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This document is a valid document, however due to organisation change some references to organisations, organisational structures and roles have now been superseded. The table below provides a list of the terminology used in this document and what it has been replaced with. When reading this document please take account of the terminology changes on this front cover

Terminology used in this Document	New terminology when reading this Document
Liverpool Community Health (LCH)	Mersey Care NHS Foundation Trust

This policy is deemed non-contractual and will transfer with their incorporated procedures but was agreed as being a necessary addition during staff side negotiation

FOR OFFICE USE ONLY (Work Stream submission check)

This document is compliant with current best practice guidance

This document is compliant with legislation required in relation to its content

What change has this document undergone in the policy alignment process relating to the South Sefton Transaction?

None Minor Major This is a new document

This document has been reviewed and is no longer required

Does this document impact on any other policy documents?

Yes, if yes, which policies are effected? 33T

No

Signed:

Date: 25/05/2017

SUPPORTING STATEMENTS – this document should be read in conjunction with the following statements:

SAFEGUARDING IS EVERYBODY'S BUSINESS

All Mersey Care NHS Foundation Trust employees have a statutory duty to safeguard and promote the welfare of children and vulnerable adults, including:

- being alert to the possibility of child/vulnerable adult abuse and neglect through their observation of abuse, or by professional judgement made as a result of information gathered about the child/vulnerable adult;
- knowing how to deal with a disclosure or allegation of child/adult abuse;
- undertaking training as appropriate for their role and keeping themselves updated;
- being aware of and following the local policies and procedures they need to follow if they have a child/vulnerable adult concern;
- ensuring appropriate advice and support is accessed either from managers, *Safeguarding Ambassadors* or the trust's safeguarding team;
- participating in multi-agency working to safeguard the child or vulnerable adult (if appropriate to your role);
- ensuring contemporaneous records are kept at all times and record keeping is in strict adherence to Mersey Care NHS Foundation Trust policy and procedures and professional guidelines. Roles, responsibilities and accountabilities, will differ depending on the post you hold within the organisation;
- ensuring that all staff and their managers discuss and record any safeguarding issues that arise at each supervision session

EQUALITY AND HUMAN RIGHTS

Mersey Care NHS Foundation Trust recognises that some sections of society experience prejudice and discrimination. The Equality Act 2010 specifically recognises the *protected characteristics* of age, disability, gender, race, religion or belief, sexual orientation and transgender. The Equality Act also requires regard to socio-economic factors including pregnancy /maternity and marriage/civil partnership.

The trust is committed to equality of opportunity and anti-discriminatory practice both in the provision of services and in our role as a major employer. The trust believes that all people have the right to be treated with dignity and respect and is committed to the elimination of unfair and unlawful discriminatory practices.

Mersey Care NHS Foundation Trust also is aware of its legal duties under the Human Rights Act 1998. Section 6 of the Human Rights Act requires all public authorities to uphold and promote Human Rights in everything they do. It is unlawful for a public authority to perform any act which contravenes the Human Rights Act.

Mersey Care NHS Foundation Trust is committed to carrying out its functions and service delivery in line with a Human Rights based approach and the FRED A principles of **F**airness, **R**espect, **E**quality **D**ignity, and **A**utonomy

Liverpool Community Health NHS Trust

Lone Worker Policy

Lone Worker Policy

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1. Introduction

Liverpool Community Health NHS Trust (the Trust) recognises its obligations under the Health and Safety at Work etc Act 1974, and the Management of Health and Safety Regulations 1999 for the health, safety and welfare of staff at work.

These responsibilities apply particularly to those staff who work alone. The NHS Strategy document 'A professional approach to managing security in the NHS' outlines that each healthcare organisation should have in place a nominated, trained and accredited Local Security Management Specialist (LSMS) This person is responsible for ensuring that the appropriate systems, procedures and physical security measures for the protection of lone workers are developed locally, in conjunction with the relevant stakeholders, including staff representatives.

2. Aims and Objectives

The Trust recognises that in delivering the services it provides, there is a necessity for some staff to work alone. It is essential that these staff feel safe and secure and are able to undertake and perform their duties free from the fear. The Trust's objective is to ensure that staff who work in isolation are confident of the necessary organisational commitment and support, backed up by strong management procedures to ensure that effective action can be taken if they find themselves in a threatening environment and in need of help. This policy and associated documentation aims to reduce the risk to lone workers to its lowest level, in so far as is reasonably practicable.

