



# Kent County Council Social Care, Health & Wellbeing

## Kent Enablement & Recovery Service (KERS)

### Lone Working Procedure for

- Kent Enablement & Recovery Service (KERS)
- Advanced KERS Workers supporting Early Discharge Planning

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## Document Governance

Date	

## **Kent Enablement & Recovery Service (KERS)**

### **LONE WORKING PROCEDURE**

**February 2018**

#### **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.

It is the expectation of the Kent Enablement and Recovery Service that the lone working induction is carried out prior to starting any community visits. Seniors must be satisfied that the worker understands the procedure.

#### **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 Enablement and Recovery Service (KERS):

1. A register of individual staff details will be maintained and updated at regular intervals. This will be kept on the Lone Working Spreadsheet held within the team base at Invicta House and in the shared folder for the service.
2. Staff whereabouts must be available at all times via the outlook diary and calendars set to default reviewer. When visiting a client the client initials, location of visit and AIS ID must be included within the body of the appointment.
3. From 4.30pm daily the KERS Senior or nominated Duty Officer will check that all workers have finished their working day.
4. The KERS Provision Manager or an identified deputy in their absence will cover outside of 9.00am – 5.00pm
5. A lone working rota is prepared weekly and updated as necessary by the KERS administration team at Invicta House.
6. There will be a set procedure for responding to situations where staff fail to return to the team base or call in within a given timeframe.

## THE PROCEDURE

### 1. The register of staff details

To implement this procedure each worker will be required to provide and keep up dated information on the following using the proforma in **APPENDIX 1**.

This information is shared on the understanding that it will only be used for the purposes of Lone working 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 electronically in the following shared folder: [K:\FSC LD MH Kent Short Term Recovery Service\KERS\Senior KERS \(restricted\)\KERS Loneworking\KERS Loneworking \(restricted\)](#), and will have sufficient access level restrictions so as to only be accessible by KERS Admin, Duty Officers/Managers. It will not be shared with clients and will only be used for the purposes of an emergency or where a worker fails to call in at the end of the day or agreed time.

Hard printed copies will be produced as 'duty folders' and maintained for use by KERS admin and the duty manager/s (and designated deputy/s) in the event of a system failure or limited access to systems.

The location of the duty folder/s file will be at the following sites:

- Full staff information and KERS management – All KERS office bases, namely Invicta House (Maidstone), Live Well Centre (Ashford), Brook House (Whitstable), Joynes House (Gravesend), The Shepway Centre (Maidstone), Thisley Hill (Dover), Avenue of Remembrance (Sittingbourne), Mansion House (Tunbridge Wells), St Peters House (Thanet) and held securely at the KERS duty manager(s) home(s).
- Electronic records will be held in the KERS Lone working (restricted) shared folder for the KERS service manager and KERS Seniors to access.

The KERS administration team will ask for updates monthly, however staff are responsible for updating any change in personal details by completing and providing an updated proforma to their local administrator immediately or as soon as is reasonably practicable.

In the event a member of staff leaves the service, steps will be followed in accordance with data protection and information governance to destroy the lone working proforma and all details contained therein with immediate effect, or as soon as is reasonably practicable.

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

All team members will be expected to keep their outlook diary up to date and any deviations from the itinerary should be phoned in and/or recorded in the outlook diary. KCC have a requirement for all staff to have their outlook diary set to open access. Please see example in **APPENDIX 2a**.

Each worker is responsible for maintaining a record of their whereabouts when working away from the team base/building in their outlook diary. This should include travel time, training, non-working day (NWD) and working from home (WFH) etc and will also be colour coded according to the agreed Key. Please see example in **APPENDIX 2b**.

Workers are expected to set up the colour coding Key using the categories feature of their Outlook calendars. Please see example in **APPENDIX 2c**.

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

KERS must contact their Duty Officer or agreed deputy from the rota by 4.30pm confirming that they are finished or confirm the estimated time to finish.

