



Lone Working Policy

Contents

A Lone Worker is:	3
What does this mean for Fair Deal	3
Fair Deal Duty and On-Call System	3
Nourish Limited	3
Guidelines for staff using Nourish App	3
Procedures to be followed by Duty / On Call Manager in the event of Nourish reporting that an individual has failed to start or end a shift, or an alert message has been received.....	3
Document Information.....	5
Amendment History	5
Appendix A: Nourish App	6

Fair Deal Lone Working Policy

A Lone Worker is:

Anyone whose activities involve a large proportion of their working time operating in situations without the benefit of interaction with other workers or without supervision.

What does this mean for Fair Deal

Lone working does not mean a person must be working in complete isolation all the time. All staff have been issued with a work mobile phone and should be logged into the lone working app when they are at work. All staff have a responsibility to ensure they follow Fair Deal's lone working policy. Under the Health and Safety at Work Act (1974), Fair Deal is responsible for the health and safety of employees as they go about their various duties throughout the course of the day and evening.

Fair Deal Duty and On-Call System

Fair Deal has a robust duty and on call system which is in place to support services and employees as they go about their day-to-day work. The duty manager can be contacted within office hours on 0141 634 4996 Ext 2 / 07880385908 and on call manager can be contacted out with office hours, evening, and weekends on 07880385908 for any emergency situations and advice that can't wait until the office is opened.

Nourish Limited

Nourish is Fair Deal's principal software database for rota planning, services information, and staff information.

The Nourish App forms Fair Deal's lone working response to ensure:

- Robust safety monitoring & response service
- Staff safety
- Staff members have arrived at their work
- Staff members have left their work at the end of the shift
- This is done by the staff member using the Nourish App installed on their work mobile phone by pressing start appointment at the beginning of the shift and end appointment when the shift is ended
- Alerts will be sent to duty or on call managers if a worker does not start the appointment at the beginning of their shift or end the appointment when their shift is ended

Guidelines for staff using Nourish App

Guidance on how to use the Nourish App will be given to all members of staff. Each worker will be issued with information to their work email address. Line Manager's will give specific guidance on the use of the app – see Appendix A for Nourish App.

Procedures to be followed by Duty / On Call Manager in the event of Nourish reporting that an individual has failed to start or end a shift, or an alert message has been received

The duty or on call manager will:

- Attempt to contact the worker on their work mobile phone

- Attempt to contact the location they were visiting/working from
- Attempt to contact the worker on their personal mobile phone
- Try the employees home contact number
- Attempt to contact the staff member's next of kin or emergency contact
- If no contact is made, the police should be informed and given as much information as possible
- A further attempt to contact the next of kin or emergency contact to update on the situation

All staff are responsible to ensure:

- Fair Deal are provided with the correct up to date personal contact details for personal mobile numbers, home numbers and emergency contact/NOK names and contact details
- Whilst carrying out Fair Deal's business, they have a functioning and fully charged work mobile phone with them when they are at work
- If your work mobile phone is not functioning, if you have left it at home or you are having difficulty with signal or using the app – you must contact Fair Deal immediately to report this
- They use the Nourish App to start and end all appointments every day they are at work and daily notes are completed
- Whilst working, they take and respond to Fair Deal calls, regularly check emails and acknowledge any updates related to Nourish, Nourish App or from Fair Deal in general

Compliance with Fair Deal's lone working policy is monitored by the duty manager throughout the day and it is mandatory for all staff, failure to comply with Fair Deal's lone working policy could lead to disciplinary action.

Document Information

Document Ref:	Lone Working Policy
Version:	5
Date of Version:	02/07/2025
Created By:	Anne Marie Borthwick
Approved By:	Fiona Dunwoodie
Confidentiality Level:	Controlled: Uncontrolled if printed

Amendment History

Date	Version	Created By	Description of Change
01/04/2017	1	Clare Houston	Initial Release
04/07/2018	2	Ryan McCrory	Changes to titles for on call and Duty manager.
15/05/2019	3	Elaine Davidson	Adjustment to Front Cover Logo / amended Footer
12/03/2024	4	Anne Marie Borthwick & Ally Connelly	Change to Policy and Process re On Call process and lone worker app process.
02/07/2025	5	Anne Marie Borthwick	Change of name of electronic data management and lone worker app to Nourish Care Limited.

