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|  | **Risk Assessment Prompt Sheet** | | | **cid:image003.jpg@01D2FB20.B009E750** |
| **PS:028:01** | **RE: Lone Working** | | | |
| **Issue date:** | June 2018 | **Revised Date:** | June 2020 | |
| **Author(s):** | National Health and Safety Function | | | |
| **Note:**  **Legislation:**  **Definition:**  **Scope:** | Safety, Health and Welfare at Work (General Application) Regulations, 2007, Regulation 2(3) | | | |
| ***“****Lone workers are those employees who work by themselves without close or direct supervision. Lone workers are employees who are physically isolated from colleagues and without access to immediate assistance”.*  Lone working refers to situations where employees in the course of their duties work alone:   * In fixed workplaces e.g. Health centres, employees working out of hours in laboratory, x-ray department, reception areas, community group homes, maintenance departments etc. * Workers working away from their base e.g. community based employees, ambulance personnel, employees working / attending meetings in a non HSE facility etc.   *(Ref: Adapted from* [*HSA Guidance on Lone Working in the Healthcare Sector, 2011*](https://www.hsa.ie/eng/Publications_and_Forms/Publications/Healthcare_Sector/Guidance_on_Lone_Working_in_the_Healthcare_Sector.html)*)*  For further information, please refer to the [HSE Policy on Lone Working](https://healthservice.hse.ie/filelibrary/staff/hse-policy-on-lone-working.pdf) and [Lone Working](https://healthservice.hse.ie/staff/benefits-services/health-and-safety/lone-working.html) webpage | | | |
| The following is a non-exhaustive list of prompts relevant to the hazard which should be used and considered when assessing and controlling the hazards associated with Lone Working.  All control measures must be documented on the appropriate risk assessment form.  For further guidance on undertaking workplace Occupational Safety Health (OSH) Risk Assessments which are compliant with Section 19, of the Safety, Health and Welfare at Work Act, 2005 and associated legislation please refer to [*Guideline RE: Completion of Occupational Safety and Health Risk Assessments*](https://healthservice.hse.ie/filelibrary/staff/guideline-on-completing-occupational-safety-and-health-risk-assessment.pdf) | | | |

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| **No.** | **Hazard controls to be considered when carrying out your risk assessment** | **Yes** | **No** | **N/A** |
| **1** | Have all lone workers been identified? |  |  |  |
| **Aggression & Violence; Contact with difficult clients; Hostile environment; Inappropriate behaviour** | |  |  |  |
| **2** | Are clear procedures in place to set limits on what can and cannot be done whilst working alone and are staff aware when to stop and seek advice? |  |  |  |

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| **3** | Have lone workers received sufficient information, training and instruction in performing their duties? |  |  |  |
| **4** | Are the following personal details of lone workers held on file: name, address, mobile number, car registration, make and model and next of kin details? |  |  |  |
| **5** | Where necessary, are lone workers provided with a client history including any relevant background information from colleagues or other professional bodies e.g. referring agency, GP, An Garda Siochana? |  |  |  |
| **6** | Does contact with service users initially commence with a referral through an authorised source? |  |  |  |
| **7** | Where self-referrals are made from a client that is not known to the service, is a specific risk assessment carried out and, where possible, do two staff members attend the initial visit? |  |  |  |
| **8** | Where there are known risks associated with a particular location or service user, is a risk assessment conducted to identify whether a home visit is appropriate or whether an alternative location is warranted? |  |  |  |
| **9** | Is there a central point of contact for staff to leave details of their lone working activities? e.g.   * Office base – manned at all times when employees are lone working * An answer phone that is monitored at agreed intervals * Nominated person with a mobile phone |  |  |  |
| **10** | Does the central point of contact have access to the lone workers personal details and is there an agreed escalation procedure in place that is initiated in the event of the lone worker failing to make contact? |  |  |  |
| **Transport to include: Driving; Travelling by Foot: Travelling by Public Transport; Travelling by Taxi; Escorting Clients** | |  |  |  |
| **11** | Are safe systems (safety procedures) documented for staff travelling by the identified modes of transport? |  |  |  |
| **Occupational Blood Exposures** | |  |  |  |
| **12** | Are procedures in place for the management and reporting of accidental exposure to blood and bodily fluids and are employees trained in these procedures (to include 24/7 care where applicable)? |  |  |  |
| **Manual Handling** | |  |  |  |
| **13** | Have written moving and handling risk assessments been carried out and are safe systems documented for the lone worker? |  |  |  |
| **Chemical Agents** | |  |  |  |
| **14** | Have chemical agents risk assessments been completed? |  |  |  |
| **Psychosocial (Stress / Isolation)** | |  |  |  |
| **15** | Is there regular contact and supervision between the line manager and lone worker which forms a key part in ensuring the safety of the lone worker? |  |  |  |
| **16** | Are staff aware of the HSE supports available? |  |  |  |
| **Training** | |  |  |  |
| **17** | Have lone workers received training in the following (as appropriate according to Training Needs Assessment (TNA))?   * Personal safety * Management of work-related aggression and violence training * First aid procedures * Emergency procedures * Training in the use of lone worker technology |  |  |  |

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| **Use of Lone Worker Technology / Devices** | |  |  |  |
| **18** | Where hazards have been identified above, have lone worker technology / devices been provided? |  |  |  |
| **19** | Are there clear and robust protocols in place in the event of activation? |  |  |  |
| **20** | Is lone worker technology tested periodically and records of testing retained? |  |  |  |
| **21** | Is lone worker technology maintained in accordance with Manufacturers’ instruction and maintenance records maintained? |  |  |  |
| **Occupational Health** | |  |  |  |
| **22** | Are systems in place for lone workers to access Occupational Health if required? |  |  |  |
| **Supervision** | |  |  |  |
| **23** | Is there regular contact and supervision between the Line Manager and Lone Worker which forms a key part in ensuring the safety of the lone worker? |  |  |  |
| **Emergency Procedures** | |  |  |  |
| **24** | Are procedures in place for all foreseeable emergencies e.g. sudden illness? |  |  |  |
| **Accidents/Incidents and near misses** | |  |  |  |
| **25** | Are all incidents/accidents/near misses recorded and investigated and remedial measures implemented? |  |  |  |
| **Risk Assessments** | |  |  |  |
| **26** | Are the results of the risk assessment communicated to all relevant employees and all who come in contact with HSE services and activities? |  |  |  |
| **27** | Are risk assessments reviewed at least annually or more frequently if necessary, i.e. accident/incident or a change in circumstances to which they relate? |  |  |  |