

LONE WORKING POLICY AND PROCEDURE



PRIMUS PLUS HEALTHCARE

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1. PURPOSE

The purpose of this Lone Working Policy and Procedure is to ensure the safety, well-being, and support of employees working alone or in isolation in our Supported Living Service without Personal Care. It aims to identify and manage the risks associated with lone working in compliance with relevant health and safety legislation, CQC standards, and industry best practices. This policy ensures a safe working environment for employees in both internal and external settings.

The key objectives include:

1. **Promoting Worker Safety:** Minimizing physical, environmental, and psychological risks for employees working alone. This includes preventing accidents, injuries, or incidents of aggression in isolated conditions.
2. **Compliance with Legislation and Standards:** Adhering to the Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 1999, CQC regulations, and other relevant legislation (e.g., RIDDOR, HSE Lone Working Guidelines) to ensure that appropriate safety measures are in place.
3. **Risk Assessment and Management:** Conducting thorough risk assessments to identify hazards specific to lone working. Control measures, such as safety protocols, emergency systems, and communication tools, are implemented to mitigate risks.
4. **Mental and Emotional Support:** Acknowledging the psychological stress lone workers may face and providing support mechanisms to manage isolation, stress, and anxiety.
5. **Communication and Monitoring:** Ensuring continuous monitoring and communication systems are in place (e.g., check-ins, buddy systems, alarm systems) to allow immediate access to assistance in emergencies.
6. **Training and Empowerment:** Providing appropriate training on emergency procedures, communication systems, conflict management, and safety protocols. This ensures employees are equipped to work safely and confidently.
7. **Emergency Preparedness:** Establishing clear procedures for emergency situations, including accident reporting, emergency contact numbers, and maintaining access to emergency services.
8. **Safety Culture:** Fostering a safety-first culture where both employers and employees understand and uphold their responsibilities regarding lone working.
9. **Continuous Review:** The policy is reviewed regularly to reflect any changes in legislation, work practices, or feedback from employees. This ensures that the policy remains effective and up-to-date.

2. SCOPE

The Lone Working Policy and Procedure outlines the situations, employees, activities, and work environments where this policy applies, ensuring compliance with relevant legislation and CQC standards. It is designed to protect employees who work alone in our Supported Living service without personal care.

2.1 Geographic Scope

The policy applies to employees working alone in the following locations:

- On-site Work Locations: Any company premises where employees work alone (e.g., offices, care settings, residential homes).
- Field-Based Roles: Employees working off-site, such as healthcare workers providing home visits or outreach services.
- Remote Locations: Employees working in geographically isolated areas where immediate support may not be available.
- Home-Based/Remote Working: Employees working from home or in isolated workstations, away from team collaboration.

2.2 Personnel Scope

This policy applies to:

- Full-time, part-time employees, contractors, temporary workers, volunteers, and interns.
- Self-employed individuals working under contract with Primus PLUS Healthcare.

2.3 Activities and Work Types

The policy applies to activities where employees work alone, including:

- Health and Social Care:
 - Home visits by healthcare professionals, such as nurses, social workers, or physiotherapists, especially in our Supported Living service without personal care.
 - Outreach services by mental health professionals or social workers.
 - Care provision in supported living settings.
- Field-Based Services:
 - Technicians, engineers, or maintenance workers working in external or remote locations.
 - Delivery drivers or logistics workers working alone.
- Office/Administration Work: Employees working alone in offices, especially during late hours or outside regular work shifts.
- Security and Emergency Services: Security personnel working in isolated locations.
- Customer-Facing Roles: Employees interacting with service users who may be exposed to risks like aggression or challenging behaviours.

2.4 Work Environments and Locations

The policy applies to any work environment where employees may be at risk while working alone:

- Healthcare and Social Care Settings: Care homes, nursing homes, and residential settings where employees provide care to vulnerable individuals. Home visits to service users where employees are alone.

- **Field Locations:** Remote sites where employees are working alone, such as rural building sites or property inspections.
- **Offices or Administrative Locations:** Employees working alone, particularly late at night or outside normal working hours.
- **Public and Private Sector Sites:** Employees visiting service user sites where they may work alone with minimal supervision.

2.5 Situations and Risk Factors

This policy addresses higher-risk situations, such as:

- **High-Risk Tasks:** Tasks involving manual handling, hazardous materials, or working at heights.
- **Aggressive Environments:** Situations where employees may face aggression, especially in vulnerable service user environments.
- **Environmental Hazards:** Working in unsafe locations with extreme weather or poor lighting.
- **Health-Related Risks:** Employees providing care to individuals with communicable diseases or high-risk conditions.
- **Psychological Stress:** Roles that involve emotional or psychological strain, such as dealing with complex or distressing situations.
- **Late-Night or Off-Hours Work:** Employees working after regular hours, which can increase isolation and risks.

2.6 Compliance with Relevant Regulations

This policy ensures adherence to key regulations, including:

- **CQC Standards:** Adherence to CQC standards for safe staffing and protection of employees working alone in care settings.
- **Health and Safety Regulations:** Compliance with the Health and Safety at Work Act 1974 and Management of Health and Safety at Work Regulations 1999, ensuring safe working conditions.
- **RIDDOR:** Compliance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013, ensuring all incidents involving lone workers are reported.
- **PPE Regulations:** Ensuring lone workers have the necessary personal protective equipment (PPE) as per the PPE at Work Regulations 1992.

2.7 Exemptions

The policy may not apply or may need to be adjusted in specific cases, including:

- **Employees with Special Needs:** Employees with medical conditions requiring tailored lone working arrangements.
- **Short-Term Lone Working:** One-off or short-term lone working situations where a specific risk assessment deems it safe.

- Non-Traditional Work Environments: Highly specialized or non-standard work environments where standard procedures might need to be adapted but the worker's safety remains the priority.

3. POLICY STATEMENT

Primus PLUS Healthcare is committed to ensuring the health, safety, and well-being of all employees, including those required to work alone or in isolation during their duties. The policy outlines our commitment to reducing risks associated with lone working while ensuring compliance with relevant legislation, regulations, and national standards.

We recognize that lone working presents unique risks and will implement specific management and control measures to mitigate potential hazards and ensure safety at all times.

3.1 Commitment to Health and Safety

We acknowledge our legal and ethical responsibility to protect the health and safety of employees working alone under the Health and Safety at Work Act 1974 and The Management of Health and Safety at Work Regulations 1999. Our commitments include:

- Conducting thorough **risk assessments** to identify hazards and implementing control measures.
- Providing training and resources for safe lone working.
- Offering communication systems for employees to contact supervisors or seek assistance.
- Ensuring access to physical, mental, and emotional support for lone workers.
- Establishing emergency procedures for incidents involving lone workers.

3.2 Compliance with Relevant Legislation and Regulatory Standards

We ensure compliance with:

- CQC Regulations: Ensuring safe staffing and a secure working environment in healthcare and social care settings.
- Health and Safety at Work Act 1974 and Management of Health and Safety at Work Regulations 1999: Adhering to the general duty to safeguard employees working alone.
- RIDDOR 2013: Ensuring incidents involving lone workers are reported, investigated, and followed up.
- HSE Guidance on Lone Working: Implementing best practices to reduce risks associated with lone working.

3.3 Risk Management and Control Measures

We manage lone working risks through:

- Regular Risk Assessments: Identifying specific risks (physical, environmental, psychological) for each lone working role and reviewing them regularly.
- Control Measures: Providing communication tools, PPE, and emergency contact systems tailored to each task and environment.
- Monitoring and Supervision: Ensuring supervisors guide and oversee safe lone working practices.
- Emergency Systems: Providing personal alarms, check-ins, and quick access to assistance if needed.