The KERS Senior will make calls to staff if they have not been in contact by 5pm and inform the Duty Officer/Manager where contact has not been made.

The Duty Officer/Manager will access information recorded on outlook diaries and administrators will check the information on AIS for client visits, the address and expected finish time. All staff in KERS should have view access to AIS as a minimum access to view client core details and maintain them at all times should they be asked to help with a lone working query.

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

## **4 Working after 4:30pm**

It is not expected that any staff work after 4.30pm. If a worker expects to work after 4.30pm then they must seek permission from their KERS manager or nominated senior and must inform the Duty Officer/Manager that they will be working late. They must agree a system in advance and make contact at the end of their visit. The Duty Officer/Manager will continue to keep their work phone on for staff calling in after 5pm. In the event of any changes to the Duty Officer/Manager the KERS administration team will inform workers immediately of any change.

In the event that a worker is not expected to work later than 4:30pm but a visit is running over they must where possible excuse themselves and call the KERS team to alert the Duty Officer/Manager that they will be phoning in again later.

## **5 Key roles and responsibilities defined**

A lone working rota will be sent out on a Monday morning for each week ahead by 10am

- Worker / staff – KERS/Advanced KERS
- Duty Officer – is a nominated KERS Senior/KERS Worker
- Duty Manager – KERS provision manager or a nominated KERS senior

## **6 Procedure to be applied where staff fail to report in**

If a lone worker has not called in at the agreed time and it is past 4:30pm the Duty Officer/KERS Senior will do the following:

- Will contact the worker via mobile phone to ascertain whether they are still engaged with the visit or have simply forgotten to report in.
- Will attempt to make contact by phone (where available) to the client(s) visited during the day, commencing with the last visit and working backwards through the day.
- KERS Duty Officer to handover responsibility to Duty Manager from 5pm onwards once all reasonable steps have been taken above.
- 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 clients seen that day to 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 FOLDER**. This will alert the staff to ask the agreed questions to ascertain their exact location, call the police and alert a Duty Manager immediately. Please see **APPENDIX 4** for the set of agreed questions to be asked.

## **CONTACT NUMBERS**

The KERS Provision Manager and KERS Seniors have supplied their teams with their home and private contact numbers and permission has been given to share these numbers with family and can be used if needed in the event of emergency. Staff are asked to respect confidentiality and keep this information secure.

Staff are asked to check the Lone working rota each week for any changes to contact numbers.

## **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 office based and/or 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**

The KERS Provision Manager or nominated deputy will support team members who believe they are in a hazardous situation and withdraw from the work situation, but they need to consult their Manager/supervisor 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 an additional worker to see this client.

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 case note documentation. Flags can be raised on AIS if risk is likely to persist (via traffic light alert). To record this information please request the support of Administration staff and follow the AIS Guidance/Policy. Please see **page 34** of embedded document in **APPENDIX 5** (AIS Core Information Process Guide).

KCC admin staff seconded to KMPT updates AIS to reflect the involvement of Secondary MH services but it is advised to check RIO for the latest information

Team members 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.

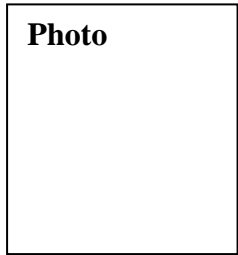
The reliability of the procedure outlined above will depend on the degree to which workers have ownership of the system and its principles. To be operated effectively all workers must understand and follow the requirements as specified.

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



**APPENDIX 1**

**Kent Enablement & Recovery Service**  
**Lone Working Details**



Surname:	
First Name:	
Date of Birth	
Employee Number:	
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	

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

Date form was completed.....

Signature.....