3. Scope and Definition

This policy applies to any Liverpool Community Health staff, temporary or agency workers, contractors, volunteers, students and those on placement or work experience, who undertake lone working. For the purpose of this policy, the term 'lone worker' will refer to an individual from any of these groups.

Based on national guidance, LCH defines lone working as:

"Any situation or location in which someone works without a colleague nearby, or when someone is working out of sight or earshot of another colleague, on a regular basis ie more than 50% of the time."

What constitutes "on a regular basis, ie more than 50% of the time" could vary dependent on the role. Examples may include:

- Employees and workers visiting patients in their own homes or other establishments and environments.
- Staff working out of hours or returning to the site when on-call
- Staff working in isolation from others
- Ancillary/security staff working in buildings on their own or patrolling sites

A list of roles that LCH has determined would normally fall into the category of Lone Worker within the definition above, can be found in full in the Guidance document. An example can be found at Appendix 4. This list will be reviewed as a minimum, on an annual basis.

4. Duties and Responsibilities

4.1. Liverpool Community Health NHS Trust Board

The Board has overall responsibility for ensuring that the organisation has the necessary policies, procedures and risk management arrangements to meet its legislative responsibilities under the Health and Safety at Work Act 1974 and the management of Health and Safety at work regulations 1999.

4.2. Chief Executive

The Chief Executive has overall accountability for ensuring the implementation of the necessary policies and procedures in order to comply with the legislation.

4.3. Local Security Management Specialist (LSMS)

The LSMS should ensure that the organisation has up-to-date policies and procedures for the safety of lone workers and (in liaison with line managers) ensure that they are disseminated to all relevant lone working staff.

The LSMS should provide advice to the organisation on systems, processes and procedures to improve the personal safety of lone workers and make sure that proper preventative measures are in place. They also provide advice on appropriate and proportionate physical security, technology and support systems that improve the personal safety of lone workers and meet legislative requirements.

The LSMS should play an active part in the identification, assessment and management of risks and advise on security provisions needed to mitigate the risks and protect lone workers.

The LSMS should carry out investigations of any Lone Worker incidents liaising with appropriate external parties as appropriate and conducting post-incident reviews to identify lessons learnt and implement any additional measures required to reduce future risks.

4.4. Directors/Divisional Leads

Directors and Divisional Leads are responsible for the effective implementation of this policy, and all associated procedures, throughout their areas of responsibility.

4.5. Managers

It is the responsibility of line managers of staff who work alone to ensure that the policies and procedures are implemented, monitored and adhered to. Managers are responsible for ensuring that staff at all levels understand the requirements of this policy to ensure compliance with LCH's legal obligations. Managers are also required to ensure that lone workers have received appropriate training and take appropriate action to mitigate risk at every level ensuring that suitable and sufficient risk assessments and control measures are undertaken where necessary. Managers will assist the LSMS in identifying lessons learnt and implementing any additional measures required to reduce future risks. Managers are also responsible for monitoring compliance and use of lone worker devices by the staff they manage.

4.6. Staff

All staff have a duty to read, understand and comply with the requirements of this policy and any associated procedures and to attend all necessary training Staff

must take all reasonable steps to protect themselves and minimise any avoidable risk. Due to the nature of their work, lone workers will be provided with additional support, management, training and instruction to deal with increased risks. This will enable them to be empowered to take a greater degree of responsibility for their own safety and security. Lone workers must use any equipment supplied to them by the Trust for the purpose of protecting their health and safety. Lone workers are encouraged to make reasoned judgements about their own safety whilst undertaking their duties (see Section 5.2.4 Dynamic Risk Assessment).

5 Main Policy Content

5.1 Management & Supervision of Lone Workers

Managers should provide staff with clear instructions on not entering into lone working situations where the member of staff feels that their safety or the safety of colleagues may be compromised. Managers and staff should adopt a common sense and practical approach when considering the situations in which they may be required to work.

The provision of a good standard of care for patients/service users is important. However, so is the personal safety and security of staff and others. Decisions on the provision of care should be balanced against the danger, perceived or real, that the lone worker may find themselves facing. Managers should not penalise staff for not carrying out their duties if the member of staff perceives that their safety or that of others is at risk, having carried out a dynamic assessment of those risks (See Section 5.2.4). Where there are such risks and these could have been reasonably known prior to the staff member's visit, managers should make alternative provision for care wherever practically possible, such as organising accompanied visits or treatment in a more secure environment.

