



# Connections

## Lone Working Policy Policy & Procedure 4.0

Version	Date	Author	Comments
1.0	Oct 2019	Jules McDonald	Initial version
2.0	Oct 2020	Jules McDonald & Emily Heys	Review
3.0	Jan 2022	Jules McDonald & Emily Heys	Review
4.0	June 2023	Jules McDonald, Bret McDonald & Emily Heys	Review
5.0	March 2025	Jules McDonald, Bret McDonald & Emily Heys	Review

### Purpose & Scope

The aim of this policy is to identify the risks presented by lone working, to identify the responsibilities the Connections practitioners have in this situation, and to describe procedures that they will use to minimise such risks. It is intended to give a framework for managing potentially risky situations.

This policy applies to lone working with clients (children and adults) and their carers/families.

### Context

The clients at Connections Neurological Services (Conductive Education and Neuro-Physiotherapy) have a very wide range of disabilities and difficulties. Consequently, they have a wide variety of cognitive, communication, physical, social and emotional needs. These varied difficulties and needs have the potential to create additional risks for working in a lone-working context.

The clients of Connections general support services (NLP) may have difficulties/mental health challenges etc... or they may not. The increased likelihood

## **Lone Working Policy 5.0 – Connections**

of mental health challenges may have the potential to create additional risks for working in a lone-working context.

The procedures outlined in this document are always designed to help identify and reduce the risks to both the practitioners and the clients.

### **Procedures for Safeguarding Clients and Ourselves During Lone Work**

- For Neurological Services clients - Individual risk assessments will be used to identify if the client cannot be alone in their home/building with the Connections practitioner during sessions.
- For General Support Services clients - Individual risk assessments can be used if there is reason to believe that this is necessary. This will be identified within the application form.
- Should it be necessary for another individual to be present in most cases it will be sufficient that another person is present in the home/building but does not need to be always in the same room.
- The practitioner must ensure that the room door remains unlocked (and if possible, remains open)
- A phone must be kept nearby in the room in case of emergency.
- The practitioner will be responsible for risk assessing whether the room is a safe and suitable therapeutic space.
- In the circumstance that sessions are to take place in the client's home a home visit risk assessment must be carried out during the first visit – this will then be used in completion of the individual risk assessment. This can be done using informal observations etc... and only needs record keeping should risks be identified.
- When working in clients' homes a phone-location App, shared online calendars, phone calls and/or text message notification with another practitioner or practitioner's family member will be used to ensure that another person knows where the practitioner is, and their estimated time of departure.
- Consideration can be given to the suitability of recording sessions if deemed necessary although this would usually be avoided if possible.
- Consideration can also be given to more than one practitioner being present with a client. This will incur additional costs which would need to be covered by the client.
- At any point in service provision for a client, risk assessments can be repeated/reviewed if deemed necessary to ensure continued safety of both the professional and the client.
- If at any time the lone working risk of either client or practitioner is deemed too high, then services

### **Red Flag Events**

- 'Red Flag' events may occur at any time.
- These are events that might cause a practitioner to feel unsafe or concerned about either safeguarding a client or themselves.
- The practitioner should use their professional knowledge to judge if immediate action needs to be taken. This may include calling emergency services, alerting others to their presence, phoning emergency contacts of client or practitioner etc...

## Lone Working Policy 5.0 – Connections

- If immediate action is not required, then the practitioner should utilise individualised risk assessment as soon as is reasonably practicable to ensure any future lone work is safe to carry out.

### Online/Distance Services


- Connections practitioners provide online/distance services for some clients.
- There remains a lone-working risk to both the client and practitioner even when working online with an individual.
- Online support should be risk assessed in the same way as face-to-face support using the guidelines in this policy.

### Risk Assessment



- In drawing up and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances:
  - the environment – location, security, access
  - the context – nature of the task, any special circumstances
  - the individuals concerned – indicators of potential or actual risk history – any previous incidents in similar situations.
  - any other special circumstances
- If necessary, following risk assessments, protective measures should be applied. These will be individualised. External guidance/advice may be sought on these if necessary.
- In specific high-risk situations consideration should be given to whether offering and/or continuing service provision is appropriate.

### Support – Information and Advice

- Suzy Lamplugh Trust A leading charitable authority on personal safety. The Trust are a registered charity, and a leading authority on personal safety: <http://suzylamplugh.org>
- Health and Safety Executive (HSE) The HSE has published a range of guidance and support materials to help employers manage the risk of work-related violence to staff. This includes a set of case studies demonstrating good practice in managing the risks to Lone Workers. These are all available on the HSE website at: <http://www.hse.gov.uk/violence>

Authors	Jules McDonald, Bret McDonald & Emily Heys
Date written	September 2019
Date most recently reviewed	29 <sup>th</sup> March 2025
Review Date	March 2026
Print & Signed	J McDonald  E Heys

## Lone Working Policy 5.0 – Connections

	 <p>B McDonald</p> 
--	--