



Fleet Lone Working Procedure

Contents

1	Scope.....	2
2	Procedure.....	2
3	Welfare Checks.....	5
4	MDH High Power Lone Worker Transmitter Activation.....	5
5	Responsibilities.....	5
6	Audit and Review.....	7
7	Equality Analysis.....	8
8	References.....	8



1 Scope

- 1.1. The South East Coast Ambulance Service NHS Trust (the Trust) Board recognises and accepts its responsibilities as an employer to provide a safe and healthy working environment for all its employees as required under ***The Health & Safety at Work etc. Act 1974***
- 1.2. The Workplace (**Management of Health and Safety at Work Regulations 1999**) Fleet department and Production desk requires individual's employees to undertake duties, alone and in isolation whilst on duty. Therefore, the Trust has installed the **MDH, Worker Sentry Lone Worker Alarm System**. To enable staff to "automatically or manually summon assistance in lone worker emergency situations". Thus ensuring the risk of lone working is reduced to a level as low as reasonably practicable (ALARP).
- 1.3. This procedure mandates that all employees undertaking lone working within the Fleet workshops and Production desk, wear the MDH High Power Lone Worker Transmitter Alarm.
- 1.4. This document explains the procedures that must be complied with by the Fleet and Production staff. When working alone within the specified sites at listed within this procedure, so as to ensure a safe working environment.
- 1.5. For the purpose of this Lone Working Procedure Trust sites are defined as, Banstead, Chertsey, Eastbourne, Thanet, Lewes, Fleet departments and the Production Desk Banstead. Which are subject to review at any time required by the Trust.
- 1.6. To ensure compliance with the Fleet Lone Worker Procedure, all designated Fleet & Production staff members must receive appropriate training in the use of the MDH High Power Lone worker system & Fleet Lone Worker Procedure. Prior to undertaking any lone working on behalf of the Trust within the designated sites.

2 Procedure

2.1. Commencement of shift:

- Prior to undertaking Lone Working operations, the individual lone worker, must consult the site specific instructions located on the Fleet office notice board and also within the sites Safe System of Work inspection folder.



- The individual lone worker must locate the MDH High Power Lone Worker Transmitter MDH20037. Having completed a visual inspection for damage & serviceability checks, in line with the manufactures instructions and service manual/s.
- The individual lone worker must ensure their Trust issued mobile phone is ready for use and carried at all times whilst working. This will allow the duty manager/operator to undertake either welfare checks, or make contact if the MDH Lone Worker Transmitter Alarm activate in an emergency, false alarm situation.
- At the start of each shift, or when an individual becomes aware they are about to become a lone worker the individual lone worker, must notify the production desk or on call manager prior to entering the lone working site.
- Failure to do so may result in the on call manager or production staff not being alerted to a potential risk to a lone worker which could have catastrophic consequences for the lone worker.
- If appropriate, the lone worker may in addition to notifying the production desk of shift commencement, request a duty manager to undertake a welfare check (in person or by phone) either during, or post shift completion. The nature of the welfare check will be agreed by the duty manager & staff member on duty.

2.2. **Work positioning Tilt Alarm**

- The wearer must follow the manufactures instructions should they be required to undertake vehicle maintenance that requires them to adopt a working position greater than 60°.
- If the device is tipped away from the vertical by more than 60°, it will bleep once a second. If it remains tipped over for more than 15 seconds it will transmit an alarm. If the device is set upright before 15 seconds have passed, it stops bleeping and no alarm is transmitted. This period of 15 seconds can be increased to 30 seconds.
- On occasions, some lone workers may need to spend time lying down (e.g. vehicle maintenance). This situation is accommodated by the TILT OVERRIDE button located on the top of the device next to the aerial. Pressing this at any time will inhibit tilt detection for 5 minutes, at the end of this period, it is automatically enabled.

