


Lone Worker Risk Assessment

City Care Southwest Ltd offers care and support services to adults over the age of 65 in their own homes. Our service is regulated by the Care Quality Commission (CQC) in relation to the regulated activity “Personal Care” and in accordance with the Health and Social Care Act 2008 and its associated regulations 2014.

Date Completed	19/01/2026
Completed By	R Williams
Signature	
Review Date	19/07/2026

		Level of Injury				
		Trivial	Minor	Moderate	Major	Severe
Likelihood	Very Unlikely	1	2	3	4	5
	Unlikely	2	4	6	8	10
	Possible	3	6	9	12	15
	Likely	4	8	12	16	20
	Very Likely	5	10	15	20	25

Low
Medium
High

You should use your judgement and experience to decide how serious an injury is; the examples below may assist in your assessment:

Injury

1. Trivial - paper cuts
2. Minor - cuts/bruises
3. Moderate - significant cuts/lacerations
4. Major - broken bones
5. Severe - unconsciousness/death

The overall risk level is determined by timing the level of severity by the likelihood of it occurring.

Lone Worker Risk Assessment

Lone working is defined by the Health and Safety Executive as ‘those who work by themselves without close or direct supervision’. This Risk Assessment identifies key risks and hazards which could impact City Care Southwest Ltd staff whilst working alone in their role for any reason.

Risk/Hazard	Detail	Mitigations and Measures	Risk Level
Travelling	<p>Traveling to and from work, or for work, using any mode of transport.</p> <p>Using a personal vehicle for work</p> <p>Carrying confidential information</p> <p>Adverse Weather Conditions</p> <p>Travelling to unfamiliar areas</p> <p>Early mornings and/or late evenings in darkness</p> <p>Accidents while travelling</p>	<p>Staff receive a rota on Birdie in advance and notify a manager by phone if they are unable to attend. Staff plan their journeys and are introduced to all new clients to ensure familiarity with the area and parking arrangements.</p> <p>Staff carry a fully charged mobile phone at all times to call for help.</p> <p>Vehicles are insured and certificates retained on file to ensure the appropriate level of cover is provided. Business Class Insurance (B1) and MOT certificate/Online version</p> <p>Confidential information is not kept in vehicles overnight, staff are instructed to only transport this information when they will visit the office in the same day.</p> <p>Managers receive weather alerts to inform them of adverse weather conditions and advice is provided in line with the business continuity plan.</p> <p>Staff follow guidance from the lone worker policy and travelling for work policy. Birdie will calculate ‘Check in’ and ‘Check out’ times of all visits along with Geo-location</p> <p>There is an on-call service running 24/7/365 where staff can access support and advice.</p>	L
Theft	<p>Carrying cash, medication, laptop, mobile phone, or equipment that appears to be valuable.</p> <p>Allegations of theft</p>	<p>Staff follow guidance in the handling monies and valuables policy, the medication policy and the health and safety policy.</p> <p>Staff are trained to safely handle medicines, money and valuables.</p> <p>Medication is not kept in vehicles overnight; staff are instructed to only transport medication when they will visit a pharmacy in the same day.</p> <p>Money, valuables, and medication may only be taken from the client’s property with the express consent of the client. Staff complete a financial transaction record, or medication removal form which requires a signature from the client to confirm they consent.</p>	L

Lone Worker Risk Assessment

		<p>Allegations of theft are investigated thoroughly in line with the company disciplinary procedures.</p> <p>Staff carry a fully charged mobile phone at all times to call for help.</p> <p>There is an on-call service running 24/7/365 where staff can access support and advice.</p>	
Environment	<p>Using Equipment</p> <p>Pets</p> <p>Hygiene and Cleanliness</p> <p>Other people residing at the client's address.</p> <p>Visitors to the client's address</p> <p>Access to people's Homes</p>	<p>Staff follow guidance in the Health and Safety Policy and receive training in how to manage their safety.</p> <p>Staff conduct personal risk assessments throughout the course of their day in line with their training.</p> <p>Staff are trained appropriately for their job role through their induction, training, refresher training/competencies and supervisions, people and this is refreshed annually.</p> <p>Concerns are reported to the manager immediately.</p> <p>Managers conduct risk assessments for all clients and their environment, and these are updated regularly at review and shared with staff.</p> <p>Staff carry a fully charged mobile phone at all times to call for help.</p> <p>There is an on-call service running 24/7/365 where staff can access support and advice.</p> <p>Staff follow guidance from the lone worker policy and travelling for work policy. Birdie will calculate 'Check in' and 'Check out' times of all visits along with Geo-location</p>	L
Personal Safety	<p>Maintaining contact with lone workers</p> <p>Emergencies, logging changes, 'emergency code words' and escape routes.</p> <p>Incidents and Accidents</p>	<p>There is an on-call service running 24/7/365 where staff can access support and advice.</p> <p>Staff carry a fully charged mobile phone at all times to call for help.</p> <p>Staff will use the code word "Dr Brown" to communicate with managers that they need assistance as per the lone worker policy.</p> <p>Staff will follow guidance in the lone worker policy and the health and safety policy.</p>	L

