

Lone Working

ATEC24

Background Information

The Assistive Technology Enabled Care Service operates a wide-ranging set of Standard Operating Procedures to deliver multi-disciplinary services across Edinburgh, East and Midlothian regions.

This guidance document sets out the procedure and key processes, in relation to lone working within the telecare service.

Scope

This policy should be followed by all staff working on their own. This will ensure we are all aware of what we should do whilst working independently within the field, and what should happen if there is a problem.

Procedure

The majority of the work completed by the Telecare team, is conducted in the field, in pairs. However, we have a number of staff working within our service who, at times, are required to work on their own for a variety of reasons. New members of staff, completing their induction into the service, must never be left to lone work.

Any concerns about lone working within the Telecare service, must be reported immediately to the individual's line manager.

If there are any medical issues that may affect lone working, your line manager must be made aware immediately, to ensure an occupational health assessment can be completed and professional recommendations, made.

Lone Working Process

When working on your own you must work to the arranged appointments. These are arranged either by the leadership team, the day shift staff or by yourself on the morning of the shift.

Before you leave for the start of your day, a copy of the list of the visits arranged, should be left in the office with the Senior Officer on duty (or if there is no Senior Officer, with the person Coordinating the shift). It is the lone workers responsibility to ensure this list is provided to the relevant person to enable the team to monitor their lone working/safety. All visits should be added on to SkyResponse through Planning View. This means all jobs are allocated to the person through the Responder app. This needs to be updated with arrival and leaving times as normal, as well as adding notes of outcome.

When leaving the office, the lone worker must make the Senior or deputy aware that they are starting their visits. If starting from elsewhere, please call in and advise where and when you are starting.

All vehicles are Bluetooth enabled, and work phones should be connected through this where possible, to make calling easier whilst driving.

It is the responsibility of the lone worker to contact the office at regular intervals. All calls should be made via the ARC on 0131 381 4559.

Please ensure you inform the office if you are making any unplanned visits.

You must also let the team know when you are finishing for the day and have completed your final visit.

Duty staff should check at the following times that contact has been made by the lone worker and that we are confident that they are safe: 0900, 1100 and 1300. Check the notes of the visits they have been attending. A lone worker monitoring check sheet is available to support this process.

No contact from Lone worker, as per agreement

If the Senior Officer/call coordinator has not received contact from the MRO on shift, since the previous check-in interval, they should follow this up.

They should first check Sky Response for the last contact. It could be that they have been held up with technical issues or in discussion with the citizen, extending the time it takes to complete the visit. A judgement should be made as to whether this is a reasonable explanation. Check to see if there are any details on any of the scheduled visits that may post some risk to the wellbeing of the lone worker.

If there is still no contact for 30 minutes, contact should be attempted by trying to call them on their work contact number. If there is no reply, wait 10 minutes for a call back as they may be in a property. If they do not, try again. If we hold a personal number, try this as well.

If there is a response team available close to where the lone worker should be, ask them to go and check for the vehicle on the way to the address. Continue to attempt to contact the lone worker by phone.

If the vehicle is fitted with telematics, fleet can locate it. Contact fleet for support with this.

At this point if there is still no response from the lone worker and we are unable to locate the vehicle, please contact the police for advice and support.

If as a lone worker, you feel at risk of harm and are unable to call for help by phoning the ARC, use the emergency SOS function on iPhones which can be active through pressing the side button, 5 times in quick succession.

Incident Reporting

Any incidents, including non-injury or near miss incidents, must be reported immediately to the senior member of staff on shift or on-call manager. This must then be recorded through the MyHS portal within 48 hours. A de-brief/post-incident review should happen between the staff member and the line manager as soon as practicably possible and further support offered (eg PAM assist) where relevant.

Further Information

[Health and Safety Guidance on keeping Lone Workers Safe | My Learning Hub](#)

Associated Documents

Lone Worker Risk Assessment

Lone Worker Monitoring Check Sheet

Document Control

SOP Name	Lone Working
Responsible Team/Function	ATEC24 - Telecare
SOP Owner	Senior Officer/ Telecare Coordinator
SOP Approver	Operations lead
Approval Date	30/04/2026
Review Date	29/04/2027
Version Status/Number	Version 4
