**Lone Worker / Respondent procedures**

1. **Introduction**

The Lone Worker Support Service currently provided by Reliance Protect (RP) is a control measure for staff identified as a lone worker. The requirement to use the lone worker device needs to be identified through risk assessment and agreed by the staff members’ Line Manager and appropriate budget holder. Where risk assessment has identified the use of the service / device as a control measure, all staff affected will be mandatorily required to use the device.

The purpose of this protocol is to help you, to understand your responsibilities and actions to take when you are notified of a **Red Alert** by the Reliance Protect Alarm Receiving Centre (ARC), and how working with them can dramatically reduce the amount of time necessary to resolve an incident.

**2. What is expected of a respondent/ escalation contact?**

As part of this procedure, as a respondent/ escalation contact, you are expected to make yourself available either by mobile telephone or landline in the event that:

* The ARC operator has informed the emergency services about a staff member having pressed their panic alarm (red alert) button **and** there is **no doubt** that an incident is on-going at an identified location; or
* where a panic alarm (red alert) button has been pressed and the ARC operator is unable to confirm that a member of the respondent’s staff is safe and well, you will be expected to take the call and make informed decisions as to the next course of action as advised by the ARC.

The ARC will endeavour to take appropriate action before phoning the respective respondent and have available all relevant information that will assist the respondent to make an informed decision.

**3. What is expected of the Lone Worker?**

The system will only work effectively if you ensure that:

* You carry your mobile phone at **all** times during any ‘on-call’ or period of lone work.
* You ensure that your mobile phone is adequately charged and switched on.
* You inform the person responsible within your team for the administration of Reliance Protect/ lone working processes, of any work related activity or absence from work that would prevent you being able to respond i.e. sickness, annual leave, flexi leave, away on other business etc.
* You inform the person responsible within your team for the administration of Reliance Protect/ lone working procedures of any changes to your contact details.

Lone workers must:

* Check with their manager and / or any other systems prior to making home visits to establish if there are any alerts against the patient/ residents to determine whether or not additional measures and / or staff are required.
* Ensure the device is charged regularly
* Undertake a status check prior to a visit to check signal and battery strength
* Prior to each visit activate an amber alert and leave information about the address and client, for example, risk level
* Ensure they are familiar with the device and how to use it appropriately - [Link](https://www.nhsggc.scot/downloads/lone-working-support-service/?wpdmdl=68404&refresh=63f8c7d377f571677248467&ind=1677248411952&filename=identicom-user-guidance.ppt)
* Ensure that their MS Outlook diary is kept up to date and record the name, full address (with postcode) and both landline / mobile telephone numbers for the person visited. In addition they should share their diaries with their team and manager so that planned activities can be viewed in order to assist managers / respondents to determine an appropriate response to any alarms raised.
* Ensure that the staff diary template on the S Drive to record details of out of hours working is kept up to date & completed timeously. As access to MS Outlook diary is restricted during evenings & weekends rostered respondents should ensure they have a copy of the staff diary template so they know where staff should be at any given time.

**4. Escalation protocol – Red Alert Activations**

4.1. Lone Worker

In the event of an emergency, the Lone Worker/ user can activate a red alert using the device, this will allow the Alarm Receiving Centre(ARC) to listen in live to the incident. Users should try to be explicit in their conversation to help the ARC operator to respond appropriately e.g. “Please put the knife down” or “No, I don’t want to go into the room with you”

NOTE: All Incident Recordings are securely stored and can be used as primary evidence in any legal proceedings. The user is under noobligation to inform the assailant that their device has been activated or that the incident is being recorded.

Incident recordings will be kept for 12 months, before being securely archived by RP. Recordings can be requested from RP or Alarm Receiving Centre if required.

4.2. Reliance Protect

In the event that a Red Alert is raised, RP ARC operator(s) will listen in live via the device. If as a result the operator feels that there is a genuine emergency, the RP ARC will contact the emergency services directly. In the event that a call is made to the Emergency Services, RP ARC will report the incident to the respondent/ escalation contact.

4.3. Respondent/ escalation contact - what to do when receiving a call from an ARC operator

If the ARC is unable to distinguish whether there is a genuine emergency, for instance if the conversation is muffled or indistinct, the ARC will:

* Listen to the User’s incident and the last Amber Alert message left.
* Attempt to contact the User on their telephone number.

If you as a respondent/ escalation contact receive a call from the ARC, you should record the details supplied by the response centre, including:

* Name of User
* Last known location
* Details of last or current activity
* Relative “Incident Number”
* You must acknowledge the assistance and take any appropriate action in conjunction with the ARC operator

4.4. Resolving a Red Alert incident

*Scenario A:*

The recording contains high quality information about the situation and confirms it is a genuine emergency:

The ARC will call Emergency Services and relay all information given. They will then call you to inform you of the situation. You should follow the internal incident reporting procedure as instructed below.

*Scenario B:*

The recording contains information leading the ARC to believe it is a false alarm, e.g. normal tones of conversation, laughing, etc:

The ARC will attempt to call the User to confirm their safety. If they are unable to contact them, they will contact you. You will then:

* Call User again on all available numbers.

*Scenario C:*

The recording is blank or muffled making it difficult to identify whether the request is genuine or a false alarm:

The ARC will attempt to call the User to confirm their safety. If they are unable to contact them, they will contact you. You will then:

1. Call User (on any available numbers)
2. Ask ARC operative to Call Emergency Services, relaying any additional information.

**5. Incident reporting**

All incidents resulting from a lone worker device alert should be reported using DATIX. The User’s Line Manager is responsible for ensuring that such reports are completed. In addition to the internal incident reporting procedure, Reliance Protect will also provide a separate, supporting Incident Report which will detail the outcome of each incident. This will be made available to the main Administrator.

All incidents should be investigated in accordance with the Incident Management Policy ([here](https://www.nhsggc.scot/staff-recruitment/hrconnect/safety-health-and-wellbeing/policies-guidance-documents-and-forms/incident-accident-management/))