Lone Worker Risk Assessment

	<p>Personal circumstances such as health conditions, pregnancy, or disability.</p>	<p>Staff disclose their personal circumstances during on-boarding and are asked to report any new conditions or circumstances so that these can be risk assessed separately on an individual basis.</p> <p>Staff follow guidance from the lone worker policy and travelling for work policy. Birdie will calculate 'Check in' and 'Check out' times of all visits along with Geo-location</p>	
<p>Mental Health and Wellbeing</p>	<p>Breaks</p> <p>Regular communication</p> <p>Support following incidents</p>	<p>Staff rotas are planned and include provisions for breaks.</p> <p>There is an on-call service running 24/7/365 where staff can access support and advice.</p> <p>Staff carry a fully charged mobile phone at all times to call for help.</p> <p>Staff receive regular supervision, support, and competencies to ensure they are adequately supported following an incident.</p> <p>Staff have access to our Employee Assistance Programme to obtain impartial advice and support.</p>	L
<p>Violence and Aggression</p>	<p>Clients</p> <p>Colleagues</p> <p>Other members of the public</p>	<p>All clients are assessed prior to care commencing and a detailed care plan for supporting people who display behaviours that challenge.</p> <p>Staff follow the code of conduct as detailed in the handbook.</p> <p>There is an on-call service running 24/7/365 where staff can access support and advice.</p> <p>Staff will use the code word "Dr Brown" to communicate with managers that they need assistance as per the lone worker policy.</p> <p>Where staff are unable to speak Staff will raise an 'High' alert on Birdie to notify management they need assistance.</p> <p>Staff will follow guidance in the lone worker policy and the health and safety policy.</p> <p>Staff carry a fully charged mobile phone at all times to call for help.</p> <p>Staff follow guidance from the lone worker policy and travelling for work policy. Birdie will calculate 'Check in' and 'Check out' times of all visits along with Geo-location</p>	L

Lone Worker Risk Assessment

		Staff confirm they have arrived home safely by sending a message to their manager at the end of a shift.	
Abuse	<p>Witnessing abuse</p> <p>Allegations of abuse</p>	<p>Staff receive training and on-going support in relation to Safeguarding themselves and others from abuse.</p> <p>There are clear reporting procedures in our Safeguarding policies which staff follow.</p> <p>Allegations are investigated thoroughly in line with Safeguarding Policy, Regulation and Legislation and the company investigation and disciplinary procedure.</p> <p>There is an on-call service running 24/7/365 where staff can access support and advice.</p> <p>Staff carry a fully charged mobile phone at all times to call for help.</p> <p>Staff follow guidance from the lone worker policy and travelling for work policy. Birdie will calculate 'Check in' and 'Check out' times of all visits along with Geo-location</p> <p>Staff confirm they have arrived home safely by sending a message to their manager at the end of a shift.</p>	L
Physical Injury	<p>Slips, Trips and Falls</p> <p>COSSH</p> <p>Falls from height</p> <p>Accidents and Incidents</p>	<p>Staff carry a fully charged mobile phone at all times to call for help.</p> <p>COSSH Risk assessments are completed, and staff are made aware of any substances they may come into contact with by reading the care plan and risk assessments.</p> <p>Staff are advised to avoid working at height at all times.</p> <p>Staff follow guidance from the lone worker policy and travelling for work policy. Birdie will calculate 'Check in' and 'Check out' times of all visits along with Geo-location</p> <p>Staff confirm they have arrived home safely by sending a message to their manager at the end of a shift.</p> <p>There is an on-call service running 24/7/365 where staff can access support and advice.</p>	L