It is the Trust's responsibility to ensure the safety and security of staff as far as is reasonably practicable. However, managers should and can, contribute to the provision of a safer working environment for their staff who are regularly lone workers or who may find themselves in a lone working situation from time to time.

5.2 Risk Management and Assessment

The first step in the risk management process is identifying the risks to lone workers and others who may be affected by their work, for example, patients, colleagues, relatives, public. This information is required to make decisions on how to manage those risks and ensure that appropriate action is taken.

In identifying risks, managers and staff should jointly consider the following:

- Working conditions such as poorly lit areas, dangerous steps, isolated conditions
- Particular work activities that may give rise to increased risk such as carrying prescription forms or controlled drugs or carrying equipment that makes staff a target or means they are less able to protect themselves
- Staff delivering unwelcome information or bad news or the possibility of increased violence from patients/service users, carers or relatives and whether staff have received training to deal with these situations
- Working in or travelling between certain environments or settings
- Capability to undertake lone working – such as when pregnant, being inexperienced in the role or having a disability

- Circumstances relating to individual patients as recorded on the **Community Risk Register** (please see Section 5.2.1).

There are some circumstances where staff are required by Health & Safety law not to work alone, for example:

- Young persons under the age of eighteen years who must be working under the direct supervision of a competent person
- People who work in confined spaces
- Persons who work at or near electrical conductors

5.2.1 Community Risk Register

The Community Risk Register is a centrally held register with details of patients, individual members of the public or families who have been assessed as being high risk, for reasons such as aggressive or violent behaviour. This is a recognised list within the NHS.

Prior to carrying out a visit with any patient, particularly those in known or suspected high risk areas or situations, staff and managers should always refer to the Community Risk Register. Access to the Register is restricted and information should be gained through the Team Leader of the service. If a patient is on the Register, an assessment should be carried out as to any risk to the member of staff visiting that patient. Decisions to mitigate any risk must be taken; for example, this could be attending with a colleague, making arrangements to see the patient in another location such as a clinic or taking advice from senior management as to next steps.

If a manager determines that a patient, relative or area should be assessed for inclusion on the Community Risk Register, for example, as a result of an incident, this should be reported to the LSMS or Health & Safety immediately. Reporting to the LSMS or Health & Safety will invoke a review process that includes a clinician.

Further information and advice on the Community Risk Register can be obtained from the LSMS or Health & Safety.

5.2.2 Identification of Safer Working Practices

In identifying practices and protocols for safer working that are appropriate to the service or circumstances, managers should consider the following:

- Provision of service in an appropriate setting, eg in a clinic, rather than patient's own home, unless they are housebound
- Reporting systems to ensure the location(s) of staff throughout the day is known eg use of amber alert function on lone worker devices, buddy systems such as the Community Lone Worker Buddy System (please refer to guidance documents for further information)
- Implementation of working patterns and hours of work that could reduce risks, where appropriate to the service
- Joint working, particularly for areas of high-risk activity such as patients on the Community Risk Register
- Improvements to security arrangements in buildings; for example, security lighting in and around parking areas

- Additional training to increase staff awareness of risk and how to reduce it, for example: removing identification from cars ie NHS related stickers/badges
- Regular clinical supervision and audit of working practices
- Issuing of personal protective equipment/mobile phones and/or personal alarms and regular checking/testing to ensure that they still work
- Joint communication meetings with other services (Police, Social Services, Probation Service etc). Advice should be sought from senior managers and/or the LSMS.
- Regular contact with lone workers either by telephone or face-to-face together with periodic visits and observations
- Procedures designed to raise the alarm if contact is lost with a lone worker ie buddy system.

It is important for managers to ensure that there is a local escalation process should a lone worker not be contactable or if they fail to make contact with the relevant person or within agreed or reasonable timescales. The process should include risk assessment and identify contact points at appropriate stages such as line manager, senior manager and ultimately, the police. Individuals nominated as contact points should be aware of their role and responsibilities.

Managers should encourage staff to report all accidents/incidents at the earliest opportunity including any 'near misses' where they may have felt threatened or unsafe. Failure to do so may put others at risk.

See Section 5.4 Formal Reporting of Incidents.

5.2.3 Risk Assessment

Once risks have been identified, a risk assessment should take place. This is required to determine what prevention or safe working arrangements, otherwise known as control measures, need to be taken to protect staff and others from harm.