2.3. **Panic Alarm**

- The wearer has the ability to manually activate the device should the need arise, via the panic button. When the red panic button on the front of the device is pressed an alarm signal will immediately be sent to the central receiver



2.4. **Leaving the designated Lone working Site**

- If the wearer leaves the planned lone working site for meal breaks, road tests etc., the lone worker must ensure that the operator/manager is informed, to mitigate the risk of false alarms
- The lone worker must confirm with the operator/manager when they have concluded activities outside of the designated lone working area and that they have returned to site, to ensure active monitoring.

2.5. **Accidental MDH Lone Working Transmitter Activation.**

- If the MDH Lone Worker Transmitter Alarm is accidentally activated, then the wearer must follow the manufactures instructions and inform the duty manager/operator of the false alarm as soon as reasonably possible.
- Failure to do so may result in the on call manager or a front line ambulance being mobilised to loan working site.

2.6. **Completion of Shift**

- At the end of each shift worked alone, the lone worker must notify the production desk or on call manager that they have exited the lone working site. Failure to do so may generate a false alarm resulting in the on call manager or production staff requesting an immediate response by either the designated manager or response vehicle.
- Ensure that the MDH High Power Lone worker device is turned off and returned to its storage dock.
- If any defect is identified with the MDH Lone Worker Transmitter Alarm system, the fault must be reported to the Production Desk and Datix completed before leaving Trust property.

2.7. **Operational Line Management**

- All line managers responsible for the safety of Lone working staff on designated sites, must have a copy of the current staff lone working shifts schedule.
- Fleet on call managers can find all relevant phone numbers and scheduling via operational support desk and logged on the system, East and West EOC. Which will be compiled by and sent out weekly by the Trust Fleet administrators.
- Opreational Support / Fleet on call managers will be made aware of workshops that are lone working. With the time and date recorded and logged on GRS, so an accurate weekly log sheet can be



generated by the team fleet administrator's, operational support desk & on call Fleet manager.

3 Welfare Checks

3.1. There will be regular contact between production desk/workshop manager and the Lone Worker. (By telephone and email)

4 MDH High Power Lone Worker Transmitter Activation

4.1. When the MDH Transmitter is activated it will call production desk with an automated message saying, which workshop has been activated. If there is no answer from production desk it will then contact the relevant Fleet Workshop manager for that workshop as listed.

4.1.1 West workshops

- | | |
|---------------------|------------------------|
| • Chertsey workshop | West workshops manager |
| • Banstead workshop | West workshops manager |
| • Gatwick workshop | West workshops manager |
| • Tangmere workshop | West workshops manager |
| • Lewes workshop | Commisioning manager |
| • Brighton workshop | West workshops manager |

4.1.2 East workshops

- | | |
|-------------------------|------------------------|
| • Medway workshop | East workshops manager |
| • Thanet workshop | East workshops manager |
| • Ashford workshop | East workshops manager |
| • Hastings workshop | East workshops manager |
| • Polegate workshop | East workshops manager |
| • Paddock Wood workshop | East workshops manager |

4.1.3 There is an audible alarm and flashing beacon mounted on the wall, to alert anyone else who may be in the building, to alert them of an incident, as well as the devise contacting production desk.

4.1.4 If the nominated lone worker does not answer, production desk/workshop manager will carry out a call to 999 to get emergency services to attend.

5 Responsibilities



- 5.1. The **Chief Executive Officer** has overall responsibility for Health and Safety matters and this is delegated to the appropriate Director with responsibility for these matters.
- 5.2. The **Head of Fleet** has overall responsibility for this procedure, including monitoring and audit.
- 5.3. **Workshop Area Managers & Fleet workshop managers** are responsible for ensuring that the MDH Lone Worker Transmitter alarm system, is in good operating order at all times.
- 5.4. **The individual/lone worker** is responsible for his/her workload and only doing individual duties.
- 5.5. Ensuring that all relevant staff have completed the relevant training package for the MDH Lone Worker Transmitter Alarm system.
- 5.6. Ensuring that all relevant staff have an awareness of the Fleet Lone working Procedure and understood procedure/site specific working instructions.
- 5.7. That the annual service & inspections of the MDH Lone Worker Transmitter Alarm System is carried out in compliance with the manufactures specifications.
- 5.8. The fleet workshop manager is responsible for a record of monthly Inspections of the lone working devise, this will be added to their workshop monthly report.
- 5.9. **Fleet administrator team**
 - 5.9.1. The Fleet Administrator(s) send out a weekly report of who is on shift and the opening and closing of all workshops. This information is send out via email.
 - 5.9.2. **Individual Lone Workers** are responsible for their own personal safety & compliance with the *Fleet Loan Working Procedure, Trust Loan Worker Policy & the Health & safety Act 1974*