3.4 Training and Support for Lone Workers

We provide training to ensure employees can work safely alone, covering:

- Risks associated with lone working and safety measures.
- Use of communication systems and emergency equipment.
- Procedures for emergencies, accidents, or illness.
- Conflict resolution and managing aggressive behavior.
- Mental health and emotional well-being support. Employees will also receive regular check-ins from managers or supervisors for ongoing support.

3.5 Employee Responsibilities

Employees share responsibility for their safety while working alone, including:

- Following Safety Procedures: Adhering to risk assessments and using safety equipment provided.
- Reporting Incidents or Concerns: Reporting safety issues, incidents, or communication equipment failures.
- Monitoring Health and Well-being: Seeking assistance if feeling unwell or distressed.
- Cooperating with Management: Participating in training and safety drills to maintain a safe working environment.

3.6 Incident Reporting and Investigation

In case of an incident:

- Incident Reporting: All incidents involving lone workers will be promptly reported and investigated to understand the root cause.
- Investigation and Follow-Up: Management will investigate incidents, implement corrective actions, and support employees involved in the process.

3.7 Continuous Improvement

We are committed to continuously improving our lone working practices by:

- Reviewing and Updating Policies: Regularly reviewing and amending policies to reflect changes in legislation or best practices.
- Incorporating Feedback: Gathering feedback from lone workers and managers to improve safety measures.
- Ongoing Risk Assessment: Continuously reviewing and updating risk assessments to identify new risks and implement control measures.

3.8 Application of the Policy

This policy applies to all employees of Primus PLUS Healthcare required to work alone, regardless of role, location, or duration. All employees, managers, and supervisors involved in lone working must adhere to the procedures outlined in this policy.

4. OBJECTIVES

The objectives of this Lone Working Policy aim to manage the risks of lone working, prioritize employee safety, and ensure compliance with legal and regulatory standards. The policy will guide the organization in mitigating risks, fostering a safety culture, and ensuring adherence to relevant regulations like CQC standards, the Health and Safety at Work Act 1974, and other UK regulations.

4.1 Ensure Compliance with Legal and Regulatory Requirements

- Objective: Ensure compliance with national regulations and standards governing lone working, including CQC, Health and Safety at Work Act 1974, and HSE guidelines.
- Action: Regularly review and update the policy to integrate any legislative changes, particularly those that relate to the safety of employees in healthcare, social care, and other high-risk environments.

4.2 Identify and Assess Risks Associated with Lone Working

- Objective: Identify and assess risks tied to lone working situations and implement strategies to mitigate these risks.
- Action: Conduct thorough risk assessments for each lone working role. These assessments should evaluate environmental, medical, and behavioural risks, and be reviewed regularly, especially when job duties or working conditions change.

4.3 Provide Appropriate Control Measures to Safeguard Lone Workers

- Objective: Implement effective control measures to ensure the safety and well-being of lone workers.
- Action: Provide essential equipment and systems, including:
 - Personal Protective Equipment (PPE) for hazardous environments.
 - Check-in systems, GPS tracking, and personal alarms for constant communication.
 - Clear emergency response protocols to handle incidents, including access to first aid and emergency services.

4.4 Promote and Support Employee Training on Lone Working Safety

- Objective: Ensure employees are trained to understand and manage the risks of lone working and respond effectively to emergencies.
- Action: Provide comprehensive training covering:
 - Identifying hazards of lone working.
 - Using safety equipment, communication tools, and emergency procedures.
 - Conflict resolution, managing aggression, and handling stress.
 - Mental health awareness and coping strategies.
 - Regular refresher training to maintain skills.

4.5 Establish Clear Communication and Monitoring Systems

- Objective: Ensure that lone workers can easily communicate and be monitored to facilitate support in case of emergencies.
- Action: Implement reliable communication systems such as:
 - Regular check-ins to confirm safety.
 - Two-way radios, mobile phones, or tracking devices.
 - Systems for supervisors to monitor workers, especially in high-risk areas or during night shifts.

4.6 Ensure Availability of Emergency Procedures for Lone Workers

- Objective: Ensure that lone workers have access to clear and accessible emergency procedures for incidents or accidents.
- Action: Develop procedures for:
 - Reporting incidents or seeking help.
 - First-aid response, particularly in remote areas.
 - Evacuation plans for emergencies such as fires or environmental hazards.
 - Escalation protocols for immediate assistance.
 - Ensuring availability of first aid kits and emergency equipment.

4.7 Provide Ongoing Support for Mental and Emotional Well-being of Lone Workers

- Objective: Provide continuous support to protect the mental and emotional health of lone workers, recognizing the potential for stress or anxiety.
- Action: Offer:
 - Access to Employee Assistance Programs (EAP) and counselling services.
 - A supportive workplace culture that encourages communication about concerns.
 - Opportunities for social interaction to reduce isolation.
 - Regular feedback and emotional support through supervisor check-ins.

4.8 Regularly Review and Improve Lone Working Practices

- Objective: Ensure that lone working practices remain effective and are improved over time based on feedback and incidents.
- Action: Establish a system for:
 - Regular reviews of risk assessments and control measures.
 - Gathering feedback from employees about challenges or improvements.
 - Investigating incidents, determining their root causes, and adjusting procedures.
 - Ensuring that policies and procedures reflect the latest best practices from health and safety bodies like CQC and HSE.

4.9 Maintain Accurate Records and Documentation of Lone Working Procedures

- Objective: Ensure thorough and accurate record-keeping of all aspects related to lone working, including risk assessments, training, and incidents.
- Action: Maintain detailed records for:
 - Risk assessments and implemented control measures.
 - Training and certification for lone workers.
 - Incident and accident reports.
 - Communication logs for check-ins and emergency procedures.
 - Updates and reviews to the policy and procedures.

4.10 Promote Awareness of Lone Working Procedures Across the Organization

- Objective: Raise awareness across the organization about the importance of lone working safety and employees' responsibilities.
- Action: Foster awareness by:
 - Conducting regular training and awareness campaigns.
 - Including lone working safety in employee inductions and health and safety briefings.
 - Encouraging managers and supervisors to proactively oversee the safety of lone workers and enforce policy adherence.

5. LEGAL AND REGULATORY COMPLIANCE

Primus PLUS Healthcare ensures the health, safety, and well-being of employees working alone by adhering to the necessary legal and regulatory requirements. The policy outlines the key legislation and regulations governing lone working and demonstrates how Primus PLUS Healthcare ensures compliance to protect its employees.

5.1 Care Quality Commission (CQC) Regulations

- Compliance: Primus PLUS Healthcare follows CQC Regulation 18 (Staffing) to ensure that there are enough suitably trained staff to meet service users' needs while maintaining staff safety during lone working.
- Action: Risk assessments for lone working are conducted, particularly for healthcare roles. Primus PLUS Healthcare ensures workers have access to support, communication systems, and proper supervision when necessary.

5.2 Health and Safety at Work Act 1974

- Compliance: This Act places a legal duty on employers to ensure the health, safety, and welfare of employees, including lone workers.
- Action: Primus PLUS Healthcare conducts risk assessments to identify hazards specific to lone workers and ensures appropriate control measures are put in place. Employees are

trained in safety procedures, proper use of personal protective equipment (PPE), and emergency protocols, with access to emergency communication systems.

5.3 Management of Health and Safety at Work Regulations 1999

- Compliance: Employers must assess and manage risks, especially for lone workers.
- Action: Primus PLUS Healthcare conducts detailed risk assessments to identify hazards like physical injuries, environmental risks, and aggression. Control measures such as communication systems (mobile phones, GPS tracking), and emergency response protocols are implemented. Supervisors ensure lone workers comply with health and safety procedures.

