH PAT Management, KCC and Out of Hours Managers to have access. It will not be shared with clients and will only be used for the purposes of an emergency where a worker fails to call in at the end of the day or at the agreed time.

The office location of the Lone Working Spreadsheet will be at the following sites:
- Full staff information is held securely at Assistant Director's and MH Business Support Manager's homes.
- Electronic records will be held in the MHPAT Lone working (restricted) shared folder for MHPAT manager access only or as agreed
- Locality/ Team spreadsheet is held in Service Managers' locality lone working (restricted folder) and home in hard copy format.
- Priority House
- St Martin's

The AMHP administrators will ask for updates monthly, however if staff are aware of a change, they are responsible to provide an updated proforma to their local KCC administrator immediately. Upon amendments, the previous version will be destroyed. If staff leave the service, all records will be destroyed.

2. The system of collecting details of staff's whereabouts

All AMHP and SWA are responsible for updating the Shift Coordinator when working away from the team base/building. This should include travel time.

All staff will be expected to keep their outlook diary up to date, and those AMHPs who are mixed role, make a clear distinction of their AMHP and community tasks. Any deviations from the itinerary should be phoned in. KCC have a requirement for all staff to have their outlook diary set to open access. Please see example in **Appendix 2**.

3. The daily system at the end of the working day

Staff are required to make contact before and by 8:00pm as follows confirming that they are finished or confirm the estimated time to finish.

- AMHP must call into their Shift Coordinator by 8:00pm (or at their end of their working day).

AMHP coordinator will chase staff if they have not been in contact by 20.00/08.00 and inform the next shift coordinator where contact has not been made.

The Shift Coordinator will access information recorded on the Shift report log.

Please see **Appendix 3** for overview process.

4 Working after 8pm

On occasions AMHP staff work after 20.00/08.00pm. If a worker needs to remain out after their shift ends they will advise the shift coordinator of this and the shift coordinator will hand over to the next shift coordinator that they have not called in as of yet.

5 Key roles and responsibilities defined
The AMHP Shift Rota is sent out on completion of a new rota, and the most up to date version is availible on the AMHP shared drive at all times

- AMHP Service Admin – Admin Staff at Priority House and St Martin's
- Shift Coordinator – This will be covered by an AMHP Team Leader.
- Worker – AMHP/SWA
- Manager – AMHP Service Manager

- MHPAT Manager is a community Service Manager

6 Procedure to be applied where staff fail to report in

If an AMHP has not called in at the agreed time and it is past 20.00/08.00 the Shift Coordinator will do the following:

- Will contact the AMHP via mobile phone to ascertain whether they are still engaged with the assessment or have simply forgotten to report in.

- If assessment was within a hospital site, custody or site where other staff are present this service will be contacted to see if the team member is still there.

- Attempts will be made to contact the workers home and private mobile phone number.

- Contact will be made with any other emergency numbers listed in the workers personal detail list.

- Further information is gathered about the client seen ascertain the risk factors that may need to be shared with the police.

- Where all other possibilities have been exhausted, the police should be contacted and provided with all relevant information.

Where a lone worker is in trouble

Where the worker has been contacted and is in trouble but able to talk, they should make reference to the **PURPLE FILE.** This will immediately alert the staff to ascertain their exact location, call the police and alert a Shift Coordinator immediately.

SAFE PRACTICE IN THE WORKPLACE

1. Team members **must not** place themselves at risk by seeing a client alone in an area where there is history or the potential for aggressive, violent or abusive behaviour. Consideration should be given to ensuring personal safety, e.g. sited near exit, close to assistance, observable, etc.

2. In the event of where there is potential for difficult or aggressive behaviour, workers must take account of their own safety and not provide transport to clients and or their relatives unaccompanied.

3. Before undertaking a face to face assessment, check for any risks using the information available (which should include risk assessments such as personal, task and environmental) and consider an accompanied visit for assessment. Where there is no current risk assessment, or there is

limited/insufficient information to inform a risk assessment; workers should always carry out the initial face to face jointly with another worker. This could be another worker within the service, or from another agency/strategic partner."

For more information about flexible working and health and safety visit see Knet.

http://knet/ourcouncil/Health,-Safety-and-Wellbeing/Pages/Your-health-safety-and-welfare.aspx

MANAGEMENT ARRANGEMENTS

Your Service Manager/Team Leader will support team members who believe they are in a hazardous situation and withdraw from the work situation, but they need to consult the shift coordinator as soon after the incident as possible. Alternative plans need to be put in place to support the client if needed. This could involve withdrawing initially and waiting for the support from the police.

All team members should ensure that mobile phones are well charged switched on at all times and voice mail is activated where it is not possible to have the mobile switched on.

