



Lone-Worker Safety Protocol and Check-In Log

Nobody visits alone without someone knowing where they are. The rules, the code word, the escalation, and the daily log

Rules

1. Before the shift: the visit list with addresses and times is with the base coordinator. Any change is phoned in.
2. At each door: pause. Anything different — voices, animals, strangers, no answer, a smell of gas? If unsafe, do not enter; call the base.
3. Check in on arrival and check out on leaving by call or app. A visit over its planned time by 30 minutes triggers a call from the base.
4. Code word: saying " _____ " in any call means "I need help now, I cannot say so". The base calls the police to the address.
5. Carry a charged phone, ID, a personal alarm; keep car keys in a pocket; park facing out.
6. Two workers for homes rated high risk, first visits to unknown homes after dark, and any home with a history of violence.
7. Any incident — threat, abuse, animal, unsafe environment — is reported the same day (Toolkit 8) and the home's risk rating reviewed.

Escalation when a worker does not check out

Time overdue	Base coordinator does
15 min	Calls the worker's phone; texts
30 min	Calls again; calls the patient's home; checks the app location
45 min	Calls the next-of-kin contact of the worker; sends a second worker to the address if safe
60 min	Calls the police with the address, the worker's description and vehicle; informs the manager

Daily check-in log

Worker	Visit (patient / address)	Planned	Arrived (time, how)	Left (time, how)	Risk rating	Note

Adapted from NHS lone-worker guidance (OGL).

ASF standards: Home Care Standard 6 — lone-worker safety (means of verification: protocol, logs, incident reports)