5.4 Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013

- Compliance: RIDDOR requires the reporting of work-related accidents, diseases, and dangerous occurrences.
- Action: Primus PLUS Healthcare ensures all incidents involving lone workers are promptly reported, investigated, and documented. Incident data is used to improve safety measures and review training or control measures where necessary.

5.5 The Health and Safety Executive (HSE) Lone Working Guidelines

- Compliance: The HSE provides guidelines for managing risks associated with lone working.
- Action: Primus PLUS Healthcare follows HSE best practices by developing specific policies to address hazards such as isolation, injury, and aggression. Primus PLUS Healthcare ensures monitoring systems, including check-ins and emergency contact procedures, are in place to ensure lone workers' safety.

5.6 The Personal Protective Equipment at Work Regulations 1992

- Compliance: Requires employers to provide suitable PPE when other controls are not sufficient.
- Action: Primus PLUS Healthcare provides PPE for lone workers in high-risk environments, such as healthcare facilities or customer-facing roles. Employees receive training on the proper use and maintenance of PPE.

5.7 The Data Protection Act 2018 and GDPR

- Compliance: These regulations govern the collection, processing, and storage of personal data, including information related to lone workers.
- Action: Primus PLUS Healthcare ensures compliance with data protection laws by securely storing and using personal data, such as location data, only for safety purposes. Employees are informed and give consent for data collection where necessary.

5.8 The Equality Act 2010

- Compliance: This Act prohibits discrimination and mandates reasonable accommodations for employees with disabilities.
- Action: Primus PLUS Healthcare ensures lone working practices do not discriminate against employees with disabilities or special needs. Primus PLUS Healthcare makes

reasonable adjustments based on risk assessments to ensure the safety and well-being of all lone workers.

5.9 The Employment Rights Act 1996

- **Compliance:** This Act protects employees from unfair dismissal and guarantees a safe working environment, including for lone workers.
- **Action:** Primus PLUS Healthcare ensures that lone workers have the same rights to a safe working environment as those working in team settings. Employees are protected from dismissal if they raise safety concerns regarding lone working.

5.10 The Working Time Regulations 1998

- **Compliance:** These regulations govern working hours, rest periods, and breaks to ensure employees are not overworked.
- **Action:** Primus PLUS Healthcare ensures that lone workers do not exceed working time limits and are provided with appropriate rest periods. Primus PLUS Healthcare monitors working hours to prevent fatigue-related risks.

5.11 Local Authority and Sector-Specific Regulations

- **Compliance:** These regulations provide additional safety standards for lone working in specialized sectors like healthcare and social services.
- **Action:** Primus PLUS Healthcare ensures compliance with local authority regulations and sector-specific safety standards, regularly updating policies to meet local laws and industry best practices.

6. ROLES AND RESPONSIBILITIES

This section outlines the roles and responsibilities of individuals and groups within Primus PLUS Healthcare to ensure the effective implementation of the Lone Working Policy and Procedure, keeping the working environment safe and compliant with relevant legislation such as CQC regulations and the Health and Safety at Work Act 1974.

6.1 Employer (Primus PLUS Healthcare's Responsibility)

- **Overall Responsibility:** The employer holds ultimate responsibility for ensuring the health, safety, and well-being of all employees, including lone workers.
- **Key Responsibilities:**
 - Ensure compliance with Health and Safety at Work Act 1974, CQC regulations, and other relevant laws.
 - Conduct thorough risk assessments for all lone working activities.
 - Implement control measures such as PPE, communication systems, and training to mitigate risks.
 - Provide continuous support and training for lone workers.

- Regularly review and update lone working policies, risk assessments, and control measures.
- Ensure emergency procedures are in place for lone workers.

6.2 Senior Management/Board of Directors

- Policy Oversight: Senior management is responsible for approving and overseeing the implementation of the Lone Working Policy.
- Key Responsibilities:
 - Approve the policy and ensure it aligns with the company's health and safety goals.
 - Allocate sufficient resources (financial, training, staff) to implement the policy.
 - Promote a safety culture and ensure lone working safety is prioritized in overall strategy.
 - Facilitate continuous improvement by reviewing employee feedback, incident investigations, and policy updates.
 - Monitor compliance with the policy via audits and inspections.

6.3 Health and Safety Officer/Coordinator

- Coordination of Risk Assessments: Lead the process of conducting and reviewing risk assessments for lone workers.
- Key Responsibilities:
 - Work with managers to implement control measures identified in risk assessments.
 - Organize and deliver training programs on safety procedures, emergency protocols, and PPE.
 - Implement and monitor communication and monitoring systems (check-ins, GPS, alarms).
 - Oversee incident reporting and ensure corrective actions are taken.
 - Regularly review and update the Lone Working Policy based on incidents and feedback.

6.4 Line Managers/Supervisors

- Supervision of Lone Workers: Line managers and supervisors ensure lone workers follow safety procedures.
- Key Responsibilities:
 - Conduct or review risk assessments for lone working activities within their teams.
 - Ensure effective communication systems (check-ins, emergency contacts) are in place.
 - Respond to incidents involving lone workers, ensuring proper emergency procedures are followed.
 - Monitor lone workers' well-being and provide support as needed.

- Ensure that all employees are trained on lone working procedures and safety measures.

6.5 Lone Workers (Employees)

- Responsibilities: Lone workers must follow all safety procedures and report any safety concerns.
- Key Responsibilities:
 - Follow safety procedures and understand risk assessments, emergency procedures, and safety guidelines.
 - Report concerns about their health or safety to their supervisor.
 - Use communication devices and PPE correctly.
 - Adhere to check-in procedures and notify supervisors of any difficulties.
 - Seek help for mental health or well-being concerns related to working alone.

6.6 Human Resources (HR) Department

- Employee Support: HR is responsible for ensuring that policies related to well-being and mental health are in place.
- Key Responsibilities:
 - Coordinate and track training for lone workers on safety procedures and health and safety awareness.
 - Ensure that policies for mental health support, including Employee Assistance Programs (EAP), are in place.
 - Integrate the Lone Working Policy with other company policies (absence management, health and safety).
 - Ensure confidentiality and compliance with GDPR and the Data Protection Act 2018 in managing personal data related to lone workers.

7. DEFINITIONS

This section provides clear definitions of terms used throughout the Lone Working Policy and Procedure to ensure consistency and compliance with relevant regulations such as CQC, Health and Safety at Work Act 1974, and HSE guidelines.

7.1 Lone Working: Any situation where an employee performs tasks or duties in isolation without direct supervision or assistance. Examples: Home visits, remote fieldwork, late shifts, or isolated areas like warehouses.

7.2 Lone Worker: An employee who works alone with minimal or no contact with other employees or supervisors. Examples, Healthcare professionals on home visits, field technicians, office workers, and security personnel.

7.3 Risk Assessment: The process of identifying hazards and evaluating the risks associated with lone working tasks or environments. Examples assessing risks in high-crime areas, poorly lit areas, or when using hazardous substances or machinery.

7.4 Control Measures: Actions or procedures to eliminate, reduce, or mitigate risks associated with lone working. Examples: PPE, check-ins, communication systems, personal alarms, and training on handling aggressive behavior.

7.5 Communication Systems: Tools and technologies used by lone workers to maintain contact with supervisors, colleagues, or emergency services. Examples: Mobile phones, two-way radios, GPS tracking, lone worker monitoring apps, check-in protocols.

7.6 Personal Protective Equipment (PPE): Equipment or clothing worn to protect employees from hazards while working alone. Examples: Safety boots, gloves, high-visibility jackets, face shields, or equipment for handling hazardous substances.