The key to this is to identify the hazards and understand why and how incidents may occur in lone working situations. The following factors should be considered when undertaking a risk assessment:

- Type of incident risk, for example, physical assault, theft of property or equipment
- The frequency or likelihood of the incident occurring and having an impact on individuals, resources and delivery of care
- Severity of the incident in terms of human and financial cost to the organisation
- The control measures that are in place or action plans to make improvements
- The level of risk – risk rating

All staff whose work contains regular or elements of lone working should undertake a risk assessment at the earliest possible stage. The LCH Lone Worker Risk Assessment Form (Appendix 3) should be used for this purpose. Further guidance on risk assessments can be found in the Trust's Risk Assessment Policy, available on the intranet.

Risk assessments should be carried out by competent persons and may be a combination of staff and managers. Once completed, risk assessments should be evaluated by appropriate staff and managers to ensure all circumstances have been considered and recorded. A copy of all risk assessments should be kept by the

service/department with an additional copy sent to the Governance department by email at healthandsafety@liverpoolch.nhs.uk

As part of information sharing and lessons learnt, risk assessments should be communicated and made available (where legally permissible) to, all those who may be affected by them during the course of their work.

5.2.4 Dynamic Risk Assessment

Risk assessment is a continuous process and during a lone working situation, focuses on reducing the occurrence of a problem – this is known as a dynamic risk assessment. This can be defined as “a continuous process of identifying hazards and the risk of them causing harm and taking steps to eliminate or reduce them in the rapidly changing circumstances of an incident.

In carrying out this dynamic risk assessment lone workers should:

- Be alert to warning signs (such as those covered in conflict resolution training)
- Carry out a '10-second' assessment and leave immediately if they feel there is a risk of harm to themselves
- Place themselves in a position to make a good escape, ie close to an exit
- Be aware of all entrances and exits and ensure they can operate door locks
- Be aware of items that could be used as weapons against them and where they are (including those they carry). Where possible staff should put equipment not in use, away or out of sight.
- Make a judgement as to the best course of action such as, continuing work or leaving
- Utilise appropriate security mechanisms such as the Lone Worker Device or calling staff nearby, security or the police
- Remain as calm and focussed as possible in order to make sound judgements
- Be aware of their body language (as well as that of the other people) to avoid the risk of exacerbating a situation

Further information on Risk Management and Assessment is available in the Trust's Risk Assessment Policy and the NHSBSA “‘Not Alone’ A Guide for the better protection of lone workers in the NHS”, which can be found on the Trust's intranet.

5.3. Immediate Support Following an Incident

In the event of an incident involving a lone worker, the manager should immediately ensure that the employee receives any necessary support, medical treatment and/or advice. If an incident occurs out of hours, the Trust's on-call manager should be contacted on 0151 706 2000.

If a situation arises which requires Police attendance, the employee at risk or other relevant person should contact the Police immediately.

Managers should be sensitive to the employee's need to talk about the incident, and offer any assistance possible. The importance of colleague support should not be underestimated as they may be seen as primary emotional support. Staff should be made aware of the confidential counselling service offered by Staff Support on 0151 330 8103. Access to Staff Support can be made either directly by an individual staff member or via the line manager. Staff Support also offer a Trauma Advice and Counselling Service (TRACS) who are trained in de-briefing staff after traumatic

events. Further information can be found in the policy on "Supporting Staff Involved in a Serious, Traumatic or Stressful Incident".

5.3.1 Police Action

The Trust will proactively seek and support the Police to take legal action in all cases of physical violence and in specified cases of verbal violence, where deemed appropriate, in line with the directions to NHS Bodies on "Tackling Violence Against Staff (2003)", and guidance issued by the NHS Protect (2004). For further information, please refer to the Managing Violent & Abusive Incidents Policy.

The victim of the assault will be kept informed of the investigation's progress and offered such support as is necessary or desirable in the circumstances.

5.4. Formal Reporting of Incidents

It is essential that the Trust's electronic Incident Reporting System (DATIX) is completed using the web form by managers and staff to ensure that the policy is effective and incidents are reported allowing any follow up action to take place. If the member of staff or manager does not have access to the web form they should contact the DATIX team who will complete the electronic DATIX report on their behalf.

There are several levels of incident including a Serious Untoward Incident (SUI). Further guidance on what constitutes an accident, incident and 'near miss' is available in LCH's Incident Reporting Policy, available on the Trust's Intranet.