Information relating to risks should be shared and recorded in RIO documentation. To record this information staff should follow the RIO standard operating policy.

AMHP/SWA should ensure that information systems include risk assessments or potentially violent flags have been maintained. This information is critical in terms of the Lone Worker Policy, as access to information has an impact on colleagues' safety in other teams such as other statutory agencies or providers.

The reliability of the procedure outlined above will depend on the degree to which workers have ownership of the system and its principles. To be operated effectively all workers must understand and follow the requirements as specified.

All staff are advised to do a system check on RIO to check the background of each individual before any visit takes place.

APPENDIX 1

Mental Health Professional Assurance Team
Lone Working Details

Photo
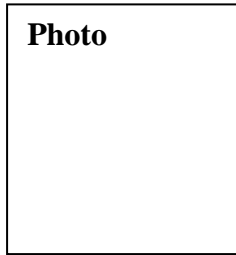
Surname:	
First Name:	
Date of Birth	
Employee Number (OAN):	
Work Base:	
Work Telephone Numbers:	
Work Mobile	
Personal Mobile:	

Home Address:	
Home Telephone Number:	
Next of Kin:	
Relationship:	
Next of Kin Telephone Number:	

GP Details:	
GP Telephone number:	
Known medical conditions	
Regular medication required	
Allergies	

Car Make/Model:	
Car Registration:	
Colour of Car:	

Date form was completed………………………………………………………………..

Signature…………………………………………………………………………………..
Upon amendments, the previous version will be destroyed. If staff leave the service, all records will be destroyed ASAP. (Paper/spreadsheet and shared drive)

Incorporating Lone Working Enhanced Plan Arrangements

Which work base is closest to your home?...

Which alternative work bases could you work from:

West Kent		East Kent	
KMPT Buildings		**KMPT Buildings**	
Arndale House, Dartford		Eureka Place, Ashford	
Sittingbourne Memorial Hospital		Laurel House, Canterbury	
Highlands House, Tunbridge Wells		St Martin's, Canterbury	
Albion Place, Maidstone		Coleman House, Dover	
TGU, Maidstone Hospital		Ash Eton, Shepway	
		The Beacon, Thanet	
KCC Buildings		**KCC Buildings**	
Avenue of Remembrance, Sittingbourne		Brook House, Canterbury	
Invicta House, Maidstone		Kroner House, Ashford	
Sessions House, Maidstone		St Peter's, Ramsgate	
Worrall House, Kings Hill			
Block H, Aylesford			
Work From Home *This assumes that you have the correct ICT equipment to do so			

*Please note that depending on the time of year, not all offices will be open. E.g. Christmas Eve

Do you have dependents that in an event of an emergency you may need to support? E.g. Family member, children or caring responsibilities?
……………………………………………………………………………………………………
……………………………………………………………………………………………………
……………

If yes, please outline the impact this may have on your work duties
……………………………………………………………………………………………………
……………………………………………………………………………………………………
……………………………………………………………………………………………………
………………

Please outline any other information that can assist with planning.
……………………………………………………………………………………………………
……………………………………………………………………………………………………
……………………………………………………………………………………………………
………………

Date form was completed…………………………………………………………………..
Signature…………………………………………………………………………………..

APPENDIX 2 Example Screen shot for outlook calendar

Example of Key for Outlook Calendar
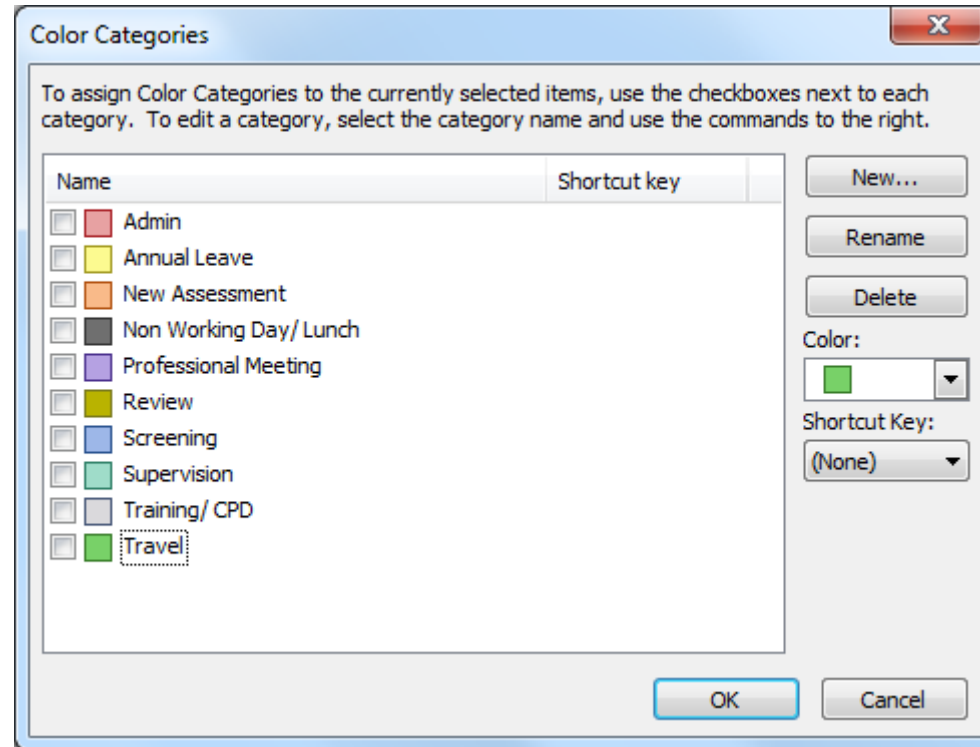
AMHP