7.7 Emergency Procedures: Predefined actions and protocols for ensuring employee safety during emergencies. Examples: Reporting incidents, using alarms to summon help, evacuation plans, first-aid procedures.

7.7 Emergency Contact System: A reliable communication method for lone workers to reach emergency contacts.: A dedicated emergency phone number, apps for instant communication, or a buddy system.

7.9 Monitoring and Check-In Systems: Mechanisms used to ensure lone workers' safety while performing tasks. Examples: Scheduled check-ins, GPS tracking, or lone worker monitoring devices.

7.10 Incident: Any event that may result in harm, injury, or damage to the lone worker or others. Examples: Injury, violent incidents, or health crises while working alone.

7.11 Emergency Alert System: A system to quickly notify others of an emergency situation, ensuring immediate action. Examples: Personal alarms, panic buttons, mobile apps that send alerts to designated personnel.

7.12 Aggression and Violence: Verbal or physical behavior that threatens the safety of the lone worker. Examples: Verbal abuse, physical attacks, or threats from Service Users or others encountered during lone working tasks.

7.13 High-Risk Environment: Locations or situations where the potential for harm is increased due to specific factors. Examples: Areas prone to violence, remote locations, hazardous weather, or environments involving dangerous materials or equipment.

7.14 Mental Health and Well-being: The emotional, psychological, and social aspects of an individual's health, particularly in relation to lone working. Examples: Managing work-related stress, offering emotional support, and providing access to counselling services.

7.15 Risk Control Strategy: Actions and procedures based on risk assessment findings to eliminate or minimize lone working risks. Examples: Monitoring systems, PPE, communication between workers and supervisors, or a buddy system.

7.16 Supervisor/Manager: An individual responsible for overseeing the activities of lone workers, ensuring safety measures are in place. Examples: Team leaders, department managers, or health and safety officers overseeing lone working arrangements.

7.17 CQC (Care Quality Commission) Regulations: Standards set by the CQC to ensure safe and quality care in health and social care settings, including lone working practices. Examples: Ensuring compliance with CQC standards for staff safety, training, and risk management in healthcare and social care settings.

8. RISK ASSESSMENT AND IDENTIFICATION

The Risk Assessment and Identification process is crucial to ensuring the safety and well-being of employees working alone. Primus PLUS Healthcare conducts thorough risk assessments to identify potential hazards and implement control measures to mitigate these risks, ensuring compliance with relevant regulations such as CQC, the Health and Safety at Work Act 1974, and HSE guidelines.

8.1 Purpose of Risk Assessment for Lone Working

The purpose of conducting risk assessments for lone working is to:

- **Identify Hazards:** Recognize specific risks associated with the tasks performed alone.
- **Evaluate Risks:** Assess the likelihood and severity of identified risks based on the work environment.
- **Implement Control Measures:** Develop measures to reduce or eliminate risks, ensuring lone worker safety.
- **Comply with Legal Requirements:** Adhere to relevant regulations such as CQC, HSE guidelines, and Health and Safety at Work Act 1974.
- **Maintain Continuous Improvement:** Use findings to improve safety procedures and enhance lone working practices.

8.2 Key Components of Risk Assessment for Lone Working

1. Workplace and Environmental Risk Factors:

- **Nature of Work:** Evaluate whether tasks involve physical, mental, or emotional stress.
 - Examples: Manual handling, working at heights, hazardous substances, or providing care to vulnerable individuals.
- **Workplace Environment:** Assess the safety of the physical environment (e.g., lighting, ventilation, temperature).
 - Examples: Dimly lit areas, confined spaces, or areas with limited emergency assistance.
- **Health and Safety Hazards:** Identify risks from equipment or processes used alone.
 - Examples: Faulty equipment, machinery requiring two-person operation, or exposure to chemicals.

2. Personnel and Health-Related Risk Factors:

- Vulnerable Employees: Assess medical conditions, disabilities, or mental health issues that may impact safety.
 - Examples: Workers with hearing impairments, chronic conditions, or mental health issues.
 - Employee Training and Experience: Ensure workers have the necessary training and experience.
 - Examples: Healthcare workers trained in medical emergencies and first aid.
- 3. Physical Risks of Lone Working:**
- Risk of Injury or Illness: Evaluate risks from tasks, tools, or environments.
 - Examples: Slips, trips, falls, burns, cuts, or musculoskeletal injuries.
 - Emergency Situations: Assess the likelihood of emergencies like accidents or medical incidents.
 - Examples: Worker collapse from illness or assault during a home visit.
- 4. Psychosocial and Emotional Risks:**
- Risk of Isolation and Mental Health Impact: Assess the emotional and psychological effects of working alone.
 - Examples: Loneliness, stress from handling difficult situations, or concerns for personal safety.
 - Aggression or Violence: Evaluate the risk of aggressive or violent behavior from service users or others.
 - Examples: Verbal or physical abuse, threats, or hostile interactions.
- 5. External and Environmental Risks:**
- Weather and Natural Disasters: Assess environmental hazards that increase the risk of accidents.
 - Examples: Slippery roads, flooding, or extreme temperatures.
 - Remote Locations: Assess the risks of working in isolated or hard-to-reach locations.
 - Examples: Working in rural areas or construction sites with limited access to help.
- 6. Security and Safety Risks:**
- Risk of Theft or Robbery: Identify risks from high-crime areas or vulnerable locations.
 - Examples: Delivery drivers, retail workers, or home healthcare workers in unsafe areas.
 - Building and Site Security: Assess the security of workplaces to protect lone workers from intruders.

- Examples: Poorly secured construction sites or offices with inadequate security.

8.3 Process for Conducting a Lone Working Risk Assessment

1. Step 1: Identify the Tasks and Activities: Review the tasks requiring lone working and identify high-risk activities that need extra precautions.
2. Step 2: Identify and Analyse Potential Hazards: Thoroughly examine the work environment, equipment, and personnel to identify potential hazards.
3. Step 3: Assess the Likelihood and Severity of Risks: Evaluate the probability and severity of each identified hazard, ranking them based on their potential impact.
4. Step 4: Identify Control Measures and Mitigation Strategies: Implement control measures to minimize or eliminate risks. This may include:
 - Workplace modifications (e.g., better lighting, secure workspaces).
 - Safety equipment (e.g., PPE, alarms, communication devices).
 - Safe working procedures and training.
 - Monitoring systems (e.g., check-ins, buddy systems). Ensure lone workers are familiar with their roles, emergency protocols, and safety equipment.
5. Step 5: Review and Update the Risk Assessment Regularly: Review risk assessments periodically or whenever changes occur in tasks, work environment, or legislation. Update as necessary and ensure all employees are informed of updates.

8.4 Factors to Consider During Risk Assessment

- **Employee Experience:** Consider the worker's experience level and any need for additional support.
- **Workplace Location:** Assess the risks associated with public, private, or isolated locations.
- **Emergency Protocols:** Ensure clear emergency response procedures are in place, including how to summon help in case of emergency.

8.5 Risk Assessment Documentation and Records

- All risk assessments should be documented, clearly identifying hazards, risks, and control measures implemented.
- Documentation should include:
 - Tasks and activities assessed.
 - Identified hazards and risks.
 - Actions taken (control measures).
 - Date of assessment and person responsible.
 - Review and update history.

- Ensure records comply with data protection regulations and are kept confidential.

8.6 Communication and Consultation with Employees

- Employee Involvement: Engage employees in the risk assessment process as they are most familiar with specific risks.
- Consultations: Regularly seek feedback from workers to ensure they are aware of potential risks and safety measures in place.

