**Lone Worker**

**Introduction**

Due to the nature of the support we provide our Customers at My Support and Care services Ltd it is likely that staff will be working alone.

All staff will attend induction on *‘personal safety’* and work in accordance to the *‘lone working’* risk assessment that aims to address and minimise any risks.

Lone working will be covered in all new employees’ induction and will be made aware of the potential risks involved:

* Risk of abuse (Verbal, physical, sexual) from Customers.
* Risk of assault or abuse from members of the public when in pursuit of their duties.
* Risk of becoming incapacitated by illness or injury.

**Policy**

It is My Support and Care Services (West country)Ltd policy that all staff will:

* Head Office must be given the Mobile Number on which you are contactable.
* Notify their colleagues of their intentions and likely whereabouts (contact by phone or by leaving a message in the office).
* Carry their company ID at all times when on duty.
* Carry a torch during the hours of darkness.
* Advise colleagues of unexpected changes to their schedule.
* Adhere to any company risk assessments
* Be aware, and adhere to Customer specific risk assessments

If any employee suffers with an illness that may debilitate them whilst at work (i.e. Epilepsy, Diabetes) they must inform the service manager in order for a risk assessment to be completed to minimise any possible risks.

**Guidance**

***Risk of abuse from Customers (verbal, physical, sexual):***

In any event of potential abuse from Customers employees will:

* If possible, to remove themselves from any danger.
* If this is not possible employees are to exercise their right to self-defence. In this context self-defence is defined as being *‘enough physical force to protect oneself from harm or extricate oneself from danger’*

**In any event of actual abuse from Customers employees will**:

* If possible, to remove themselves from any danger.
* If this is not possible employees are to exercise their right to self-defence. In this context self-defence is defined as being *‘enough physical force to protect oneself from harm or extricate oneself from danger’*
* Telephone the police
* Inform the service manager of the incident
* Complete an incident report

Employees should remember that whilst they may have undergone trauma, the Customer(s) involved will require support and this should remain paramount in their thoughts.

Employees should arrange for the continued support of Customers appropriate to their ongoing needs.

If an employee wishes to pursue legal action of their own they are advised to speak to the service manager of My Support and Care services (West Country)Ltd.

The company reserves the right to pursue legal action as it sees fit.

***Risk of assault or abuse from members of the public when in pursuit of their duties:***

Employees are to refrain from physical reaction to members of the public except for the requirement of self-defence. If assaulted or threatened employees will:

* Remove themselves from further danger
* Telephone the police
* Report the incident to the service manager
* Complete an incident report as soon as possible following the incident

***Risk of becoming incapacitated by illness or injury:***

Employees should be aware that they have a responsibility to inform their manager of any potential debilitating illness.

If employees are able to predict a potential incident, they must:

* Arrange that appropriate cover will be sought by their colleagues & take themselves off duty. The service Manager must be informed.

***Lone Worker Register:***

The Lone Worker register is rota it is held at Head Office where Staff will have 24 hour access; when arriving on duty each individual needs to ensure that they contact Head Office / or the allocated person on the staff rota if any changes occur to the rota schedule so that the details can be recorded on the rota., failure to do this the individual will be contacted within 30 minutes of the start of their shift by the ‘on call staff’ to make certain of their safety.

Employees should be aware of the whereabouts and movements of their colleagues at all times. If an employee becomes missing, colleagues are to arrange to locate them either by telephone or by retracing their movements. If this does not resolve the issue:

* Telephone the Police
* Report the incident to the service manager
* Employees are to complete incident reports as soon as possible

Refer to risk assessment *‘Lone Working’*.

Refer to policy *‘Aggression’.*