Overview Process to report in when assessing a service user

```
┌─────────────────────────────────┐
│              AMHP               │
└─────────────────────────────────┘
                 │
┌─────────────────────────────────┐
│     AMHP Assessment planned     │
│   and agreed with AMHP Shift    │
│           coordinator           │
└─────────────────────────────────┘
                 │
┌─────────────────────────────────┐
│    Contact Duty Officer / Duty  │
│    Manager to arrange follow up │
│               call              │
└─────────────────────────────────┘
                 │
┌─────────────────────────────────┐
│        Visit takes place        │
└─────────────────────────────────┘
                 │
┌─────────────────────────────────┐
│       AMHP reports in after     │
│    assessment or indicates how  │
│        long this may take       │
└─────────────────────────────────┘
                 │
┌─────────────────────────────────┐
│     AMHP Shift coordinator      │
│    has not heard back at the    │
│       agreed time they will     │
│    invoke the Lone Working      │
│           Procedure             │
└─────────────────────────────────┘
```
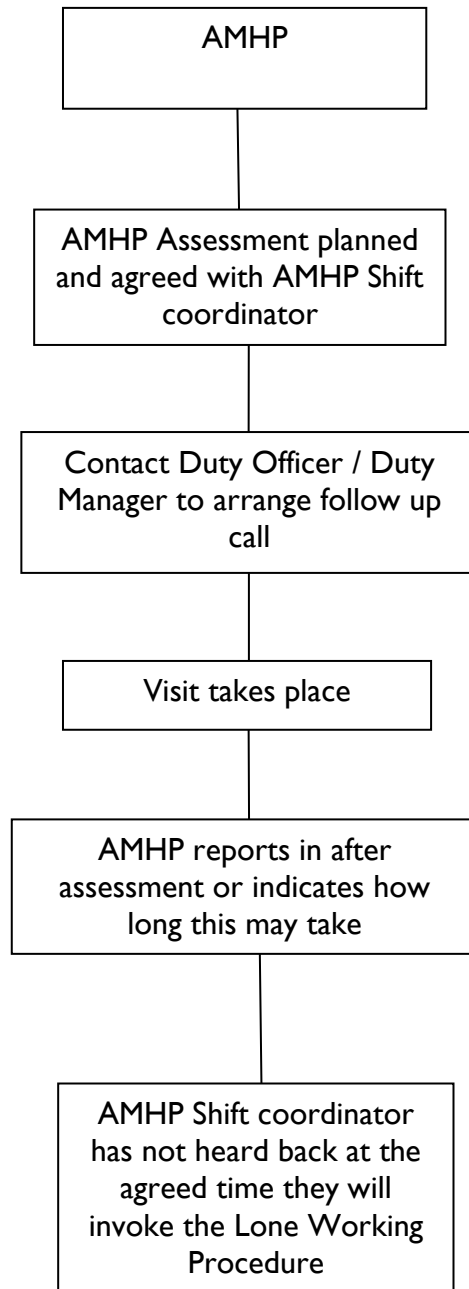
* AMHP Shift Coordinator will use Lone Working Procedure when visiting a client that requires a follow up check.
* All phones numbers are held in *SHQ\\:invicta.cantium.net\kccroot\shared local\ASD MH Lone working and Z:\Shared Local\SHQ\ASD MH\AMHP Service*

Response to Emergency Caller

What to do if staff call in stating **Purple folder** situation:

- Are you at the Mental Health Act assessment
- If not, can you state where you are?
- Can you give me information to establish your location?
- Are you with the Service user or other people?
- Are you in danger?
- Have you been injured?
- Is there a weapon or another threat?
- Should we call the police?
- Tell them you have alerted a Senior
- Tell them the Emergency Services have been called
- Tell them to not disconnect the call, keeping the line open to monitor