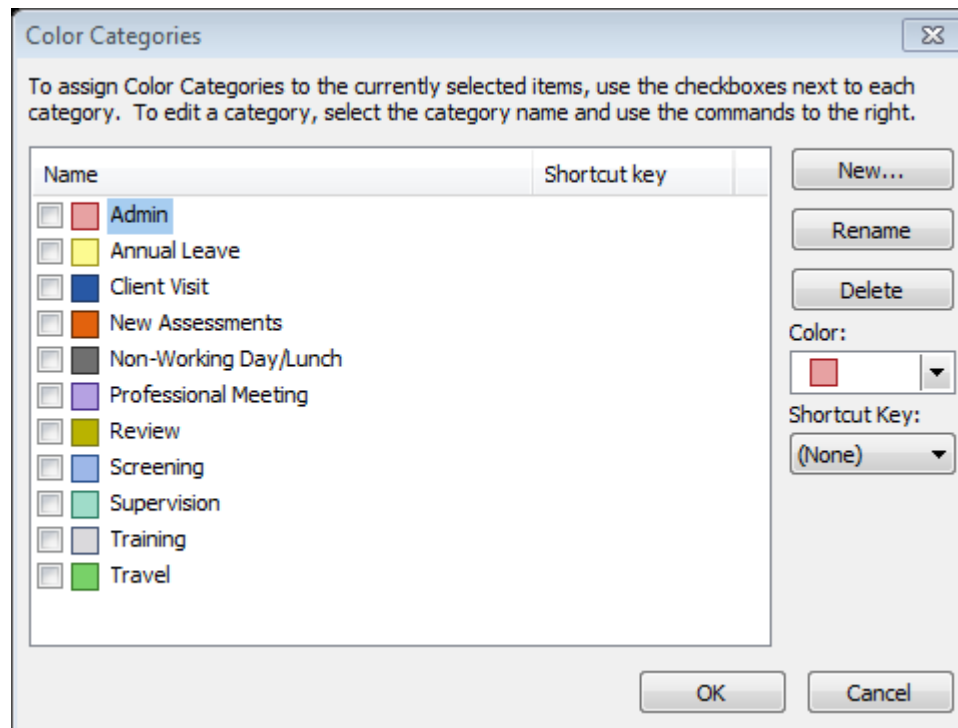
**APPENDIX 2a** Example Screen shot for outlook calendar



APPENDIX 2b Example of Key for Outlook Calender

Meeting Name	Colour Code
Admin	<u>RED</u>
Annual Leave	<u>YELLOW</u>
Client Visit	<u>DARK BLUE</u>
New Assessments	<u>DARK ORANGE</u>
Non-working day/ Lunch	<u>DARK GREY</u>
Professionals Meetings	<u>PURPLE</u>
Review	<u>DARK YELLOW</u>
Screening	<u>BLUE</u>
Supervision	<u>TEAL</u>
Training	<u>STEEL</u>
Travel	<u>GREEN</u>

