



# Lone Worker Policy



Telephone Numbers: **02089162067 / 02089162066**

Mobile Numbers: **07719959445 / 07897255761**

**Email:** [domcare@ggwcare.com](mailto:domcare@ggwcare.com) / [mmonovis@ggwcare.com](mailto:mmonovis@ggwcare.com)

**Web:** [www.ggwcare.com](http://www.ggwcare.com)

**Office:** Room 66, Capital Business Centre, 22 Carlton Rd, South Croydon CR 20 BS



## Contact us today!

Schedule an assessment and let us develop a personalised support plan that caters to your unique needs. Together, we empower your well-being through continuous professional development, commit to excellence, and prioritise client satisfaction.

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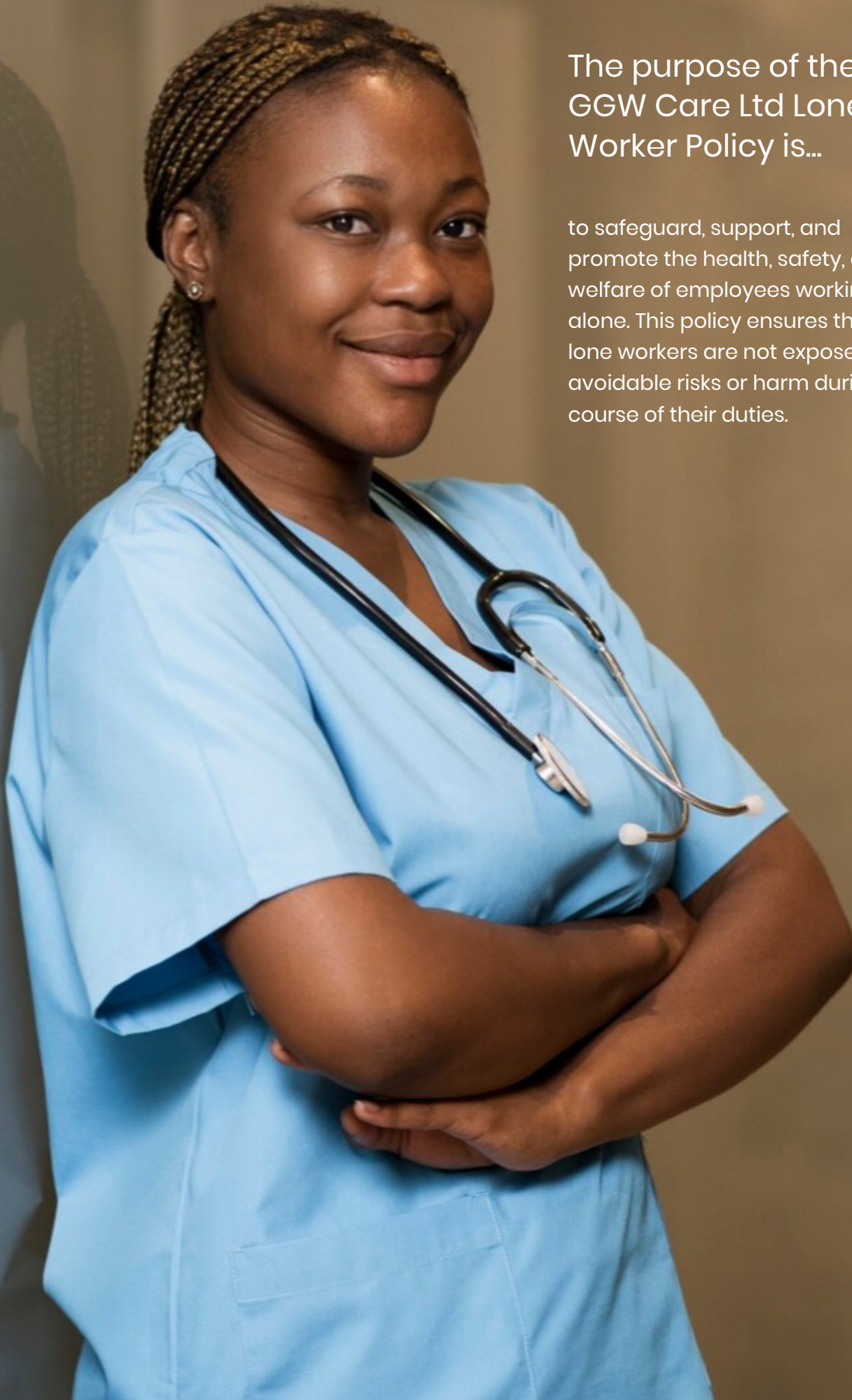
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# Purpose

