



Aurora

Enriching lives, Enriching Communities

Lone Working Policy

Policy Number	Policy Developed by	Date Developed
19-Other Policies	H&S, Operations, Quality Department	18.10.2019
Version	Amendments	
02	<ul style="list-style-type: none"> • St Patrick's Centre to Aurora • CSM to WCI manager • Staff to employee • Operations Manager to CEO • Mission statement up dated 	
Reviewed by		Review completed
HR Quality Group		20.08.24
CEO signature		Next Review Date
		20.08.26

Mission Statement

Enable people with complex needs to experience the same rights as every other citizen and as equal members of the community.

Table of Contents

1	Aim of Policy	3
2	Purpose of Policy	3
3	Scope of the Policy	3
4	Definitions.....	3
5	Legislation.....	4
6	Roles and Responsibilities:	4
7	Risk Management.....	6
8	Agreed Risk Assessments & SOP's procedures to support Lone Workers	6
9	Aurora Employee Assistance Programme:	7
10	Review:	7
11	Appendices	7
12	References & Bibliography.....	8

1 Aim of Policy

- 1.1 The aim of this Policy is to ensure that all Lone Working employees employed by Aurora are safe within their work environment.

2 Purpose of Policy

- 2.1 Aurora must ensure a safe and healthy working environment for all employees by developing continual responses to health and safety issues which may occur, therefore, ensuring a safe environment for employees, people we support, visitors and contractors.
- 2.2 This Policy requires that Aurora, in so far as is reasonably practicable, will reduce all reasonably foreseeable risks associated with lone working.

3 Scope of the Policy

- 3.1 This Policy and its guidelines apply to all Aurora employees, people we support, visitors and external contractors.

4 Definitions

- 4.1 A “Lone worker” is defined as an employee who is required to work alone without close or direct supervision or are physically isolated from colleagues and without access to immediate assistance. A lone worker includes employees who;
- Are the only employee in the person supported home.
- 4.2 “Reasonably Practicable” is defined as taking a reasonable approach to keep lone workers safe, including risk awareness assessment, response and learning from all events.

5 Legislation

- 5.1** The Safety, Health and Welfare at Work Act (2005) requires all employers to provide among other things, safe places and safe systems of work.
- 5.2** The Safety, Health and Welfare at Work Act (General Application) Regulations 2007 (S.I no 299 of 2007) states “without prejudice to the generality of section 19 of the 2005 act, an employer shall, in identifying hazards and assessing risk under the section, take account of particular risks, if any, affecting employees working alone at the place of work or working in isolation at remote locations”
- 5.3** Aurora is guided by the general safety and health provisions and the (General Application) Regulations (2007) that require employers to take the necessary measures to ensure the safety, health, welfare and protection of their employees. These Regulations require employers to take account of changing circumstances and carry out risk assessments accordingly. Training on matters of health and safety must be provided to ensure the safety health and welfare of employees.

6 Roles and Responsibilities:

6.1 Role & Responsibilities of the Chief Executive Officer:

- 6.1.1** The Chief Executive Officer, under Section 8 of The Safety, Health and Welfare at Work Act 2005 shall ensure, in so far as is reasonably practicable, the Safety, Health and Welfare at work of all employees. As Lone Workers may be more vulnerable than other workers, these duties take on an even greater significance.

6.2 Role and Responsibilities of Director of Services:

- 6.2.1** The Director of Services undertake to implement the Lone Worker Policy aims and objectives and be familiar with its contents.
- 6.2.2** The Director of Services shall put in place adequate and relevant resources as is required for the implementation of this policy.
- 6.2.3** The Director of Services will create an open and immediate reporting system for all incidents, accidents and near misses involving Lone Workers and use this information to prevent the reoccurrence of future incidents.
- 6.2.4** The Director of Services will ensure that all staff receive appropriate training as deemed necessary so that they may carry out their daily duties safely while

working alone.

- 6.2.5 The Director of Services will liaise with Wellness Culture and Integration Managers, PIC's and Team Leaders on information received and identified trends pertaining to Lone Worker risks.

6.3 Role and Responsibilities of Wellness Culture and Integration Managers, PICs and Team Leaders:

- 6.3.1 All managers PICs and team leaders must fully understand and sign this policy and implement same in their area of responsibility.
- 6.3.2 Ensure that all risk assessments involving employees, people we support, visitors and external contractors and all areas that fall within the scope of this Policy are carried out and reviewed regularly.
- 6.3.3 Where employees work alone for extended periods and/or on a regular basis, Wellness Culture and Integration Managers, PIC's, Team Leaders and Night manager must make provision for regular contact, both to monitor and to counter the effects of working in isolation.
- 6.3.4 Respond to documented employee concerns and reports in respect of lone working.
- 6.3.5 Make the Lone Worker Policy part of everyday safe work methods and ensure that all safe work methods are promoted daily.
- 6.3.6 Support employees working alone in any incident which may occur during their shift and later on at follow up support / debriefing meetings.
- 6.3.7 To activate agreed plans in the event a Lone Worker does not report in as expected (including attending for rostered hours and at the end of their working shift/hours).
- 6.3.8 To ensure all lone workers receive all relevant training, information, instruction and supervision so as to allow them to carry out their duties safely and effectively.
- 6.3.9 To liaise with and inform the Director of Services on information received and identified trends pertaining to Lone Worker risks.

