



## **Dolphin Healthcare Services**

Sheldon Community Centre, Sheldon Heath Road,  
Birmingham, West Midlands, B26 2RU  
Phone: 01212433384

# **Working Alone Policy and Procedure**

## **Purpose**

- To safeguard the health and safety of employees working alone.

## **Scope**

- Any employee working alone.

## **Policy**

- This organisation recognises that solitary workers face particular problems, and will not require employees to work alone where this results in unacceptable risks.
- The organisation will ensure that all solitary workers are thoroughly trained at the commencement of their employment, receive regular monitoring and supervision, and are instructed in all matters relating to their health and safety at work.
- The following procedure should be read in conjunction with the organisation's health and safety procedure.

## **Procedure**

- The organisation is keen to ensure that this procedure for solitary workers ensures safe and effective systems of work at all times.
- All employees are therefore required to draw to the attention of their superior any amendments or additions to the procedure which may become necessary from time-to-time.
- All employees have a responsibility to act in such a way as not to put themselves or their colleagues at risk.
- Where employees work alone, the organisation places even greater trust in them to act responsibly and safely.
- Any breaches of that trust will be viewed very seriously and may result in disciplinary action being taken.
- All candidates for solitary worker positions must undergo a full medical examination.
- Each individual's suitability on medical grounds will be related to the specific job applied for and the particular hazards and risks associated with that job.
- Requests for medical reports will be subject to the Access to Medical Reports Act 1988 where appropriate.
- All new appointees to solitary worker positions will receive comprehensive induction training.
- All employees must satisfy their supervisor that they are competent in all aspects included in the training, which will cover:



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- The duties of the particular post;
  - Safety aspects of all premises, machinery / equipment to be used;
  - Emergency procedures: fire, accident, illness, physical attack;
  - Issues regarding how to handle behaviour which may be challenging, how to defuse any difficult situation which may arise as a result of such behaviour, and the reporting procedures to be used when concerns arise in the mind of the lone worker about the behaviour of anyone who they meet or may meet in the performance of their duties;
  - Departmental systems of monitoring, supervision, and employee support;
  - Pay, employment conditions, organisation rules.
- Supervisors are responsible for ensuring that safe working systems are operated throughout their departments.
  - These systems should be set down in writing and copies given to all members of staff.
  - Supervisors are responsible for setting up and maintaining an effective procedure relating to all premises and equipment/machinery used by their staff, to ensure that:
    - All premises, equipment / machinery are safe; defects are quickly reported and rectified, and regular maintenance is carried out.
  - Supervisors will regularly review the training needs of their staff, and ensure that refresher training, or training in new working methods, is provided.
  - All solitary workers will have verbal contact with their supervisor at least once every shift.
  - In addition, each supervisor will hold departmental meetings, which all staff must attend, on a regular basis, ie monthly/quarterly etc.
  - All workers will be informed by their supervisor of the identity of the person they should contact for help and support in fulfilling their duties.
  - Where possible, the contact will be an office-based employee, and readily available.
  - In the event that the contact is unavailable and advice is urgently required, employees should contact the department manager.
  - All solitary workers will have quick and easy access to first aid facilities.
  - Mobile workers will be provided with a first aid kit.
  - Mobile workers must have, or be provided with, a means of communication with their supervisor or a central point which can receive their communication.



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- In circumstances where the organisation accepts that a solitary worker could have difficulty in raising the alarm in an emergency, the organisation will install or provide an alarm system appropriate to the situation.
- Where solitary workers are mobile during their working day, systems will be established whereby the location of individuals at any particular time can be determined:
  - This may include the requirement to report to a central point at the end of a working period;
  - Such systems must be strictly adhered to.
- Temporary or casual workers will not be used to cover absence by solitary workers, unless they are known to be competent and fully trained in all the relevant procedures and systems of working.