The purpose of the GGW Care Ltd Lone Worker Policy is...

to safeguard, support, and promote the health, safety, and welfare of employees working alone. This policy ensures that lone workers are not exposed to avoidable risks or harm during the course of their duties.





# Objectives

1

Lone workers shall perform their roles efficiently, supported by appropriate training and awareness of associated risks.

2

Robust processes and risk assessments shall be established to minimize the potential risks of working alone.

3

GGW Care Ltd aims for zero reported incidents, accidents, or injuries arising from lone working situations.

4

Consistent adherence to clear, comprehensive processes and risk assessments is essential.



# Policy

GGW Care Ltd acknowledges the heightened risks associated with lone working and commits to the following:

1

Conducting thorough risk assessments before any lone worker commences their service.

2

Establishing adequate resources and processes to support lone workers' health, safety, and welfare.

3

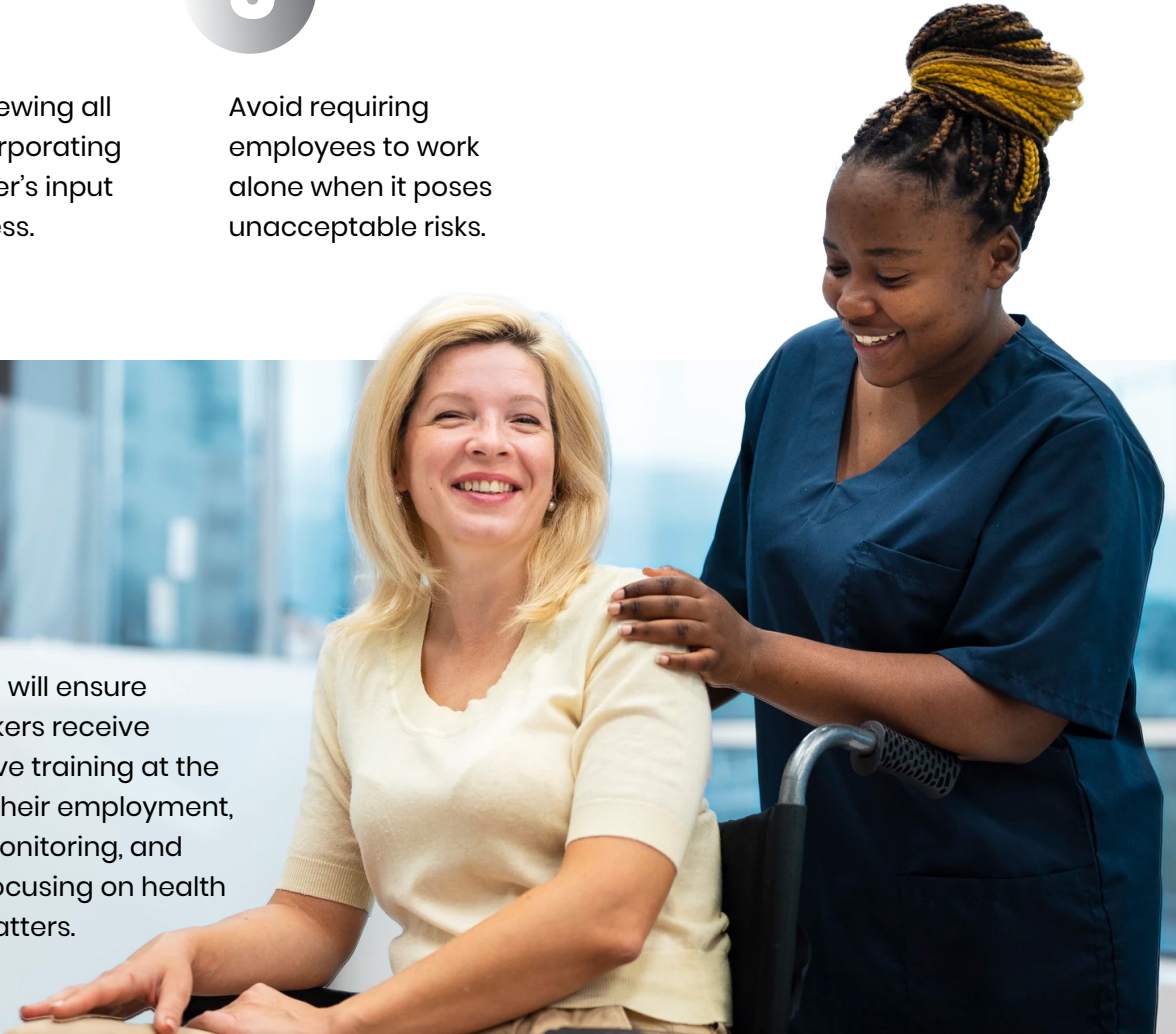
If risks are deemed unacceptable, lone workers will not be assigned to provide services alone.

