



Beyond Limits Dumfries & Galloway provides policies and procedures to promote safe and consistent practice across the Organisation. The framework laid down within our policies and procedures lets everyone know how we work and reflects our values and mission statement. Our policies and procedures are written to help us, employees of Beyond Limits Dumfries & Galloway, to make good, safe decisions.

Beyond Limits Dumfries & Galloway expects all employees to be familiar with the contents of all policies and procedures relevant to their role and to understand how to apply them within their daily work.

None of these documents stand alone, all fit within the larger framework of the way we work and any associated policies which are particularly relevant will be directly referenced.

## Lone Working

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This policy should be read in conjunction with the guidelines contained within the person's Working Policy and the Health and Safety policy.

### Lone Working policy- what this means to Beyond Limits Dumfries & Galloway:

People with learning disabilities have historically been over supported by paid employees when they start telling us things are not right through their behaviour, instead of addressing the root of any problem, or looking at solutions that involve other forms of support rather than paid support. This means it is common to find people supported by 2, 3 or more staff when often these situations just exacerbate the problem. At Beyond Limits Dumfries & Galloway, we believe we need to listen to people, and address what they are telling us in ways that do not necessarily mean extra paid support.

Beyond Limits Dumfries & Galloway recognises that this means many of the duties required by an employee to support the people we work with, will require employees to work by themselves for significant periods of time, without close supervision, in isolated work areas and outside of normal working hours.



Beyond Limits Dumfries & Galloway wishes to protect its employees as far as is reasonably practical from the risks of lone working. Beyond Limits Dumfries & Galloway also recognises it has obligations under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work regulations 1999, for the health, safety and welfare at work of employees, which apply equally to staff that work alone.

This policy covers all employees in their day-to-day work, and includes volunteers and where appropriate, contractors.

### A lone worker is:

- Those workers who work by themselves without close or direct supervision
- Only one employee working on the Organisation's premises
- Employees working separately from others
- Employees working outside normal hours

### The policy aims to:

- Increase our employees' awareness of safety issues relating to lone working
- Ensure the risks to lone workers are assessed in a systematic and ongoing way and that systems are in place to reduce risk as far as is reasonably practical
- Ensure appropriate training is available to employees that equips them to identify risk and provides practical advice to employees working alone
- Ensure appropriate support is available to employees who work alone
- Encourage full reporting and recording of all adverse incidents relating to lone working, and reduce the number of incidents and injuries to employees related to lone working

## Responsibilities:

### The Director is responsible for:

- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working.
- Providing resources for putting the policy into practice and ensuring that there are systems in place for monitoring incidents linked to lone working and regularly reviewing the effectiveness of this policy.

### Service Leaders and where appropriate, Health and Safety reps are responsible for:

- Ensuring all employees are aware of the policy
- Ensuring risk is assessed and reviewed regularly
- Putting procedures and safe work systems into practice which are designed to eliminate or reduce risks associated with lone working
- Ensuring that lone workers are given relevant instruction, information and training at induction, updates and refresher training as necessary
- Ensure appropriate support is given to employees involved in incidents
- Managing the effectiveness of preventative measures through an effective system of reporting, investigation and recording of incidents
- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working
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### Employees are responsible for:

- Taking reasonable care of themselves and others affected by their actions
- Reading and following the Working Policy of the person being supported
- Reading and following relevant Beyond Limits Dumfries & Galloway policies and procedures relating to safe working practices
- Taking part in training provided relating to safe working practices

- Reporting all incidents that may affect the health and safety of themselves and others and asking for guidance where appropriate
- Reporting any dangers or potential dangers they identify or any concerns they might have in respect to working alone

## Guidelines for Personal Safety

### These guidelines focus on:

- Lone working with people Beyond Limits Dumfries & Galloway supports in their own homes, and whilst out in the community
- Travelling alone, working outside normal hours and environmental factors
- Each situation requires the same steps:
  - Assess risks
  - Minimise risks
  - Manage risks
  - After any incident, report and record the incident
  - Review procedures

If you are at all concerned that you are being placed in a dangerous situation through your employment, you must discuss this with your line manager as soon as possible.

Lone working with people Beyond Limits Dumfries & Galloway supports in their own homes and whilst out in the community:

### Assess Risks

- **In a person's home:**
  - Read the person's Working Policy thoroughly (there will be a copy at the person's home and on the relevant SharePoint site and make sure you are confident that you received the training and information required to support the person. This will give clear detail



about how to support the person in ways that protect them and the employee taking into account any risks associated with their behaviour, mental health needs, medication, health needs, learning disability, the environment and drugs or alcohol.

