

Harrow Shared Lives Scheme Policy & Procedure No. 34

Lone Workers

The Harrow Shared Lives Scheme has a responsibility to safeguard the health and safety and well being of people working in it. This includes times when people may be working alone at the office(s) or may be making visits or supporting people in the community on their own. Taking some sensible precautions means the risks in these situations can be reduced.

How would this happen?

If workers are likely to be in a position when they are working alone in an office building (whether during the times the service is open or outside these times) a risk assessment will be completed and ways of reducing risks will be identified.

All workers will be provided with a copy of this risk assessment and risk management plan so that they can be prepared and take appropriate action if they find themselves alone in the building. This may include actions such as: -

- identifying ways in and out and keeping these to a minimum and;
- not answering the door or telephones when the office is not open and;
- making sure that a colleague or family member know where they are.

If Shared Lives (SL) Workers are making visits in the community which are thought to be hazardous (for example to the home of a person who is known to be angry or a person known to have a history of violence), the risks will be assessed before they go ahead. The risks may be reduced, for example, by: -

- taking a mobile phone and;
- being accompanied by a colleague and;
- making sure other people know exactly where they are going and;
- making arrangements to phone the office before and after the visit has been completed and having a contingency plan if this call doesn't take place.

If SL Workers or SL Carers are supporting a person whose behaviour is known to cause significant risks to themselves, the person or others, a risk management plan will be included as part of that person's Service User Plan.

See these other policies and procedures and documents for further information on:

- Health and safety
- Accidents and dangerous occurrences
- Aggression towards SL Carers and workers in the service
- Restrictive physical intervention
- Risk assessment and risk management
- Safe working practices (including moving and handling)
- Working with and responding positively to people who challenge services
- Service User Plan
- Individual planning, monitoring and reviewing
- Supporting and reviewing SL Carers