4

Regularly reviewing all risks and incorporating the lone worker's input into the process.

5

Avoid requiring employees to work alone when it poses unacceptable risks.

A photograph showing a caregiver in blue scrubs assisting an elderly woman in a wheelchair. The caregiver is smiling and has her hand on the woman's shoulder. The woman is also smiling and looking towards the camera. The background is a bright, modern indoor setting.

GGW Care Ltd will ensure that lone workers receive comprehensive training at the beginning of their employment, continuous monitoring, and supervision, focusing on health and safety matters.

# Procedure

1

All new lone worker appointees will undergo comprehensive induction training.

2

Care Co-ordinators are responsible for ensuring safe working systems are followed and providing written instructions to all staff members.

3

Employees must demonstrate competence in their training, including various aspects such as emergency procedures, handling challenging behavior, and reporting concerns.

4

Suitable and appropriate risk assessments will be completed for all lone working situations, regularly reviewed, and updated when needed.

## Medical Considerations

GGW Care Ltd will follow HSE guidance on lone workers with medical conditions. A risk assessment will be conducted to determine if medical advice is required to ensure safe working for lone workers. Requests for medical reports will be subject to the Access to Medical Reports Act 1988 where appropriate.



# Responsibilities

Care Co-ordinators / Supervisors are responsible for:

- 1.** Ensuring premises, equipment, and machinery used by lone workers are safe and well-maintained.
- 2.** Regularly reviewing the training needs of their staff and providing refresher training or updates as necessary.
- 3.** Maintaining verbal contact with lone working staff at least once during their shifts.
- 4.** Holding regular departmental meetings, mandatory for all lone working staff.
- 5.** Providing lone workers with emergency contact details within GGW Care Ltd.



# Guidance for Lone Workers

A series of guiding principles will be upheld, including thorough induction for lone working staff, assessment and management of all lone working risks, provision of means for emergency contact, regular check-ins with lone workers, treating individuals with dignity and respect, and ensuring suitable equipment for summoning emergency support. They include:

- 1. Full Induction:** All lone working staff should undergo a comprehensive induction, including specific information about lone working.
- 2. Risk Assessment:** Thoroughly assess and manage all risks associated with lone working by implementing appropriate processes.
- 3. Safety of Premises and Equipment:** GGW Care Ltd will ensure that the premises, equipment, and machinery used by lone workers are safe, well-maintained, and defects are quickly reported and rectified.
- 4. Emergency Contact:** All lone workers will have the means to contact responsible persons in case of an emergency or for advice when needed.
- 5. Regular Check-ins:** GGW Care Ltd will establish regular verbal contact with lone workers during their shifts to ensure their safety and address any issues encountered.
- 6. Respect and Dignity:** Lone workers should treat the individuals they support with dignity and respect, just as if they were supported by more than one person.
- 7. Suitable Equipment:** Lone workers should carry suitable equipment at all times to summon emergency support or clarify any issues related to the care provided.
- 8. Awareness of the Individual's Needs:** Lone workers must always be mindful of the needs of the individuals they support.
- 9. Ensuring Safe Environment:** If the environment, equipment, or machinery is unsafe, or if the lone worker feels vulnerable or threatened, they may leave the situation and seek additional support.



