Target Audience

Care and Support staff in a variety of settings and Housing Support Teams who are providing direct care and support, including maintenance teams.

This course has been developed to raise awareness of the importance of personal safety for lone workers. Learners will be able to identify areas of risk and look at practical solutions to avoid or minimise risk within their own working environments.

This course is designed for staff working in a variety of setting where they are always or at times identified as a lone worker.

This course is delivered using a range of methods and resources including:

- Face to face tutor facilitation, large group discussions, questioning, participation, scenarios, using clutter image ratings, for breakout groups, questioning and participation, videos, and an end of session assessment.

This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:

- The Care Certificate Standard 13
- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- HSE Guidance on the Risks of Lone Working

Course Content

- Defining Lone working
- Legislation, policies & procedures
- Principles of risk assessment
- Working safely in other people's homes
- Communication systems
- Dealing with violent & aggressive incidents
- Reporting & recording procedures
- Post incident support
- Personal action planning

Learning Outcomes

After attending this course, learners will be able to:

- Give a definition of Lone working
- State legislation, policies & procedures in place
- Describe the 5 principles of risk assessment
- Give an example of how to work safely in other people's homes
- List communication systems available
- Give an overview of how to deal with violent & aggressive incidents
- Explain how to use reporting & recording procedures
- Describe how post incident support should work
- Complete a personal action plan

Duration: 3 Hours