Staff should report all accidents/incidents to their line manager at the earliest opportunity. Staff should also report 'near misses', where they feel threatened, or unsafe, even if this was not a tangible event/experience. Failure to report an incident may put others at risk.

All accidents, incidents or near misses should be recorded on DATIX by the member of staff. The completed form should then be emailed to the line manager, who will investigate the incident and implement preventative measures to eliminate or reduce the risk of recurrence. This will include identification of lessons learnt in conjunction with the LSMS and any other appropriate parties.

5.5. Training

The Trust will ensure that staff identified as Lone Workers are given the appropriate training in identifying, preventing, managing and de-escalating potentially violent situations. This will be done within a legal and ethical framework to ensure that the rights and needs of patients/service users are balanced with the rights and safety of lone workers. Lone workers will receive training and awareness to enable them to carry out their duties as safely as possible.

Staff should be aware of how to deal with potential incidents and be able to recognise how their own actions can influence or even trigger an undesired, inappropriate or aggressive response. Conflict Resolution training is mandatory for all front line staff.

Training for lone workers covers all topics included in the national guidelines set by NHS Protect:

- Causes of violence
- Recognition of warning signs
- Relevant interpersonal skills
- Details of working practices and control measures
- Incident reporting
- Entering premises (where applicable)
- De-escalation

All staff including lone workers will receive mandatory training on Equality & Diversity, so that they are aware and mindful of cultural issues and can manage behaviour before entering a lone working situation. This will ensure that lone workers do not add to or exacerbate risks they may face in a lone working situation.

Additional training will be delivered to any individual who is issued with a lone working device. Further information about this training is included in the Lone Worker Device Guidelines.

5.6. Lone Working Devices

All staff defined as Lone Workers according to the definition in this policy, will be issued with a Lone Worker Device. It is important to note, that lone working protection devices will not prevent incidents from occurring.

The Devices are designed to:

- Provide staff with an alert mechanism should they feel threatened or vulnerable
- Provide staff with a mechanism to record their location
- Provide staff with additional reassurance for personal safety

Lone workers should familiarise themselves with the response they can expect should they raise an alert through the device as well as any associated procedures. Further guidance can be found in the Lone Worker Device Guidelines issued with a Device.

The Trust acknowledges the importance of staff and managers' awareness in ensuring the effective implementation of this Policy and will ensure that the appropriate training and communications take place to provide managers and staff with the necessary awareness, tools and support to implement this Policy.

Working in partnership, Health & Safety, the LSMS, Business Human Resources Learning and OD and the Communications Team will provide appropriate support and communications as required.

6. Associated Documentation and References

6.1 Relevant Legislation

- Health and Safety at Work etc Act 1974
- Management of Health and Safety Regulations 1999

6.2 Associated Policies and Guidance Documents

- Health & Safety Policy

- Managing Violence & Abusive Incidents Policy
- Risk Assessment Policy
- Security Policy
- NHSBSA “Not Alone’ A guide for the better protection of lone workers in the NHS”
- Policy on “Supporting Staff Involved in a Serious, Traumatic or Stressful Incident”

6.3. Useful Contacts

Health and Safety team

Telephone: 0151 295 3030

Local Security Management Specialist (LSMS)

Telephone: 0151 295 3092

Business Human Resources Service

Telephone: 0151 296 7722

Staffside

Email: staffside@liverpoolch.nhs.uk

Telephone: 0151 296 7927

Reliance Security (Lone Worker Devices)

Telephone: 0800 840 7121

7. Policy Governance

7.1 Equality and Diversity

The Trust is committed to an environment that promotes equality and embraces diversity in its performance as an employer and service provider. It will adhere to legal and performance requirements and will mainstream equality and diversity principles through its policies, procedures and processes. This policy should be implemented with due regard to this commitment.

To ensure that the implementation of this policy does not have an adverse impact in response to the requirements of the Equality Act 2010 this policy has been screened for relevance during the policy development process and a full impact assessment conducted where necessary prior to consultation. The Trust will take action when necessary to address any unexpected or unwarranted disparities and monitor workforce and employment practices to ensure that this policy is fairly implemented.

This policy and procedure can be made available in alternative formats on request including large print, braille, moon, audio cassette, and different languages. To arrange this please contact the Equality & Diversity Team in the first instance.