# Checklist for Lone Workers

The following checklist serves as a guide for lone workers to ensure their safety and preparedness while working alone:

- 1.** Check for any specific information before visiting the Service User.
- 2.** Inform someone about your location and estimated duration of your lone working shift.
- 3.** Establish arrangements for someone to act if you do not respond to check visits or calls.
- 4.** Inform your manager if there are changes to your visit schedule.
- 5.** Ensure you can be contacted and have a mobile phone with good network coverage.
- 6.** Ensure the building is secure to prevent unauthorized access.
- 7.** Have means to call for help and arrangements to enable specified persons to attend promptly.
- 8.** Safely navigate to and from your work area, especially if working late or visiting a Service User.
- 9.** Avoid carrying excessive cash or displaying valuable items.
- 10.** Be prepared to seek advice, support, or terminate an appointment if uneasy.
- 11.** Report any aspects of the visit that need to be shared with your manager.
- 12.** Carry a personal alarm and maintain a working mobile phone.

## Breach of Trust and Failure to Follow Guiding Principles

GGW Care Ltd takes breach of trust and failure to follow the guiding principles of the Lone Worker Policy seriously. Any employee found in breach of these principles may be subject to disciplinary action, which could include verbal or written warnings, suspension, or termination of employment. Disciplinary proceedings will be carried out in accordance with the Company's Disciplinary Procedure.

## Monitoring And Review

GGW Care Ltd will regularly monitor and review the effectiveness of this Lone Worker Policy. Any significant changes in legislation, guidance, or operational controls will prompt a review. Additionally, any incidents that highlight weaknesses in the policy will lead to necessary adjustments.

## Policy Awareness

GGW Care Ltd will communicate this policy to all employees working within the organization. It will be distributed through the Company Intranet and conveyed during team briefings and meetings.

## Policy Compliance

Compliance with this Lone Worker Policy is mandatory for all employees working alone or managing colleagues who work alone. Any breaches of the policy will be addressed following the Company's Disciplinary Procedure.





## Further Advice

If any employee requires further advice or information concerning this policy, they should contact their line manager or the Health and Safety team at GGW Care Ltd.

GGW Care Ltd is committed to providing a safe and secure working environment for all employees, including lone workers, and will continue to review and update this policy as necessary to ensure the highest standards of health and safety are upheld.



# Experience the **GGW Care Limited** difference and discover a higher standard of care for yourself or your loved ones.



**1. Dementia Care:** Expert caregivers providing compassionate support for individuals with dementia, enhancing their quality of life.

**2. Mental Health Conditions:** Personalised care for individuals with mental health conditions, prioritising well-being and comfort.

**3. Personal Care:** Respectful and dignified assistance with daily activities like bathing, grooming, dressing, and medication management, promoting independence.

**4. Physical Disabilities Care:** Specialised care for individuals with physical disabilities, including mobility assistance and enhancing comfort and independence.

**5. Sensory Impairment:** Tailored support for individuals with sensory impairments, offering assistance to enhance well-being for those with visual or hearing impairments.

**6. 24-Hour Care:** Round-the-clock support for individuals who prefer to stay in their own homes.

**7. Day Sit-in Service and Night Stay Service:** Available caregivers for day-time support and overnight stays, ensuring round-the-clock assistance.

**8. Escort to Hospital or Day Care:** Transportation services to accompany and assist individuals to hospitals or day care facilities.

**9. Shopping and Cleaning Service:** Assistance with shopping tasks and maintaining a clean and organised living environment.

**Those We Serve:** We recognise the unique needs of these groups and provide tailored care to help them lead fulfilling lives.

**Older People:** Our services are designed comprehensively for individuals aged 65 and above.

**Young Adults:** Our support services are also extended to young adults with physical disabilities, sensory loss, and learning disabilities.



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