6.4 Role and Responsibilities of Lone Workers:

- 6.4.1 It is the responsibility of Lone Workers working within Aurora to be familiar with and adhere to this Policy and promote its aims.
- 6.4.2 Lone Workers are not permitted to give their personal contact details or other employee's personal details to people we support/ relatives/carers/ visitors or members of the public; communication must be through authorised channels only.

- 6.4.3 Employees have a responsibility to take care of their own health, safety and welfare and to co- operate with the employer in relation to safety at work.
- 6.4.4 All Employees must attend training as deemed necessary to promote safe work practices.
- 6.4.5 When agreed protocols are in place, Lone Workers must not deviate from same without informing their WCI manager/PIC/ Team Leader in advance. Agreed protocols are specific to certain areas, employees must ensure where site specific protocols are in place in relation to deviating from agreed protocols that the site-specific protocol is adhered to e.g. emergency response protocol agreed with PIC/team Leader.
- 6.4.6 Employees shall follow a common-sense approach with respect for self-safety, care and behaviours that challenge. In certain cases, Lone Workers should be encouraged to make a decision themselves to proceed or leave a situation if it is unsafe.

7 Risk Management.

- 7.1 Where the Risk Assessment indicates that it is not possible for a Lone Worker to carry out their work safely, this must be notified to the Director of Services, and or senior management immediately. Alternative arrangements/safeguards will be put in place following a risk assessment outlining the safety issues.
- 7.2 WCI manager/PIC/Team Leaders and Lone Workers are encouraged to have regular contact to promote information sharing which will ensure the safety of the Lone Worker and Person Supported and ensure the Lone Worker complies with all of Aurora Policies in respect of reporting (including all incidents, accidents and near misses).

8 Agreed Risk Assessments & SOP's procedures to support Lone Workers

- 8.1 PIC/Team Leader to ensure that relevant protocol's/SOP's/Risk Assessments (Appendix 1) are in place to support Lone Workers.
 - 8.1.1 Lone Worker in difficulty
 - 8.1.2 Protocol for agreed contact/time
 - 8.1.3 Behaviour support plan
- 8.2 Ensure all incidents are recorded as per Aurora's policy

9 Aurora Employee Assistance Programme:

- 9.1** Team Leader/PIC/WCI to debrief all persons involved within 24 hours or sooner as required by the situation.
- 9.2** Follow up debriefing will occur no later than one week to consider and review the incident. Protocols will then be developed to eliminate the occurrence of such an incident in the future.
- 9.3** Counselling will be offered to all employees involved through the Employee Assist Programme.
- 9.4** Aurora recognises the need for specific and specialised support to employees and immediate family members of employees who may encounter, in the course of their work, situations which may have potentially traumatic effects on their personal and professional life. Management and colleagues will offer support and the company have also put in place an outside assistance programme. This support is offered through the Employee Assistance Programme (EAP). The Programme offers access to an external group of specially trained professional practitioners. This service is confidential and can assist in addressing issues after an incident.
- 9.5** Contact details for Employee Assistance Programme are: Free phone 1800 936710
www.healthassurancedeap.com

10 Review:

- 10.1** This policy will be reviewed on a two-yearly basis by WCI manager, Quality and Health & Safety Dept.

11 Appendices

- 11.1 Lone Working Risk Assessment template

12 References & Bibliography

12.1 HSE Lone Worker Policy No: HSAG2011/4

12.2 The Learning Curve – Lone Working Policy

https://www.learningcurve.org.uk/sites/ladder4learning.org.uk/files/file_uploads/policies/Lone%20Working%20Policy.pdf [Accessed: 09May2017]

The Health, Safety and Welfare at Work Act 2005

12.3 The Health and Safety Authority – Guidance on Lone Workers

http://www.hsa.ie/eng/Topics/Hazards/Lone_Workers/ [Accessed: 30March2017]

12.4 Aurora Policies and Procedures

12.5 This Lone Worker Policy is to be read and adhered to in conjunction with the following relevant Aurora Policies (located on the Q drive):

12.5.1 Policy for Behaviours that Challenge

12.5.2 Missing Persons Policy

12.5.3 Risk Management Policy

12.5.4 Safeguarding Vulnerable Adults Policy

12.5.5 Visitors Policy

12.5.6 Aurora Health & Safety Statement