9. CONTROL MEASURES

Control measures are essential to ensuring the safety of lone workers and minimizing the risks associated with working alone. Primus PLUS Healthcare is committed to implementing effective control measures in compliance with relevant legislation such as CQC, Health and Safety at Work Act 1974, and HSE guidelines to protect and support lone workers.

9.1 Risk Assessment and Identification

- Key Measures:
 - Conduct comprehensive risk assessments before any lone working activity begins, evaluating physical, psychological, and environmental risks.
 - Review and update risk assessments regularly to reflect changes in the work environment, tasks, or personnel.
 - Involve employees in the risk assessment process to ensure all hazards are identified and appropriate control measures are implemented.

9.2 Communication Systems

- Key Measures:
 - Regular check-ins: Establish protocols for lone workers to check in at regular intervals (e.g., by phone, radio, or digital monitoring systems).
 - Emergency communication devices: Provide mobile phones, two-way radios, or personal safety alarms for instant communication with supervisors or emergency services.
 - Lone worker tracking systems: Use GPS-enabled devices or apps to track lone workers' location and trigger alerts if a worker fails to check-in or deviates from planned routes.
 - Emergency contacts: Provide workers with a list of emergency contacts and ensure these are easily accessible.

9.3 Personal Protective Equipment (PPE)

- Key Measures:
 - Assess PPE needs based on tasks and associated risks, including gloves, high-visibility clothing, helmets, and safety shoes.
 - Ensure workers are trained on the correct use and maintenance of PPE.

- Regularly inspect and replace PPE to ensure it remains effective against hazards such as chemicals, physical injury, or environmental risks.

9.4 Training and Awareness

- Key Measures:
 - Provide comprehensive training on the risks of lone working, safe working practices, emergency procedures, communication protocols, and personal safety.
 - Ensure refresher training is provided regularly to update employees on any changes in safety practices or regulations.
 - Specialized training for high-risk sectors (e.g., healthcare workers) should include first aid, risk assessment, and dealing with challenging behavior.

9.5 Emergency Procedures and Response Plans

- Key Measures:
 - Develop and communicate emergency procedures for accidents, illness, injury, and other emergencies.
 - Ensure first-aid kits and emergency equipment are available and well-maintained at all lone worker locations.
 - Provide first-aid training for employees to manage incidents until professional help arrives.
 - Establish a clear protocol for handling emergencies, ensuring supervisors and managers follow steps to take action and notify emergency services.

9.6 Monitoring and Supervision

- Key Measures:
 - Implement regular monitoring systems like check-ins, GPS tracking, or remote communication systems to ensure lone workers' safety.
 - Use automated monitoring systems (apps or check-in software) to track worker locations and alert supervisors to missed check-ins.
 - Create a buddy system where appropriate, ensuring lone workers are paired with colleagues for support.
 - Respond promptly to missed check-ins or alerts, following established emergency protocols.
 - Conduct scheduled reviews of lone working practices to ensure adherence to safety procedures.

9.7 Environmental and Physical Safeguards

- Key Measures:
 - Workplace safety assessments to remove or reduce hazards such as poor lighting, blocked escape routes, or unsafe equipment.

- Ensure safety measures in high-risk environments like construction sites, including secure access routes and barriers to prevent unauthorized entry.
- Consider environmental factors like weather conditions, temperature extremes, or natural hazards, and implement safeguards (e.g., shelter or safe transport in extreme weather).

9.8 Lone Worker Risk Escalation and Reporting System

- Key Measures:
 - Establish a reporting system for lone workers to easily report incidents, hazards, or safety concerns, and ensure supervisors can track and address these reports.
 - Ensure incident reports are completed for accidents, injuries, or near-misses. Investigate incidents and take corrective actions.
 - Implement a follow-up system to review the effectiveness of corrective actions and adjust control measures as needed.

9.9 Adaptation and Continuous Improvement

- Key Measures:
 - Regularly review and update the Lone Working Policy and procedures based on feedback from lone workers, managers, and incident reports.
 - Implement continuous improvement practices to refine risk assessments, communication protocols, and safety measures in response to emerging risks or changes in the work environment.

10. MONITORING AND SUPERVISION

Monitoring and supervision are essential to ensuring the safety and well-being of employees working alone. While lone workers often operate without direct supervision, it's crucial to implement systems that regularly monitor their activities, health, and safety. This section outlines the practices to ensure compliance with CQC regulations, Health and Safety at Work Act 1974, and other relevant standards.

10.1 Purpose of Monitoring and Supervision

The purpose of monitoring and supervision for lone workers is to:

- Ensure the Safety of lone workers by detecting risks early and preventing exposure to dangers.
- Provide Support in emergencies, injuries, or challenges faced while working alone.
- Maintain Accountability to ensure adherence to safety protocols and procedures.
- Ensure Regulatory Compliance with CQC regulations, Health and Safety laws, and other relevant standards.

10.2 Types of Monitoring and Supervision

Primus PLUS Healthcare employs various systems to ensure the safety of lone workers, including communication systems, monitoring tools, and supervisory oversight.

1. Communication Systems

- Regular Check-ins: Lone workers must check in at regular intervals (e.g., hourly) via mobile phones, radios, or communication apps.
 - Supervisors verify the well-being of lone workers during check-ins.
- Emergency Communication Tools: Provide mobile phones, two-way radios, or personal alarms for instant contact in case of emergencies.
 - Workers are trained on how to activate these devices.
- Buddy Systems: For high-risk roles (e.g., healthcare, social care), a buddy system may be implemented for mutual monitoring and emergency support.

2. Technology-Based Monitoring

- GPS Tracking: Use GPS-enabled devices or apps to track lone workers, especially in remote or high-risk environments.
- Lone Worker Monitoring Apps: Use apps that allow workers to share locations, check-in at intervals, and send distress signals.
- Sensors/Alarms: Provide personal alarms or wearable devices that trigger alerts in emergencies (e.g., falls, medical events, or immobility).

3. Physical Monitoring

- Spot Checks by Supervisors: Supervisors should conduct random or scheduled physical checks to ensure safety protocols are being followed.
- Monitoring Risk Areas: Supervisors should monitor lone workers in high-risk areas more frequently, including remote locations or areas with a history of aggression or hazardous conditions.

10.3 Supervisor and Manager Responsibilities

Managers and supervisors are responsible for overseeing the safety of lone workers and ensuring adherence to safety protocols.

1. Pre-Shift Briefing

- Ensure lone workers receive a briefing on risks, safety measures, and emergency protocols.
- Include communication methods, emergency contacts, and personal safety training (e.g., conflict management).

2. Monitoring Lone Worker Safety

- Regularly monitor lone workers through check-ins, GPS tracking, and other monitoring tools.
- Promptly follow up on missed check-ins or emergency alerts.

- If necessary, initiate emergency procedures and contact emergency services.
- 3. Emergency Response
 - Manage the emergency response, ensuring workers receive appropriate assistance (e.g., first aid, medical help).
 - Document the incident and initiate the investigation process.
- 4. Risk Assessment Reviews
 - Ensure risk assessments for lone working are conducted and regularly updated.
 - Regularly assess whether additional supervision or support systems are necessary.

10.4 Frequency and Timing of Monitoring

The frequency of monitoring will depend on the risk level associated with the lone worker's role.

1. High-Risk Roles
 - Frequent check-ins (every 30 minutes to an hour).
 - Real-time GPS tracking for workers in remote or high-risk areas.
 - Buddy system where possible.
2. Moderate-Risk Roles
 - Check-ins at the beginning and end of shifts or during scheduled breaks.
 - Emergency communication tools for such roles.
3. Emergency Check-ins
 - If a worker's safety is in doubt, supervisors should immediately trigger an emergency check-in protocol.
 - Includes activating emergency alarms or contacting emergency services.