6 Audit and Review

- 6.1. All procedures have their effectiveness audited by the responsible Management Group at regular intervals, and initially six months after a new policy is approved and disseminated.
- 6.2. Effectiveness will be reviewed using the tools set out in the Trust's Policy and Procedure for the Development and Management of Trust Policies and Procedures (also known as the Policy on Policies).
- 6.3. This document will be reviewed in its entirety every three years or sooner if new legislation, codes of practice or national standards are introduced, or if feedback from employees indicates that the procedure is not working effectively.
- 6.4. All changes made to this procedure will go through the governance route for development and approval as set out in the Policy on Policies.



7 Equality Analysis

- 7.1. The Trust believes in fairness and equality, and values diversity in its role as both a provider of services and as an employer. The Trust aims to provide accessible services that respect the needs of each individual and exclude no-one. It is committed to comply with *the Human Rights Act and to meeting the Equality Act 2010*, which identifies the following nine protected characteristics: Age, Disability, Race, Religion and Belief, Gender Reassignment, Sexual Orientation, Sex, Marriage and Civil Partnership and Pregnancy and Maternity.
- 7.2. Compliance with the Public Sector Equality Duty: If a contractor carries out functions of a public nature then for the duration of the contract, the contractor or supplier would itself be considered a public authority and have the duty to comply with the equalities duties when carrying out those functions.

8 References

- 8.1. <http://www.hse.gov.uk/toolbox/workers/lone.htm>
8.2. MDH, Worker Sentry Lone Worker Alarm System Schedule

DEVICE LOCATION		OPERATIONAL SUPPORT	ALARM RECEIVER 1	WEST EOC
MANAGER		John Giles	ALARM RECEIVER 2	West workshop manager
DEVICE LOCATION		BANSTEAD FLEET ADMIN	ALARM RECEIVER 1	Operational support
MANAGER		John Giles	ALARM RECEIVER 2	WEST workshop manager
			ALARM RECEIVER 3	
DEVICE LOCATION		BANSTEAD WORKSHOP	ALARM RECEIVER 1	Operational support
MANAGER		John Giles	ALARM RECEIVER 2	West workshop manager
			ALARM RECEIVER 3	
			ALARM RECEIVER 4	
DEVICE LOCATION		CHERTSEY WORKSHOP	ALARM RECEIVER 1	Operational support
MANAGER		John Giles	ALARM RECEIVER 2	West workshop manager
			ALARM RECEIVER 3	



			ALARM RECEIVER 4	
DEVICE LOCATION	BRIGHTON WORKSHOP		ALARM RECEIVER 1	Operational support
MANAGER	John Giles		ALARM RECEIVER 2	West workshops manager
			ALARM RECEIVER 3	
			ALARM RECEIVER 4	
DEVICE LOCATION	LEWES CC		ALARM RECEIVER 1	Operational support
MANAGER	Stewart Neve		ALARM RECEIVER 2	Commissioning manager
			ALARM RECEIVER 3	
DEVICE LOCATION	MEDWAY WORKSHOP		ALARM RECEIVER 1	Operational support
MANAGER	Ross Crook		ALARM RECEIVER 2	East workshops manager
			ALARM RECEIVER 3	
			ALARM RECEIVER 4	
DEVICE LOCATION	THANET WORKSHOP		ALARM RECEIVER 1	Operational support
MANAGER	Ross Crook		ALARM RECEIVER 2	East workshops manager
			ALARM RECEIVER 3	
			ALARM RECEIVER 4	