The Trust will endeavour to make reasonable adjustments to accommodate any employee with particular equality and diversity requirements in implementing this policy and procedure. This may include accessibility of meeting venues, providing translation, arranging an interpreter to attend meetings, extending policy timeframes to enable translation to be undertaken, or assistance with formulating any written statements.

7.2 Management and Review of Policy

Business Human Resources will be responsible for the management of this policy. The formal review of all Employment Policies will be undertaken in accordance with the Trust's Employment Policy Review Programme or more frequently if required. In addition, the effectiveness of this policy will be monitored by Business Human Resources in conjunction with the Governance Team and the policy may be reviewed and amended at any time if it is deemed necessary. Notification of any changes to policies will be communicated to all staff.

Staff should be aware that the Trust intranet site version of this document is the only version that is maintained and controlled. Any printed copies should be viewed as 'uncontrolled' and as such may not necessarily contain the latest updates and amendments.

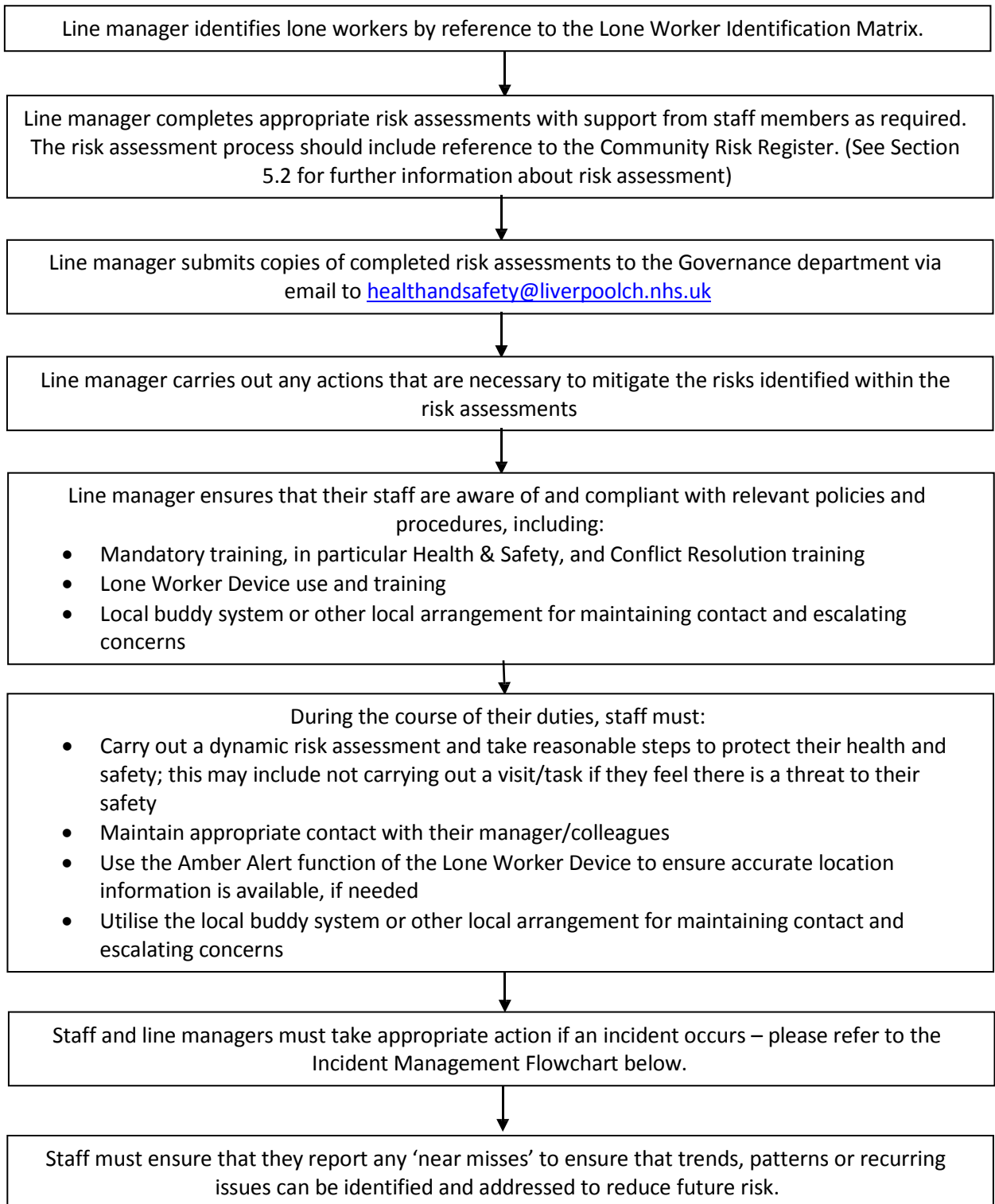
7.3. Monitoring

Health and Safety representatives and management, specifically the LSMS and Safety and Security Manager will be responsible for the monitoring of this Policy.

