

# Lone Worker Policy

Policy Number 7



## Lone Workers Policy

Vista Care Solutions (VCS) recognise that on occasion Agency Workers will be required to work alone. Lone workers can be described as those who work alone without close or direct supervision. The health & safety of Agency Workers is our priority and we will ensure that in these circumstances, a full risk assessment is carried out in advance of placement of the Agency Worker. This risk assessment will identify hazards of the work and assess the risks involved. Where there are found to be risks, measures will be put in place to avoid or control these risks. Risk assessment for lone working will be documented and copies retained.

VCS ensures that all Agency Workers undertake Health & Safety and lone worker training on an annual basis. This training is paramount as lone workers need to be sufficiently experienced and fully understand the risks and precautions. VCS will ensure that where required there is back up for a lone worker and the lone worker is aware of how to call for assistance. A contact schedule will be implemented to ensure communication is maintained. A nominated person will contact lone workers periodically. This person will know the lone worker's whereabouts and expected end of work time. Overall, VCS will take into account each situation as a standalone, assess it accordingly and will ensure that prior to accepting any assignment each Agency Worker is aware of the procedures that they should follow in various circumstances. Agency Workers will be consulted prior to the implementation of any monitoring system or contact arrangement. This will raise the awareness of the lone workers and provide information to ensure that they understand why VCS is monitoring them. This will also increase the awareness of their personal safety. Medical fitness for lone working will be considered before employment and at periodic appraisal interviews. In the event of an incident or injury involving the lone worker, a thorough investigation will be carried out and the risk assessment and safe system of work reviewed. Additional control measures will be established to minimize the risk of a similar event occurring in the future.

END OF POLICY