

Company Name: Integrative Supported Living Care

<b>Policy No: 03-4101</b>	<b>Authorised: Pellagia Margolis</b>	<b>Date: 15/01/2020</b>
<b>STAFF WORKING LATE OR ALONE WITH A SERVICE USER</b>		

*This Policy defines the measures and procedures to be followed to safeguard the Care Worker when working late shifts and / or working alone at a service user's home.*

The Organisation recognises that it has a duty of care towards its Care Staff who will largely be working in isolation with the service user. In this respect the following policy will be implemented:

1. For each new service user, Risk Assessments (ref *Form Nos 4-102 and 4-104*) will be undertaken with respect to the vulnerability of staff who may have to work late and / or alone with the service user. These Risk Assessments will consider the service user's individual Assessment of Needs for Daily Living, and the precautionary measures required to safeguard the safety of the Care Worker.
2. Staff Induction Training Programmes focus upon the safety and risk aspects of working late or alone with a service user, and this training is recorded. This training will focus upon the Duty of Care implicit with the Care Worker's employment conditions. Provision is made for records to be kept of any accidents, incidents and near misses that may occur to the Care Worker whilst on duty.
3. All Care Workers working late or alone will be issued with mobile telephones and / or pagers and an emergency out-of-hours contact number, which must be carried on their person at all times.
4. It is the Policy within the Organisation that Care Workers travelling to undertake care duties at service user's homes will not carry large sums of money or supplies of medication.
5. Care Workers working late or alone with a service user that has been identified as being of high risk with respect to abuse or aggression will be required to telephone the emergency out-of-hours number on an hourly basis to "log in" and confirm on-going safety of duties. *Policy No 4100 for Out-of-Hours Management of the Service* refers.
6. Where considered appropriate, Care Workers may be "doubled" in pairs to undertake such high-risk duties.
7. Where Care Workers are required to work in particularly remote areas, consideration will be given to providing transport and / or an escort to the place of work.
8. Where situations arise that the Care Worker feels compromised or threatened by a service user's behaviour, this may often be due to an element of incompatibility between Care Worker and service user. In such instances the Domiciliary Care Services Manager will review the service user's case notes with a possible view to changing the Care Worker. However, if this pattern of behaviour on the part of the service user becomes a regular occurrence then consideration will be given to withdrawing the Care Service altogether. *In such cases Policy No 4305* refers.

**FORMS REFERENCES:**

Form No: 1-400    *Induction Training Plan & Record*  
 Form No: 4-102    *Risk Assessment - Staff Working Late or Alone*  
 Form No: 4-104    *Lone Worker - Duty of Care - Accident / Incident / Near Miss Report*  
 Form No: 4-105    *Lone Worker - Health & Safety Training Record - Hazard Checklist*