

## Lone Working Policy

<b>Name</b>	<b>Lone Working Policy</b>
<b>Summary</b>	The purpose of this policy is to provide general policy guidance on safe working practices for any lone working undertaken by employees of the Golden Jubilee Foundation (GJF).
<b>Associated Documents</b>	Health and Safety Policy
<b>Target Audience</b>	All staff of GJF
<b>Version number</b>	2.0
<b>Date of this version</b>	August 2018 (Partial review whilst awaiting release of Managing Health at Work PIN)
<b>Review Date</b>	August 2021 or sooner dependant on PIN release date from Scottish Government.
<b>Date of fairness test</b>	August 2017
<b>Approving committee/group</b>	Health and Safety Committee
<b>Document Lead</b>	David Wilson (H&S)
<b>Document Author (if different)</b>	

The Golden Jubilee Foundation is the new brand name for the NHS National Waiting Times Centre. Golden Jubilee National Hospital Charity Number: SC045146

## Golden Jubilee Foundation Values Statement

What we do or deliver in our roles within the Golden Jubilee Foundation (GJF) is important, but the way we behave is equally important to our patients, customers, visitors and colleagues. We know this from feedback we get from patients and customers, for example in “thank you” letters and the complaints we receive.

Recognising this, the GJF have worked with a range of staff, patient representatives and managers to discuss and promote our shared values which help us all to deliver the highest quality care and service across the organisation. These values are closely linked to our responsibilities around Equality.



**V**aluing dignity and respect

**A** can do attitude

**L**eading commitment to quality

**U**nderstanding our responsibilities

**E**ffectively working together

Our values are:

- Valuing dignity and respect.
- A ‘can do’ attitude.
- Leading commitment to quality.
- Understanding our responsibilities.
- Effectively working together.

Our policies are intended to support the delivery of these values which support employee experience.

# **Lone Working Policy**

## **1. Introduction and policy statement**

The Golden Jubilee Foundation (GJF) recognizes that some staff are required to work by themselves for significant periods of time without close or direct supervision in the community, in isolated work areas and out of hours. The purpose of this policy is to protect such staff so far as is reasonably practicable from the risks of lone working.

The Board also recognizes it has an obligation under the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999, for the health, safety and welfare at work of its employees.

## **2. Scope**

This policy applies to all staff of the GJF.

This policy has been written taking into consideration the needs of all diversity groups.

## **4. Objectives**

The objectives of this policy are:

- To increase staff awareness of safety issues relating to lone working;
- To ensure that the risk of lone working is assessed in a systematic way and that safe systems of work are developed to reduce the risks;
- To ensure that appropriate support is available to staff who have to work alone
- To encourage full reporting and recording of all adverse incidents relating to lone working;
- To ensure that staff receive training and guidance in complying with current legislation;
- To ensure best practice is regularly promoted and monitored.

## **4. Arrangements**

### **4.1 Risk Assessment**

Health and safety legislation does not prohibit lone working; however it does state that where lone working is carried out, risk assessments must be undertaken. Such risk assessments should be completed using the GJF Work Activity Risk Assessment Form.

Once completed, the significant findings and any safe systems of work must be communicated to all relevant employees. The assessments should be subject to an annual review or sooner if required.

## **4.2 Factors in Assessing the Risk**

When assessing the risks, use must be made of all the information available about the work to be carried out. All foreseeable hazards and risks must be considered in advance and the following issues may need consideration:

Factors to consider when carrying out the risk assessment may include the following:

- Does the workplace present a special risk to the lone worker?
- Can the risks of the job be adequately controlled by one person?
- Is the person medically fit and suitable to be a lone worker?
- What training is needed to make sure the staff member is competent in safety matters?
- How will the person be supervised?
- Is there a risk of violence?
- Are people of a particular gender especially at risk if they are a lone worker?
- Are new or inexperienced staff members especially at risk?
- What happens if a person becomes ill, has an accident, or if there is an emergency?
- Are there systems in place for contacting and tracing those who are lone workers?

In gathering information for an assessment, managers may need expert advice which can be sought from the Health and Safety Manager.

## **4.3 Developing a Safe System of Work**

In the development of a written safe system of work, the information gathered during the risk assessment will be used to construct a document which will give information and instruction to the employees who are to carry out the work.

This will include all of the risk control measures and the reason for their application. Issues to consider in developing safe systems of work include:

- Joint working with others for high risk activities;
- Improvements to security arrangements in buildings;
- Security lighting in parking areas;
- Using check in and monitoring systems;
- Communications systems for sharing information on risk with colleagues in other disciplines and agencies;

- Using personal protective equipment or mobile phones and personal alarms.

## **5. Roles and responsibilities**

### **5.1 The Chief Executive** is responsible for:

- Ensuring there are arrangements for identifying, evaluating and managing risk associated with lone working;
- Ensuring that adequate resources are made available to implement the policy.
- Ensuring that there are arrangements for monitoring the implementation and effectiveness of the policy.

### **5.2 Department Managers** are responsible for:

- Ensuring that all staff under their control are aware of this policy and understand its content;
- Assessing all associated risks involved in lone working for activities undertaken by staff under their control;
- Ensuring that relevant employees are consulted when assessing the risks connected with lone working;
- Developing safe systems of work in consultation with the Health and Safety Manager;
- Ensuring that all staff who work alone are fit to do so;
- Ensuring that all staff who work alone have appropriate information, instruction, training and supervision;
- Ensuring all contractors under their control are appropriately managed when on site.

### **5.3 Employees** are responsible for:

- Taking reasonable care of themselves and other people who may be affected by their actions;
- Co-operating by following rules and procedures designed for safe lone working;
- Using any safety equipment supplied
- Taking part in and using training designed to meet the requirements of the policy;
- Informing their managers if they suspect that the system of work in place is ineffective or inadequate;
- Reporting any activity or defect likely to endanger safety;
- Reporting all incidents (including near misses) and any defects in equipment using the GJF Datix online incident reporting system.

## **6. Monitoring and review**

The Health and Safety Committee shall ensure that this policy is reviewed once every three years or after:

- a) Any significant changes in working practices
- b) Any changes in statutory legislation or Board requirements
- c) An incident occurs that requires improvement in practice.