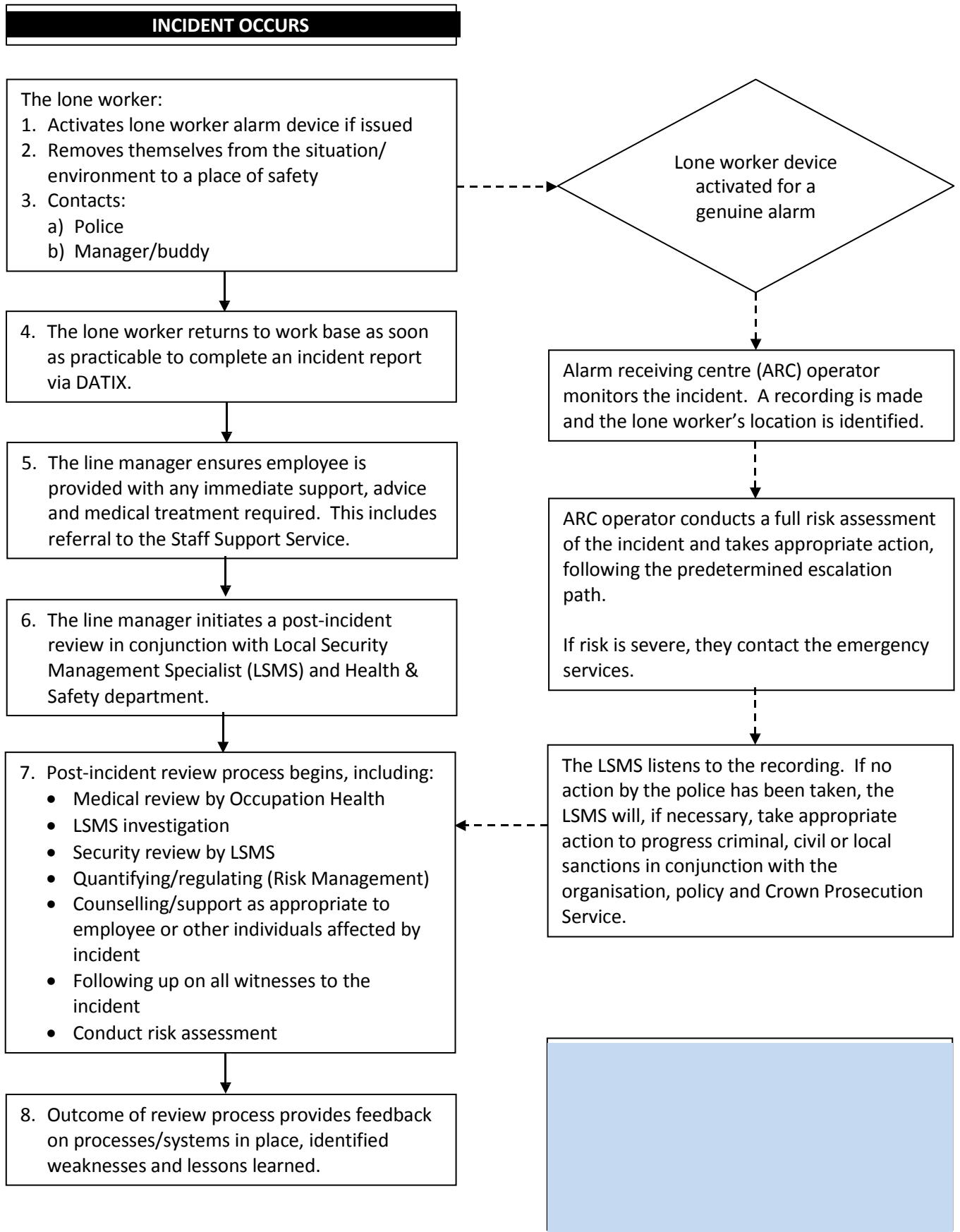
In order to monitor the implementation and effectiveness of this Policy and associated local protocols, local statistics and incident reports will be discussed and reviewed quarterly by the Health, Safety & Security Sub Group.

