

# Lone Working Policy



Category	Policy
Summary	This document outlines BAPAM's policy and procedures relating to Lone Working.
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Distribution	BAPAM clinicians e-mail & online forum Staff e-mail and meetings Public website
Related documents	Employee Handbook Security Policy Health & Safety Policy Incidents Policy
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## 1. Context

BAPAM recognises that staff and clinicians working alone may be at risk of accident or violence. This document outlines BAPAM's policy and procedures relating to Lone Working.

This policy should be read alongside the *Security* policy.

## 2. Definitions

*Lone working* is defined as:

- situations where a BAPAM staff member or clinician is undertaking work for BAPAM in premises where there are no other staff or clinicians (including those from other agencies) available to summon assistance if required.
- situations where a BAPAM clinician consults a BAPAM patient in premises where there are no other staff or clinicians (including those from other agencies) available to summon assistance if required.

Lone working on business that is independent of BAPAM on BAPAM premises is not permitted and is not covered by this policy.

*Undertaking work for BAPAM* covers:

- all BAPAM clinicians providing free assessment and free followup consultations to patients registered with BAPAM
- BAPAM staff providing administrative support in our London clinic premises
- BAPAM staff providing administrative support in our London office premises
- BAPAM staff and practitioners providing education and training services or events in host premises

*Out of hours* working is defined as working in premises after close of business.

## 3. General Principles

The policy only covers working environments used routinely for delivering BAPAM's services. BAPAM staff and clinicians should *never* undertake lone working in **unfamiliar** environments.

Staff and clinicians should never feel compelled to work in environments where they feel vulnerable or unsafe.

Staff and clinicians are entitled to request a colleague's presence during office hours, and if this is not possible, can decline to work alone.

The following guidance applies in all situations where Lone working arises:

- always have a working mobile phone available which includes Emergency Contact numbers for BAPAM and the location you're working in
- inform a colleague, family member or friend of whereabouts and planned movements
- familiarise yourself with the environment and be aware of local Safety and security procedures, including emergency exits and routes to safety
- personal alarms are recommended and can be provided by BAPAM on request. (Staff and Clinicians working in London at SCCH are able to sign out a personal alarm at Reception when on duty).
- Home visits to patients are **not permitted** under BAPAM policy.

### **3.1 Lone working in London office premises – Southampton Row**

As far as possible, the Office and Clinics Manager will schedule rotas to ensure that lone working in the office is kept to a minimum, although this is not always possible in such a small organisation. The Manager is therefore responsible for anticipating lone working situations and communicating them to the personnel concerned.

No BAPAM staff are expected to work alone outside office hours (ie. when the main reception desk is closed and the building locked), and are discouraged from doing so.

Staff should not admit unknown visitors into the office or restricted areas of the building as outlined in the *Security* policy.

### **3.2 Lone working in London clinic premises – South Camden Centre for Health (SCCH)**

*Clinicians:* BAPAM's London clinical services operate out of a hosted NHS care facility – South Camden Centre for Health (SCCH) - during office hours. The Clinics Manager is responsible for clinic rotas that ensure clinicians are supported by BAPAM staff onsite during office hours. BAPAM clinicians working at SCCH should not undertake patient consultations without a member of BAPAM staff or a known colleague on the premises.

*Admin staff:* Similarly, BAPAM staff are only required to work at SCCH during designated BAPAM clinic hours or office hours when SCCH staff are also in attendance. There should be no instances where staff are working at SCCH without known colleagues on the premises.

Staff roles do not involve patient consultations, and staff should never undertake lone working with patients.

### **3.3 Regional clinics and AMABO**

In the Regions, BAPAM clinic environments are varied and are often hosted by other organisations. The Office and Clinics manager is responsible for contracting with these premises and for facilitating arrangements for consultations. Clinicians should have available and comply with all security policies and procedures that apply in these settings.

BAPAM staff keep records of all scheduled appointments in the Regions. Regional clinicians should ensure they let staff know of any changes to these schedules, in terms of times, location or patients seen.

**AMABO** doctors are currently responsible for their own consultation arrangements in accordance with the General Principles outlined above.

#### **4. Incident Reporting**

Issues that make staff or clinicians feel unsafe or that lead to a personal safety incident should be reported to the Chief Executive (see Incident Reporting policy).

#### **5. Training & Resources**

All BAPAM staff and clinicians will be provided with appropriate training (Dealing with difficult people; Conflict Resolution).

#### **6. Responsibilities**

Staff, clinicians and practitioners who do not adhere to this policy are putting themselves and the organisation at risk, and disciplinary action may be taken. BAPAM will not be responsible for any incidents occurring to staff, clinicians or practitioners that results from lone working that is not in accordance with this policy.

*First edition December 2012*

*Revised November 2013*

*Second edition March 2016*

*Next review March 2019 (update sooner if re-location arises)*