10.5 Mental Health and Well-being Monitoring

Lone workers may face mental health challenges, such as stress or isolation. Supervisors should be aware of these challenges and provide support.

1. Mental Health Assessments
 - Regularly assess the mental health of lone workers, especially those in emotionally demanding roles.
 - Provide access to Employee Assistance Programs (EAP) and counselling services.
2. Supervisor Engagement
 - Engage in regular conversations with lone workers about their well-being and stressors they may be facing.
 - Offer support and encourage workers to share concerns.
3. Workload Management

- Ensure manageable workloads and provide flexibility in working hours to prevent stress or burnout.

10.6 Documentation and Record-Keeping

Accurate documentation is vital for ensuring effective monitoring and adherence to safety protocols.

1. Monitoring Logs

- Maintain detailed records of all check-ins, including time, date, and worker status.
- Record actions taken in response to missed check-ins or emergency alerts.

2. Incident Documentation

- Document all incidents, accidents, or near misses and investigate them per the Incident Reporting and Investigation process.

3. Review and Audits

- Conduct periodic audits to ensure monitoring and supervision practices are effective.
- Review check-in logs, feedback, and outcomes of incidents to identify areas for improvement.

10.7 Compliance with CQC and Other Regulatory Bodies

Monitoring and supervision must comply with the following regulations:

- CQC Regulations (for healthcare and social care settings): Ensure systems are in place to monitor lone workers, including check-ins and emergency procedures.
- Health and Safety at Work Act 1974: Ensure monitoring and supervision practices meet the legal duty to protect lone workers.
- Management of Health and Safety at Work Regulations 1999: Ensure effective identification and monitoring of risks to lone workers.

11. INCIDENT REPORTING AND INVESTIGATION

Effective incident reporting and investigation are essential for ensuring the safety and well-being of lone workers. This section outlines the process for reporting, investigating, and addressing incidents to prevent recurrence and improve safety practices, in compliance with CQC, Health and Safety regulations, and other relevant standards.

11.1 Purpose of Incident Reporting and Investigation

The goal of incident reporting and investigation is to:

- **Ensure Safety:** Ensure incidents are promptly reported and investigated to prevent recurrence and improve safety.
- **Compliance:** Adhere to CQC, Health and Safety at Work Act 1974, RIDDOR, and HSE guidelines for legal compliance.

- **Corrective Actions:** Identify the root causes of incidents and implement corrective actions to improve safety protocols.
- **Continuous Improvement:** Use incident data to refine policies, risk assessments, and safety procedures.

11.2 Types of Incidents to be Reported

Incidents that must be reported include:

1. **Physical Injuries or Accidents:** Any injury sustained by a lone worker, such as cuts, fractures, or musculoskeletal injuries.
 - Examples: A lone worker injures themselves while carrying equipment or during a home visit.
2. **Near-Miss Incidents:** Events with potential harm that didn't result in injury or damage.
 - Examples: A worker narrowly avoids being hit by a vehicle or experiences a fall but catches themselves.
3. **Health-Related Incidents:** Situations involving sudden illness or medical emergencies.
 - Examples: A worker suffers a heart attack, stroke, or asthma attack while working alone.
4. **Aggression or Violence:** Threats, verbal abuse, or physical assaults.
 - Examples: A healthcare worker is assaulted by a service user or a delivery driver is robbed.
5. **Equipment Failure or Malfunctions:** Failures of equipment that lead to unsafe conditions.
 - Examples: Injury due to malfunctioning machinery or a personal alarm failure.
6. **Environmental Hazards:** Hazards due to poor weather or unsafe work environments.
 - Examples: A worker slipping on an icy pathway or being trapped due to a fire.
7. **Psychological or Emotional Incidents:** Stress, anxiety, or psychological distress from lone working.
 - Examples: Stress from isolation or trauma from a lone working incident.
8. **Failure in Safety Protocols:** When safety procedures or systems fail.
 - Examples: Failure to check in or no follow-up after a missed check-in.

11.3 Reporting Procedure

Incidents must be reported promptly using the following steps:

1. **Immediate Action:**
 - **Lone Worker:** Report incidents to a supervisor via phone, alarm, or communication system.
 - **In medical emergencies,** contact emergency services directly and inform the supervisor.

- Supervisor/Manager: Assess the situation, alert emergency services, and provide immediate support.
- 2. Incident Documentation:
 - Document the incident using the designated report form, including:
 - Date, time, and location.
 - Detailed incident description, causes, and individuals involved.
 - Actions taken (e.g., first aid, emergency services).
 - Equipment or environmental factors involved.
 - Witness accounts, if available.
 - Send the completed report to the designated Health and Safety Officer or Manager.
- 3. Follow-up and Initial Investigation:
 - Supervisor/Manager: Once immediate safety concerns are addressed, conduct a preliminary investigation to assess the facts and identify corrective actions.
 - Notify senior management, the Health and Safety Officer, and other relevant personnel.
 - For serious incidents (e.g., major injuries or fatalities), initiate a formal investigation.

11.4 Incident Investigation Process

Each reported incident will undergo a thorough investigation:

1. Investigation Team:
 - Led by the Health and Safety Officer, with support from relevant managers and external experts if needed.
 - The lone worker involved, along with witnesses, will be interviewed as part of the investigation.
2. Root Cause Analysis:
 - Focus on identifying the root cause of the incident, examining:
 - Worker actions and safety breaches.
 - Effectiveness of communication protocols (e.g., missed check-ins).
 - Adequacy of risk assessments and control measures.
 - Environmental, psychological, or equipment-related factors.
 - Tools like 5 Whys or Fishbone Diagrams may be used for analysis.
3. Corrective Actions and Recommendations:
 - Based on the root cause, recommendations may include:
 - Updated training, modifications to work procedures, or improved PPE.

- Increased supervision or monitoring for high-risk lone workers.
 - Preventive measures to eliminate or mitigate identified risks.
 - External experts may be consulted for further recommendations.
4. Incident Review and Communication:
- A report will summarize the incident, investigation, root causes, and corrective actions.
 - Management Review: Senior management will review the findings and ensure corrective actions are implemented.
 - Employee Communication: Findings will be communicated to relevant employees to prevent similar incidents.

11.5 Reporting to Regulatory Authorities (Where Applicable)

Certain incidents may require formal reporting to regulatory bodies:

1. Health and Safety Executive (HSE) and RIDDOR:
 - Report serious injuries, illnesses, or dangerous occurrences under RIDDOR 2013.
 - Fatalities, major injuries, accidents causing work absence, or dangerous occurrences must be reported to HSE within specified timelines.
2. CQC Notification:
 - For healthcare or social care incidents, CQC must be notified if the incident affects employee or service user safety.

11.6 Continuous Improvement

Following each investigation, Primus PLUS Healthcare strives to improve safety practices:

- Lessons Learned: Incorporate findings into future training, risk assessments, and safety procedures.
- Monitoring Effectiveness: Track corrective actions to ensure they prevent similar incidents and continuously improve safety protocols.

12. EMERGENCY PROCEDURES FOR LONE WORKERS

This section establishes clear and structured emergency protocols to protect lone workers in case of medical incidents, accidents, environmental hazards, or other emergencies. These procedures ensure the safety and well-being of lone workers, in compliance with CQC, Health and Safety at Work Act 1974, RIDDOR, and other relevant legislation.

12.1 Purpose of Emergency Procedures for Lone Workers

The purpose of these emergency procedures is to:

- Ensure Safety: Provide a clear response to emergencies, minimizing harm to the lone worker.