Appendix A: Nourish App

This is a short guide on setting up initial user details, starting and ending appointments whilst using the Nourish app that has been installed on all work mobile phones. Mobile phones are issued to all support workers as part of Fair Deal's duty of care to our employees and in line with Fair Deal's lone working policy.

If there are any issues being experienced, please contact your team leader or duty/on call manager on **0141 634 4996 Ext 2** within office hours and **0788 038 5908 out of office hours** or in an emergency.

- Open Nourish App on phones home screen.
- You should see a screen like the one below, company ID will be – fairdeal



13:26
App Store
Company Details Username Password

Welcome to the CarePlanner App!



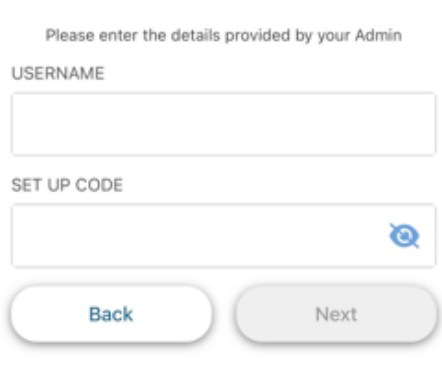
Please enter the details provided by your Admin

COMPANY ID

Next

[Report a problem with the app](#)

- You'll then be asked for a username and setup code. These will have been sent to you and will be in your email inbox.



Please enter the details provided by your Admin

USERNAME

SET UP CODE

Back Next

- Once details are entered you will be asked to create a 6-digit passcode and confirm once chosen. Passcode can be anything you will be able to remember easily!

Please choose a 6 digit passcode

.....

Confirm passcode

.....

Save

- Nourish home page should then be displayed. This will show each shift by day and details of start and finishing times

Updated: just now

Daily View
12/03/2024

Today - Tuesday 12th March

1 Appointment Total: 02 hrs 25 min

Fair Deal Office and Tasks 13:35 - 16:00
355a Tormusk Road, G45 0HF NOT STARTED

Appointment was updated today at 13:29

- To start the log-in process, press on the shift and it should show further details. On the bottom right there will be a “Start Appointment button”

Add note Start Appointment

- Once pressed it will ask to confirm you are starting appointment. You are now “logged in” with Nourish. If not logged in after 15 minutes of the appointment start time duty or on-call will receive a notification and will try to contact you

- In the appointment screen there is an option to “Add notes”. These can be seen by the Team Leader and other colleagues depending on which options are selected. You will also be able to see which other staff members are on shift if supporting in a group setting

- To “log out”. You would access the care planner app and put in your 6-digit code. Press on the appointment and you will now see “End Appointment” on the bottom right of the app

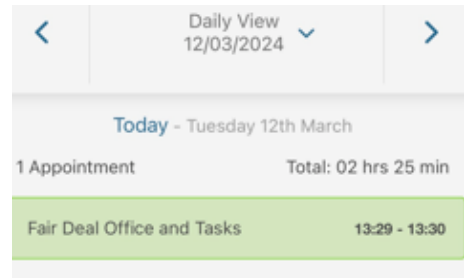
Add note End Appointment

- There will be a check box asking if “Was care provided successfully?” this will need to be ticked before pressing “End Appointment”. There will also be an option to leave “Handover notes” these will be seen by the next person on shift and your team leader. Handover notes are not optional and should be completed by all staff. Once these steps are complete you can then press “End Appointment” again

CARE PROVIDED

Was care provided successfully?

- This will log you out of Nourish app and return you to the home page. The appointment will be highlighted in green, showing it is complete



- If not logged out within 15 minutes of the appointments scheduled finishing time, a notification will again be sent to duty/ on call who will try to make contact to ensure all is well. Please contact Duty/On call if you feel you may not be able to log out in time of the scheduled finish
- From the home screen you have the option to look ahead at your current schedule. This can be changed to a daily or weekly view depending on your preference