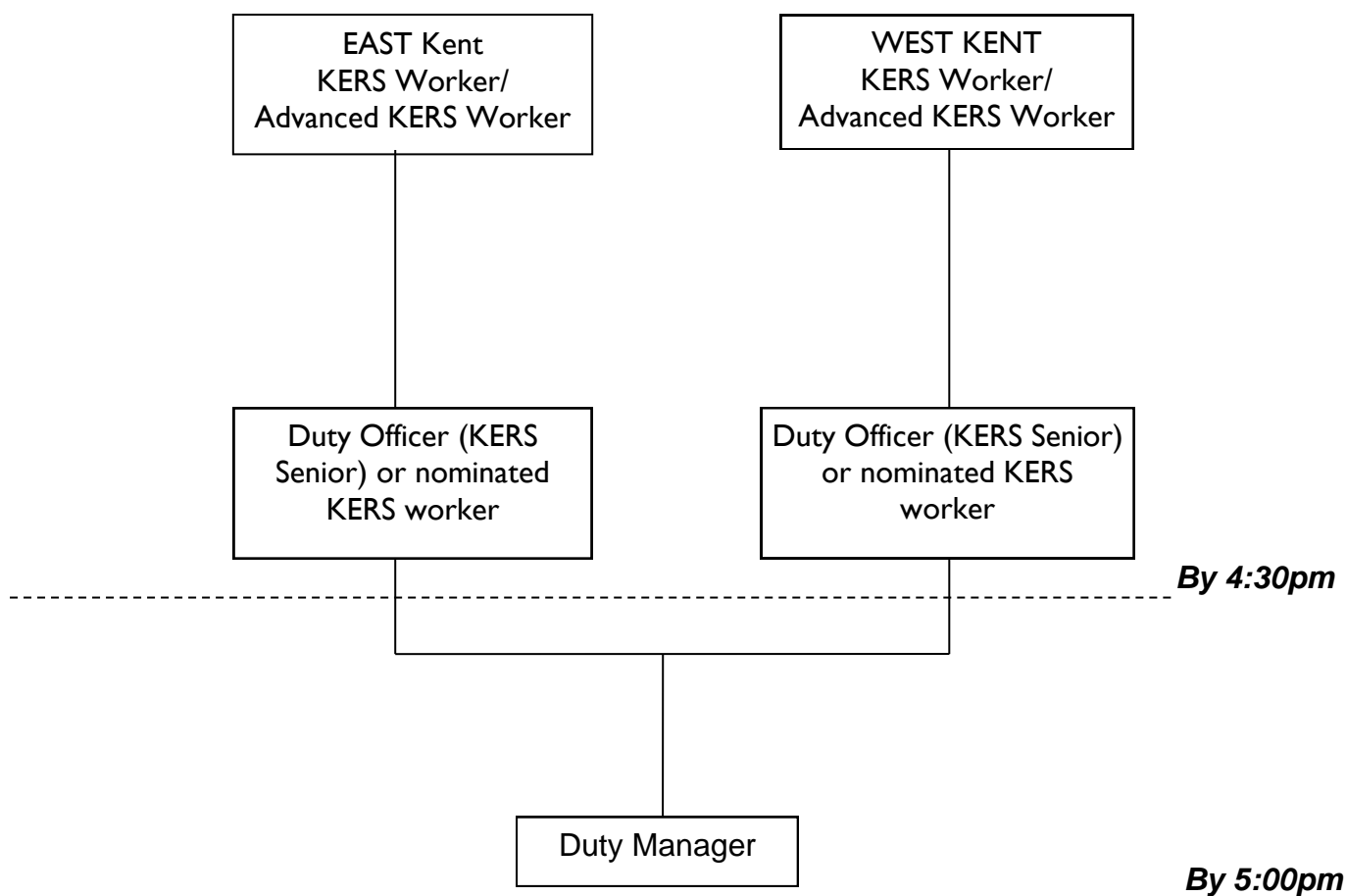
**APPENDIX 2c** Screenshot of Outlook Calender Colour Code



## APPENDIX 3

### KENT ENABLEMENT & RECOVERY SERVICE (KERS)

Overview Process to report in at the end of a day



- \* KERS/Advanced KERS in West Kent contact West Kent Duty Officer by end of working day and by 4:30pm.
- \* KERS/Advanced KERS in East Kent contact East Kent Duty Officer by end of working day and by 4:30pm
- \* KERS Duty Officer will only make contact with the Duty Manager by 5:00pm if there is a problem and where a KERS has not reported in.
- \* All phones numbers are held in *K:\FSC LD MH Kent Short Term Recovery Service\KERS\Senior KERS (restricted)\KERS Loneworking\KERS Loneworking (restricted)*

1.Are you located according to your diary?

2.If not, where are you?

3.Are you hurt?

4.Do they have a weapon?

**\*NB** - Tell the worker you will call the Police/Ambulance

**\*NB** - Tell them not to disconnect the call so you can continue to monitor them.

## APPENDIX 5 AIS Core Information Process Guide



AIS Core Information  
Process Guide.pdf