- **Ensure Timely Response:** Address emergencies quickly, whether medical, accidents, or external threats.
- **Regulatory Compliance:** Meet the requirements set by CQC, Health and Safety laws, and other regulatory bodies.
- **Provide Clear Communication:** Establish communication channels for reporting emergencies and responding efficiently.
- **Provide Comprehensive Support:** Offer emotional and practical support before, during, and after an emergency.

12.2 Types of Emergencies for Lone Workers

The emergency procedures cover a range of potential emergencies, including:

1. **Medical Emergencies:** Sudden illness, injury, or accidents (e.g., heart attacks, strokes, falls).
 - Examples: A worker becomes ill or injured while performing duties.
2. **Aggression or Violence:** Physical assault, verbal abuse, or threats.
 - Examples: Assault by a service user or robbery during a delivery.
3. **Environmental Hazards:** Emergencies from environmental factors such as fires, floods, or severe weather.
 - Examples: A worker trapped due to a fire or unable to evacuate due to a natural disaster.
4. **Equipment Malfunction or Failure:** Incidents caused by equipment failures.
 - Examples: Injury due to malfunctioning machinery or failure of safety equipment like alarms.
5. **Psychological Emergencies:** Psychological distress such as anxiety, panic attacks, or emotional distress due to isolation or traumatic situations.
 - Examples: Anxiety or stress during a difficult service user interaction.

12.3 Emergency Procedures for Lone Workers

To ensure lone workers receive immediate assistance, the following steps must be taken:

1. **Immediate Response by the Lone Worker:**
 - **Activate Emergency Communication:** Report emergencies using available communication tools (phone, radio, personal alarm).
 - **Personal Alarms:** Lone workers should use personal alarms or panic buttons to alert supervisors or emergency contacts instantly.
 - **Emergency Contact List:** Workers should carry a list of emergency contacts at all times.
2. **Supervisor/Manager Response:**

- Assess the Situation: Supervisors must assess the emergency and attempt to contact the lone worker immediately.
 - Follow Emergency Protocols: Depending on the emergency, supervisors should:
 - Call medical services, law enforcement, or technical support.
 - Initiate evacuation or shelter-in-place procedures as necessary.
 - Document the Emergency: All actions taken by the supervisor should be documented for review.
3. Emergency Services Coordination:
- Call Emergency Services: For life-threatening situations, supervisors must call emergency services and provide detailed information, including the worker's location and nature of the emergency.
 - Assist Emergency Services: Supervisors should facilitate emergency access to the site and provide any required assistance.
4. Follow-Up Actions:
- After resolving the emergency, supervisors should follow up with the lone worker to assess their physical and emotional well-being.
 - First Aid: Ensure that medical attention is provided if necessary.
 - Debriefing and Support: Offer emotional support, and provide access to counselling services if required.

12.4 Roles and Responsibilities during an Emergency

Each personnel member has specific roles during an emergency:

1. Lone Worker Responsibilities:
 - Report the emergency immediately using communication tools.
 - Stay calm, assess the situation, and follow emergency protocols.
 - Use personal alarms or distress signals if necessary.
2. Supervisor/Manager Responsibilities:
 - Ensure the lone worker's safety is prioritized.
 - Follow emergency protocols, including contacting emergency services.
 - Ensure that the lone worker receives necessary medical or emotional support.
 - Document all actions taken during the emergency.
3. Health and Safety Officer or Designated Emergency Response Team:
 - Ensure that risk assessments and emergency procedures are followed.
 - Review incident reports and recommend changes to emergency procedures as needed.

12.5 Reporting and Investigation of Emergencies

- **Report the Emergency:** All incidents involving lone workers must be reported to senior management and documented as per the Incident Reporting and Investigation procedure.
- **Incident Investigation:** After the emergency, conduct an investigation to:
 - Identify the cause of the emergency.
 - Review existing procedures or equipment for weaknesses.
 - Recommend corrective actions to prevent recurrence.
- **Continuous Improvement:** Use the investigation findings to improve emergency procedures and safety protocols.

12.6 Training and Preparedness

Ensure that all lone workers and supervisors are adequately prepared for emergencies:

1. **Emergency Procedure Training:** Provide training on:
 - Using communication tools and activating alarms.
 - First aid and medical emergency response.
 - Procedures for evacuating hazardous situations.
 - Managing psychological distress in emergencies.
2. **Supervisor Training:** Ensure supervisors are trained in emergency response, including medical, violent, and environmental emergencies.
3. **Regular Drills:** Conduct drills to test emergency procedures and ensure all workers are familiar with their roles.
4. **Review and Updates:** Regularly review and update emergency procedures based on feedback and new risks.

12.7 Documentation and Record Keeping

Accurate documentation of all incidents and actions taken is crucial:

1. **Incident Reports:** Supervisors must complete detailed reports immediately after an emergency, documenting the incident, response actions, and follow-up care.
2. **Review Records:** Review emergency records periodically to identify trends or recurring issues.
3. **Regulatory Compliance:** Ensure that emergency records comply with RIDDOR and CQC reporting requirements.

12.8 Compliance with Regulatory Requirements

The emergency procedures will ensure compliance with:

- **CQC Regulations:** Ensure safe staffing and emergency protocols for lone workers.
- **Health and Safety at Work Act 1974:** Meet legal requirements for responding to incidents and ensuring safe working practices.
- **Management of Health and Safety at Work Regulations 1999:** Implement procedures for managing lone working risks.

- RIDDOR (2013): Report incidents that meet the criteria for RIDDOR reporting

13. REVIEW AND CONTINUOUS IMPROVEMENT

The Review and Continuous Improvement process ensures that the Lone Working Policy remains effective, compliant with regulations, and adapts to emerging risks and changes in operational needs.

13.1 Purpose

The objectives of this process are to:

- **Ensure Effectiveness:** Continuously evaluate the policy to meet safety and legal requirements.
- **Adapt to Changes:** Update the policy in response to legal, environmental, and employee feedback.
- **Enhance Worker Safety:** Improve protocols to address new risks.
- **Promote Safety Culture:** Engage employees and managers in safety improvements.
- **Ensure Compliance:** Adhere to CQC, Health and Safety, and other relevant standards.

13.2 Review Process

The policy will be reviewed through these steps:

1. **Scheduled Policy Review:**
 - Reviewed annually or as needed to reflect regulatory changes and operational needs.
 - Involves collaboration across departments (HR, Health and Safety, Operations).
 - Consultation with external experts (e.g., safety consultants) as needed.
2. **Feedback Collection:**
 - Gather feedback from lone workers, supervisors, and incident reports to identify areas for improvement.
 - Use audit feedback and employee surveys for continuous enhancement.
3. **Assessment of Risk Assessments:**
 - Ensure risk assessments are updated with new risks from incidents or environmental changes.

13.3 Continuous Improvement Process

Steps include:

1. **Data Collection and Monitoring:**
 - Review incident reports and monitor compliance with safety protocols.
2. **Root Cause Analysis:**

- Investigate the causes of incidents (training gaps, communication failures, equipment issues).
- 3. Corrective and Preventive Actions:
 - Corrective: Address deficiencies like additional training or updating equipment.
 - Preventive: Proactively prevent future risks through improved procedures or new safety technologies.
- 4. Training and Development:
 - Update training programs based on incident lessons, including refresher courses and specialized training for high-risk roles.
- 5. Employee Engagement:
 - Involve employees in the improvement process through feedback sessions and safety meetings.
- 6. Use of Technology and Innovation:
 - Keep up with technological advancements (e.g., wearable safety devices) to enhance lone worker safety.

13.4 Internal Audits and External Inspections

- Internal Audits: Conduct audits to assess policy effectiveness and ensure compliance with safety protocols.
- External Inspections: Address feedback from regulatory bodies like CQC and HSE to ensure compliance.

