

Lone Working Policy



Category	Policy
Summary	This document outlines BAPAM's policy and procedures relating to Lone Working.
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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 follow-up consultations to patients registered with BAPAM
- BAPAM staff providing administrative support in our London clinic 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.
- Home visits to patients are **not permitted** under BAPAM policy.

3.1 Lone working in London office premises – 7-9 Bream’s Buildings

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. On the rare occasion when the Manager needs to access the office out of hours, the Director should always be informed and give approval.

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

Clinicians: BAPAM’s London clinical services operate 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 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 during designated BAPAM clinic hours or office hours. There should be no instances where staff are working 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

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.

In most cases, a BAPAM administrator will be present during a regional clinic in line with our regional standards as new clinics are developed.

4. Incident Reporting

Issues that make staff or clinicians feel unsafe or that lead to a personal safety incident should be reported to the Director (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.

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