

HINCKLEY HOMELESS GROUP

LAWRENCE HOUSE SUPPORTED ACCOMMODATION

Lone Worker Guidance Notes

A lone worker is defined as any member of staff, or a volunteer, working without direct supervision in a building or in the community and the guidance is designed to actively reduce the levels of risk associated with working alone.

Project Workers need to be mindful of their own Health and Safety.

The following procedures must be carried out with consideration to the residents at Lawrence House:

Conditions of the Workplace

Before starting work you must identify and make arrangements for a safe means of entry and exit from your workplace and ensure that you have the necessary illumination where required. The immediate physical terrain within the area you will be working must also be assessed for hazards.

Communication

When working alone you should ensure that you are equipped with the master set of keys (including the panic alarm fob) and either a mobile telephone and / or the portable office telephone to maintain communication with the Project Manager / Management Committee or the Emergency Services.

Plant and Equipment

Ensure that all plant, substances and goods involved in the work can be safely handled by yourself. Consider if the work will involve you lifting objects which are too large or heavy to be lifted on your own or whether another person will be required to operate essential controls for the safe operation of plant or equipment.

Whilst working alone if you feel that the activity cannot be undertaken in a safe manner, do not start work and wait until a second member of staff is available.

Personal Security

In the main office there are two outside telephone lines. The main phone is a cordless phone which should be carried at all times when out of the office.

There is an alarm fob, attached the master key set, which can activate the panic alarm by firmly pressing and holding down the two left hand buttons. This emits an alarm siren and also contacts members of Management to advise them of a "panic alarm". The keys and fob should be in the possession of the Project Worker at all times when lone working. This noise is usually enough to stop someone being aggressive and make them turn and run from the scene.

After the panic alarm has been activated, Project Staff can silence the alarm and re-set the panel by entering unlock and the code 8139. Only do this once you are sure that you are safe. The panic alarm will still contact the Management Committee who have a procedure to follow in response to this; the first contact by them will be by telephone to assess the situation.

In the case of an emergency contact the Emergency Services and then the Project Manager or Management Committee. All phone numbers are in the front of the Lawrence House Information Manual.

C.C.T.V

There is a CCTV surveillance system installed in Lawrence House. This is operated from the front office with a split screen monitor and a second screen in the Manager's office.

If there is a disturbance or loud noise from within the hostel or its grounds, always check the monitor to pinpoint the problem area. Never confront any intruder, remain in the office and call the Police on 999.

If a person is causing a disturbance outside Lawrence House NEVER go outside to challenge them, speak to them over the intercom system and ask them to go away or you will call the police. If they do not respond in an acceptable time or the disturbance is escalated dial 999 and send for the Police. Remain in the office and if any residents are in the entrance area, then ask them to go to their room and remain there.

If there is a disturbance within the hostel, and if you feel it is safe to do so, approach the perpetrator and ask them either to leave if they are a visitor, or to go to their room if they are a resident. Always remain between your safe means of exit and the perpetrator, never go into their 'personal space', never be confrontational or show aggression. Be aware of your body language and remain calm not raising your voice. If there is no response go to the office and ring 999 and send for the Police and ask them to remove the aggressor from the premises.

Resident's Rooms

If you need to go to a resident's room, knock the door and always stay in the corridor whilst you are speaking to them. NEVER enter a resident's room, even if invited, unless you have a second member of staff with you. If the resident is

unwell ask another resident to come in with you so that you can assess how ill they are. If necessary call 999 and ask for the Ambulance.

Risk to Residents

All staff should be aware of the increased risks to residents that lone working presents. These include:

- Personal benefit through abuse
- Financial
- Physical
- Verbal
- Not meeting support needs

The Lone Working Policy and these Guidance notes should be fully used to minimise these risks and ensure that residents, staff and HHG are protected.

Other procedures and guidelines are also in place to minimise these risks (please see related documents as listed on the Lone Working Policy). In addition, the Project Manager regularly carries out supervisions with staff, organises training for staff and carries out audits with residents to ensure that they have no issues at Lawrence House.

General

It is the worker's responsibility to ensure that the above safety precautions are adhered to. Continual failure to abide by the above precautions will become a Supervision Issue and may become a Disciplinary Issue.

Any personal Health and Safety issues should be reported immediately to the Project Manager.