13.5 Compliance with Regulatory Requirements

Ensure continuous compliance with:

- CQC Regulations: Align policies with CQC standards for safe staffing and lone worker safety.
- Health and Safety at Work Act 1974: Meet legal requirements for protecting employees.
- RIDDOR (2013): Ensure proper reporting of incidents as required by RIDDOR.
- HSE Guidelines: Incorporate best practices from HSE.

13.6 Documentation and Record-Keeping

Maintain records of:

- Reviews, audits, feedback, incident investigations, and corrective actions.
- Ensure compliance with RIDDOR and CQC reporting requirements.

FORMS

The **Forms** section is a critical component of the Lone Working Policy and Procedure, as it provides standardized documentation tools for recording key information related to lone working activities. These forms support compliance with CQC regulations, Health and Safety legislation, and other national UK standards, while ensuring consistency and transparency in the management of lone working safety. The following forms are essential for risk assessments, incident reporting, monitoring check-ins, and emergency responses.

LONE WORKER RISK ASSESSMENT FORM

Purpose: To assess the risks associated with specific lone working tasks, roles, and environments. This form helps identify potential hazards and ensures that appropriate safety measures are implemented.

Contents:

Section	Details
1. Worker Information	Name: _____ Job Title: _____ Department: _____
2. Task Description	Task(s) Performed by Lone Worker: _____ Location(s): _____
3. Hazard Identification	Hazard
4. Control Measures	Existing Measures: _____ Example: PPE, communication systems, training, monitoring
5. Review Date	Date of Assessment: _____ Next Review Date: _____
6. Assessor Details	Assessor Name: _____ Assessor Signature: _____
7. Supervisor Signature	Supervisor Name: _____ Supervisor Signature: _____

LONE WORKER CHECK-IN LOG

Purpose: To track the check-ins of lone workers and ensure that supervisors are aware of their status and well-being at all times.

Contents:

Date	Lone Worker Name	Start Time	Check-In Time	Check-In Status	Supervisor Comments
			—		
			—		
			—		

- **Check-in Status:** Safe ☐ / Assistance Needed ☐ / Emergency ☐ / Missed Check-In ☐
- **Supervisor Comments:** Any relevant details about the check-in, issues, or concerns raised.

LONE WORKER INCIDENT REPORT FORM

Purpose: To document any incidents involving lone workers, such as accidents, injuries, near-misses, or safety concerns. This form supports compliance with **RIDDOR** and helps improve safety measures.

Contents:

Section	Details
1. Incident Information	Date and Time of Incident: _____ Location: __Type of Incident: ☐ Injury ☐ Near-Miss ☐ Aggression ☐ Environmental Hazard ☐ Other (specify): _____
2. Worker Information	Name: _____ Job Title: _____ Supervisor Name: _____
3. Description of Incident	Incident Description: _____ Witnesses: _____ Cause of Incident: _____
4. Immediate Action Taken	Actions Taken: ☐ First Aid Administered ☐ Emergency Services Contacted ☐ Evacuation ☐ Other (specify): _____ Was the Worker Referred for Medical Care?: ☐ Yes ☐ No
5. Root Cause Analysis	Root Cause(s): _____ Corrective Actions Taken: _____
6. Follow-Up Actions	Follow-Up Actions: _____ Next Review Date: _____
7. Incident Report Completed By	Name: _____ Signature: _____ Date: _____
8. Supervisor Approval	Name: _____ Signature: _____ Date: _____

LONE WORKER EMERGENCY RESPONSE CHECKLIST

Purpose: To provide a structured response to emergencies involving lone workers. This checklist ensures that supervisors and emergency services can act quickly and effectively.

Contents:

Step	Action	Completed (Tick)
1. Confirm Emergency	Ensure the lone worker has communicated an emergency (e.g., distress signal, missed check-in).	☐
2. Assess Severity	Determine the severity of the situation (e.g., medical emergency, violence, environmental hazard).	☐
3. Contact Worker	Attempt to contact the lone worker immediately (via phone, radio, etc.).	☐
4. Activate Emergency Procedures	If required, activate the appropriate emergency procedure (e.g., medical, evacuation).	☐
5. Notify Emergency Services	Contact local emergency services if necessary (e.g., ambulance, police).	☐
6. Inform Supervisor/Manager	Ensure that senior management is informed about the emergency situation.	☐
7. Provide Assistance	If the lone worker is accessible, provide immediate assistance or guide emergency services.	☐
8. Follow Up	Document the incident and initiate the investigation process. Ensure follow-up with the worker.	☐

PPE (PERSONAL PROTECTIVE EQUIPMENT) CHECKLIST FOR LONE WORKERS

Purpose: To ensure that lone workers have the necessary PPE for the tasks they are performing and that the equipment is in good condition.

Contents:

PPE Item	Required for Task? (Yes/No)	Condition of PPE (Good/Faulty)	Date Issued	Reviewed Date	Signature
Gloves	☐ Yes ☐ No	☐ Good ☐ Faulty	_____	_____	_____
Helmet	☐ Yes ☐ No	☐ Good ☐ Faulty	_____	_____	_____
High-Visibilit y Vest	☐ Yes ☐ No	☐ Good ☐ Faulty	_____	_____	_____
Safety Boots	☐ Yes ☐ No	☐ Good ☐ Faulty	_____	_____	_____
Eye Protectio n	☐ Yes ☐ No	☐ Good ☐ Faulty	_____	_____	_____
Hearing Protectio n	☐ Yes ☐ No	☐ Good ☐ Faulty	_____	_____	_____
Other PPE	☐ Yes ☐ No	☐ Good ☐ Faulty	_____	_____	_____

LONE WORKER MENTAL HEALTH AND WELL-BEING SUPPORT FORM

Purpose: To ensure that lone workers have access to mental health and well-being support and to document any mental health concerns that arise during their shift.

Contents:

Section	Details
1. Worker Information	Name: _____ Job Title: _____ Supervisor Name: _____
2. Mental Health Concern	Description of Concern: _____ Concern Raised By: _____ (e.g., worker, supervisor) _____
3. Immediate Actions Taken	Support Provided: [] Counseling Offered [] Rest Break [] Peer Support [] Other: _____
4. Follow-Up Actions	Further Support/Follow-Up: _____ Next Check-in Date: _____
5. Mental Health Professional Involvement	Name of Professional: _____ Contact Details: _____
6. Supervisor Signature	Name: _____ Signature: _____ Date: _____

LONE WORKER TRAINING RECORD FORM

Purpose: To track the training provided to employees working alone, ensuring they are adequately prepared for the risks and responsibilities of lone working.

Contents:

Date of Training	Topic Covered	Trainer Name	Employee Name	Signature	Next Training Date
_____	☐ Risk Assessment	_____	_____	_____	_____
_____	☐ Emergency	_____	_____	_____	_____
_____	Response ☐ PPE	_____	_____	_____	_____
_____	Training ☐	_____	_____	_____	_____
_____	Communication	_____	_____	_____	_____
_____	Systems	_____	_____	_____	_____
_____	☐ Mental Health	_____	_____	_____	_____
_____	Support ☐ Safety	_____	_____	_____	_____
_____	Protocols ☐ First	_____	_____	_____	_____
_____	Aid	_____	_____	_____	_____

☐ Other (Specify): _____

REFERENCES

Below is a comprehensive list of references relevant to the **Lone Working Policy and Procedure** at **Primus PLUS Healthcare**. These references include legislation, regulatory bodies, industry guidelines, and best practices that inform and support the policy. All references are in compliance with **CQC regulations, Health and Safety legislation**, and other national UK bodies and standards.

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