This will be based on facts and not prejudice – never assume someone with a learning disability or mental health need is likely to be violent

### Travelling alone and environmental factors:

- Additional factors to consider as well as above are the time of day you are travelling or supporting someone – think about it being dark? Or whether the location is isolated or out of mobile phone signal? (It is always useful to have done preparation work when visiting a new place for the first time to assess risks.) In addition, how long the journey may be and the effect this might have on the person you are supporting? Has the car enough fuel for the journey? Is the environment going to be crowded or over stimulating and will this have an effect on the person being supported?

If you have any doubts about the safety of the journey or the place you are visiting then discuss this with your line manager.

## Minimise risks

- **In a person's home:**
  - Unless you feel confident that you have received the training and information required to support the person, don't visit alone.
  - Familiarise yourself with the person's Working Policy (which will include contact procedures) and use supervision and support networks to collect any information required.
  - Always carry with you a mobile phone.
  - If there are any significant risks, make arrangements about your visit with your line manager.

**Travelling alone and environmental factors:**

- Wherever possible do a 'dry' run of a new activity or journey so that you are clear of stopping places, any risk issues and to make sure you feel confident about the trip. Plan a route and stick to it, do not deviate especially at night and do not stop in isolated lay-bys.
- Ensure you are clear about the contact arrangements recorded in the person's Working Policy. Tell someone in the team, leave a note in the communication book or email your team about where you are going and your estimated time of arrival back.
- Take with you a personal alarm if that has been agreed as part of the person's Working Policy.
- Make sure the car is in good repair and that you have enough fuel.
- If you are on your own, keep the doors locked and keep bags, keys and money out of sight. Always park in a well-lit area and carry a torch if required.

**Minimise Risks**

- **In a person's home:**
  - Your Beyond Limits Dumfries & Galloway induction will have included information about risk assessment and safe working practices and you will receive training on managing risk and working in safe ways with behaviours that might challenge you.
  - If in doubt don't enter someone's home, phone your line manager for support.
  - Read the person's Working Policy and follow any directions with regard to sitting in, using or entering the property and if you feel uncomfortable with anything the person does or says either ring your Line Manager or your Service Leader (in their absence) if appropriate or say you will return after gaining advice.

If the person becomes aggressive, is drunk or under the influence of drink and this is part of their normal behaviour then this will be detailed in their Working Policy, so follow what you should do in these circumstances. If you feel uncomfortable or under pressure then follow the exit plan for the person.

**Travelling alone and environmental factors:**

- Your Beyond Limits Dumfries & Galloway induction will have included information about risk assessment and safe working practices and you will have received training on managing risk and working in safe ways with behaviours that might challenge you.



- Read the Working Policy and follow any directions with regard to driving, supporting the person in the community or any other environmental factors. If you feel uncomfortable with anything the person does or says that is not in the Working Policy ring your Line Manager or Service Leader for advice.
- If you feel the person's behaviour is putting either you or them at risk stop the car at the nearest safe place and ring your Line Manager or Service Leader for advice.
- If you think you are being followed drive to a police station or if it is safe to do so, call for help.
- Wait for help to arrive sitting in the passenger seat with all the doors locked.
- If someone gets into your car, sound the horn, turn on the hazard warning lights and shout for help or use a personal alarm.
- If you breakdown on the motorway, get out through the passenger door and walk to the phone – arrows will show you the directions to the nearest one. When you get back sit on the embankment with the passenger door open so you can get in the car if you feel threatened.

## Report and record the incident

- An incident is any perceived threat to personal safety or actual harm to yourself, another person or the person you are supporting.
- Incidents, although often feeling like a failure, are a positive learning experience. Beyond Limits Dumfries & Galloway are an organisation that wants to learn from mistakes, so no incident is too minor to record. Beyond Limits Dumfries & Galloway also realises that incidents usually mean we have not been listening to the person we support well enough and need to review how we are supporting them. So, recording and reviewing incidents are the best way for a team to make positive changes to the way we support a person.
- You should fill out an incident/accident form for a minor or major incident and notify your Team Leader/Senior Support Worker. This will then identify if a de-brief meeting for you, and/or the team will be conducted. This will also influence whether to update the person's Working Policy in light of the incident/accident.
- Major incidents will be reported to the Service Leader's who will then report these to the Director and the appropriate external parties.

- If an incident is of a nature where criminal proceedings may be necessary, the Service Leader and Director will forward this onto the police.
- All incident / accident forms will be held on our online system.
- All data will be collated to provide any identified patterns of incidences.

## Review procedures

- The learning from incidents will be captured in the de-brief process, supervision or team meetings and will be used to update the Working Policy so that the team can consistently support the person in a positive way. The reviewing process will cover in line with the debrief review:
  - A synopsis of the incident / accident
  - Plan following the debrief
  - The person being supported own reflection of the incident
  - Agreed actions
  - Agreed changes to the Working Policy
  - Implement or amend Safety Assessments

