

# Lone Worker Policy

1.2

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## **1. INTRODUCTION**

Some staff may be required to work by themselves within the SHPCA HQ Office and there may be the unlikely but exceptional/extraordinary occasion where a single member of staff is present at a site where SHPCA operate a service.

The purpose of this policy document is to establish basic principles to ensure that any personal risks are properly assessed and controlled. Employers are responsible for health and safety of their workers working in any location, and, where necessary, should undertake a risk assessment sufficient to adequately assess the individual circumstances applicable to each member of staff.

## **2. WORKING WITHIN THE SHPCA HQ OFFICE (PURE OFFICES BUILDING)**

Staff working alone should ensure that:

- All external doors and accessible windows are locked where patient/public access is to be prevented. Follow building guidelines issued by the Pure Offices Site Manager.
- Lone workers should not admit anyone into the premises who is unknown to them.
- Ensure that you are familiar with the locations of telephones with direct access to outside lines, and that you know how to access these.
- Keep your keys secure and not accessible to visitors.
- Only use the front door for exit Use the most secure door for access and exit, preferably one that has a security camera or a door-viewer available. Where the building has CCTV available to monitor the external area, use the system to check visible areas before exiting. (Of course, in an emergency situation use the nearest fire exit).
- Do not undertake high-risk physical activity such as lifting / carrying, working on ladders, or undertake manual work whilst alone in the building.
- Close and lock all doors and windows behind you when you leave an area. Ensure all swipe access doors within the building close behind you at all times.
- When moving around the building, ensure access to other areas is prevented or controlled to ensure that intruders cannot access another part of the building without your knowledge.
- Keep a mobile telephone on your person.
- Be aware of the number of the local police station and key SHPCA contacts or keyholders who live locally.
- Be aware of the intruder alarm system, the procedure for calling for emergency help.
- Ensure that a colleague or family member is aware of the time that you are expected home. Ring that person if you are delayed. Ring them to tell them that you are leaving the building and what time you expect to be home. Ensure that the person

knows what to do should you fail to arrive in a reasonable time, and that they have the means to contact you both in person (mobile phone) and in the office after hours.

### **3. WORKING WITHIN THE SHPCA SERVICE LOCATIONS (INCLUDES IPCAS, 111 CAS, PHLEBOTOMY, CARDIOLOGY AND ANY OTHER SERVICES)**

Staff working alone should refer to the Service SOPs for Site specific guidance and ensure the following at any location:

- All external doors and accessible windows are locked where patient/public access is to be prevented.
- Lone workers should not admit anyone into the premises who is unknown to them.
- Ensure that you are familiar with the locations of telephones with direct access to outside lines, and that you know how to access these.
- Keep your keys secure and not accessible to visitors.
- Only use the front door or allocated access door for exit. Use the most secure door for access and exit, preferably one that has a security camera or a door-viewer available. Where the building has CCTV available to monitor the external area, use the system to check visible areas before exiting. (Of course, in an emergency situation use the nearest fire exit).
- Do not undertake high-risk physical activity such as lifting / carrying, working on ladders, or undertake manual work whilst alone in the building.
- Close and lock all doors and windows behind you when you leave an area.
- When moving around the building, ensure access to other areas is prevented or controlled to ensure that intruders cannot access another part of the building without your knowledge.
- Keep a mobile telephone on your person.
- Be aware of the number of the local police station and key SHPCA contacts or keyholders who live locally.
- Be aware of any intruder alarm system, the procedure for calling for emergency help.
- Ensure that a colleague or family member is aware of the time that you are expected home. Ring that person if you are delayed. Ring them to tell them that you are leaving the building and what time you expect to be home. Ensure that the person knows what to do should you fail to arrive in a reasonable time, and that they have the means to contact you both in person (mobile phone) and in the office after hours.

When finishing a service session where there are multiple staff present, **no member of staff should be left to finish locking up procedures alone.** Staff should leave together, ensuring one another are safely to their cars particularly during hours of darkness.