**Lone working**

**1.1 Introduction**

* CWD Outreach Service recognises the need to have policies and procedures in place that cover all aspects of Health and Safety; this includes providing a safe working environment for all members of the staff team.
* The purpose of this policy is to ensure the safety of support workers working in the local community with our Service Users and travelling to and from their place of work.
* This document complies with the requirements laid down by the Care Quality Commission Essential Standards for Domiciliary Care and the Health and Safety at Work Act.

**1. 2 Policy Statement**

Surrey County Council already have in place a number of policies and procedures covering all aspects of Health and Safety, many of which are relevant to Support workers. The purpose of this document is to set out local policy and procedures, which should be read alongside Surrey Children’s Services policies. [Section C7 Policy - Lone Working (sharepoint.com)](https://orbispartnerships.sharepoint.com/sites/health_and_safety/SitePages/c7_lone_working_policy.aspx)

The Manager is responsible for ensuring that a full risk assessment has been undertaken prior to commencement of service, using the Risk Assessment Form. This Assessment will include aspects relating to the risk of violence.

Where this is not possible in the case of an emergency referral the first visit should be undertaken by two members of the staff team, one of whom will be a coordinator.

Where there is an identifiable need for two people to provide manual handling tasks, or where there are reasonable concerns about the safety of the lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the tasks. Whilst resource implications cannot be ignored, safety must be the primary concern.

**1.3 Lighting**

Where adequate lighting cannot be provided in accessing a service user’s home at night and where there is an increased likelihood of a fall or accident, a torch will be issued.

**1.4 Surrey CC Smartphone’s**

All support workers are issued with a smart phone as part of their role as a Children’s support worker for Surrey County Council.

It will be the responsibility of the support worker to ensure that the mobile phone has enough battery life when they are working.

Each worker will be issued with a Surrey Email address to enable the worker to access confidential information securely about the child or young person they will be working with from the office.

Surrey County Council has a mobile phone policy which all Staff must adhere to at all times. Please see Appendix 3 attached. Staff can find more detailed information around their responsibility in the Service’s Support Worker Manual.

**1.5 Preparation**

The Manager will ensure that all members of staff have adequate information from all the relevant agencies concerning potential risk areas, prior to visits. This is outlined in the referral form.

The Manager will ensure that all members of staff working alone are aware of their responsibilities for safer working practices. This is covered in the induction process, read and signed by CWD Outreach Service staff.

All members of staff are aware of the need to complete an Incident form where appropriate.

**1.6 Post incident Support**

The Manager will ensure that all members of staff are aware of the personal support, legal, insurance and compensation schemes which may be available to them. This is known as the Employee Assistance Programme. [Employee Assistance (sharepoint.com)](https://orbispartnerships.sharepoint.com/sites/wellbeing_support/SitePages/Employee-Assistance.aspx)

Any staff involved with a violent incident or distressing situation will have the opportunity to be debriefed by the coordinator or manager. If ongoing support is identified as being necessary then the employee will be referred to the employee assistance programme.

The Co-ordinator and Manager will ensure that measures are taken to minimise the risk of further incidents. Coordinators will complete a report form which is held on file. In line with regulation 18 of the Care Quality Commission Regulations, a notification will be sent.

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