

# Lone Worker Home Visiting Policy

To be reviewed Bi-Annually.

Policy Agreed January 2020. To be reviewed January 2022.



## **Introduction**

This guidance applies to all work carried out in isolation during home visits. Everton Nursery School and Family Centre is committed to ensuring the health, safety and welfare of all staff and volunteers for which there is a legal responsibility under the Health and Safety at Work etc Act 1974 and further detailed within the Management of Health and Safety at Work Regulations 1999.

The decision of whether a member of staff can carry out a home visit alone will depend on the findings of the risk assessments; these must be undertaken for each initial home visit carried out by two members of staff. The level of detail required for each risk assessment should be proportionate to the risk to a member of staff returning to the home alone to conduct another home visit.

## **Aim**

The policy is to support any practitioner supporting children and families to help develop an effective lone working home visiting policy and practice.

Everton Road Nursery School and Family Centre has a legal responsibility to provide safe systems of working when home visiting alone, individual staff must also take responsibility to follow safe working practices when working in the community.

To ensure that a standardised, practical and knowledge-based approach for home visiting is taken by senior managers, in line with current legislation and best practice.

## **Key Definitions**

For the purpose of this guidance, lone worker home visiting is defined as any work carried out in isolation from other practitioners. Lone working home visiting activities are those that are carried out without close or direct supervision often working and travelling in the local area working one to one with parents and carers. In these situations procedures and policies relating to the lone worker home visiting policy must be applied and adhered to.

## **Responsibilities**

Ensuring that lone working risk assessments are carried out and all control measures are implemented is a managerial responsibility. All relevant members of staff should be consulted when carrying out the risk assessment and must be informed of the findings. Members of staff have a duty to co-operate with their manager and comply with all controls in place to ensure safe working.

## **Safe Systems of Work:**

Before staff undertake a home visit, the following should be adhered to:

- Prior to visiting there needs to be a phone call, face to face meeting or written appointment to ensure the family knows who is visiting and what their role is.
- An Initial home visit should be made with a colleague to gather information to risk assess and ascertain as much information as possible about the family and the location to be visited.
- If an appointment cannot be kept the family must be informed.

- Weekly workplans MUST be kept up to date as this will ensure that the centre is fully aware of where staff (cc team) are at ALL times.
- The location (address) of the home visit MUST be recorded in the main diary including the expected time of return or ring time.
- When home visiting minimise personal risk by not wearing valuable looking jewellery and if travelling by car do not leave any items of value visible inside.
- Consideration should be given to ensure shoes and clothes do not impede ability to move quickly in case of an emergency.
- When approaching a family's home an assessment of the situation is important. The home visit can be abandoned or postponed if any staff are in any doubt of their own safety.
- Always wear name badges.
- Remain aware of the behaviour of all persons in the house, looking for any signs or signals that may indicate a potential problem.
- Ensure that as a guest in the family home; a non-judgemental approach should be adopted, showing sensitivity and respect for each families culture and circumstances.
- Maintain professional boundaries in their relationship with the family.
- Adhere to the Safeguarding and Confidentiality policy in place.
- If there is an aggressive animal in the house request that the animal be placed in a separate room.
- When the home visit is complete ensure that everyone is satisfied with the interaction that has occurred, make sure that everyone knows what should happen next and that they honour their commitment to all they have agreed to.
- Return back to work or communicate back to work by telephone at a time expected to confirm the home visit has ended. Also any change of plans or delay must be communicated back to work by phone.
- Recorded information regarding the home visit is recorded back at work and kept up to date.

### **Policy Implementation:**

- The Early Intervention Co-ordinator will be responsible for the implementation, review and evaluation of the Lone Home Visitor Worker Policy.
- All staff will be aware of who the designated person is.
- The policy will form part of the staff induction. On induction staff will receive an awareness raising session on lone working with suitable training provided within a reasonable timescale if required.
- The Early Intervention Co-ordinator will ensure that all lone workers understand the risks associated with their work and that the necessary precautions are carried out.
- The Early Intervention Co-ordinator will give guidance in situations of uncertainty and will report on a regular basis any incidents that have taken place in line with the reporting procedures for critical incidents to the Headteacher/Head of Centre.
- Training is key for the successful implementation of the Lone Worker's Home Visiting Policy. All potential lone working staff will on induction receive copies of relevant

policies relating to lone work and be more familiar with the procedures and processes in place for practising safe and competent lone working during home visits.

- Staff will receive a check list as a reflective tool for practitioners to enable them to self-evaluate their work and the policy.
- All staff working with this policy should take ownership of this process in order to develop their own awareness of the policy and related procedures enhancing their professional development and establishing their responsibility to ensure it is implemented effectively.
- Staff will have the opportunity to discuss this policy and their practice within their twice yearly Performance Management Target Setting, and 6 weekly opportunities at their Keep in Touch Meetings (KIT's).

### Policy Review

This policy was reviewed by the policy review committee on the 16<sup>th</sup> January 2020 and agreed by the Governing Body of Everton Nursery School and Family Centre for the full Governors meeting on the 23<sup>rd</sup> January 2020.