A report will be submitted twice a year to the HR & OD Committee to include but not limited to: numbers of lone workers, numbers and type of reported incidents and numbers and type of claims.

Appendix 1a - Lone Worker Risk Management Flowchart



Appendix 1b - Lone Worker Incident Management Flowchart



Appendix 2 - Lone Worker Risk Assessment Guidance

Risk assessment is a five step process:

- Look for hazards
- Decide who might be harmed and how
- Evaluate risks and decide whether the existing precautions are adequate or if more should be done
- Records your findings
- Review as necessary

The risk assessment (see Appendix 3) will provide an indication as to whether the work can be safely completed alone. If the assessment indicates unacceptably high levels of risk, the task should not be undertaken unless further safe working arrangements are implemented, for example, two people visiting together.

Risk assessments should take account of both normal work and foreseeable emergencies including fire, potential risks such as violence, aggression and containment as well as illness and accidents. The format of the assessment is a written record and will show any significant findings of any person/group who may be particularly at risk.

Risk assessments must be undertaken in all areas of work where working alone poses an actual or potential risk to staff. Risk assessments should be undertaken by competent persons, recorded, evaluated at appropriate staff and managerial levels, communicated to all whom their contents may have a bearing upon during the performance of their work.

Further information about risk assessments can be found in the Trust's **Risk Assessment Policy**.

Appendix 3 – Lone Worker Risk Assessment Form

Activity covered by this assessment	
Employee name	
Date of assessment	
Activity	Yes/No
Does this staff member work alone?	
Does this staff member work in patient's homes?	
Does this staff member have a mobile phone, radio, or panic alarm device to contact the work base?	
Could this staff member be located easily at any given time?	
Is the Accident/Incident Reporting Policy adhered to?	
Has this staff member attended conflict resolution training?	
Will the staff member have contact with patients who have a known history of violence?	
Will the staff member have contact with patients who are under, or appear to be under, the influence of drugs or alcohol?	
Is the task being undertaken likely to cause a person to become aggressive? For example, are you giving bad news or doing something to the person they may find painful or distressing?	
Has the staff member voiced any concerns about an area of work/activity?	
Environment	Yes/No
Is there adequate lighting in the area?	
Is the area quiet/unfrequented?	
Is the area used darker at times?	
Is the area quiet at weekends?	
Is an escort available when/if needed eg. car parks at night etc?	
Is there CCTV in the area?	
Are there any local late night shops etc for refuge if required?	
Is there a need to use underpasses or tunnels etc?	
Does the staff member feel safe in the area?	
For Clinical Staff only	Yes/No
Has the electronic Community Worker Risk Register been viewed to see if the patient is listed?	
Has a personal attack alarm been provided for this person?	
Are visits made at quiet times such as weekends or nights?	
Is there a visit list record?	
Are potential violent patients seen on work premises rather than visiting in the community?	
Do you know the patient?	
Has the patient become verbally abusive or suddenly become quiet?	

Has the patient said he/she intends to become violent towards you or a colleague?	
Does the patient have or appear to have a mental health problem?	

Other Concerns – please specify

Possible Remedial Actions – please detail

Following the completion of the Lone Worker Risk Assessment, if there are any issues which have not been addressed (or feel they cannot be), or where the questions were answered with 'No', then further support can be provided by contacting the Local Security Management Specialist (LSMS) within the Health & Safety Department on 0151 295 3030.

Verbal advice shall be given on each topic and in certain cases, a site visit by the LSMS may be necessary to meet the manager's needs. In a small number of cases, a strategy meeting may be called by the LSMS to escalate the issue to the highest level to control the risk to the lowest possible level.

Appendix 4 – Lone Worker Identification Matrix Example

Primary Care & Public Health Division				
Staff Group	Position Title	Location/Base	Lone Worker? Y/N	Risk Assessment Required? Y/N
Abacus				
Add Prof Scientific and Technic	Psychosexual Counsellor	The Beat		
Add Prof Scientific and Technic	Psychosexual Therapist	The Beat		
Additional Clinical Services	Nursing Assistant	The Beat		
Administrative and Clerical	Administration Clerk Appointments	The Beat		
Administrative and Clerical	Administration Clerk/Typist	The Beat		
Administrative and Clerical	Administration Supervisor	The Beat		
Administrative and Clerical	Bank Family Planning Clerk	The Beat		
Administrative and Clerical	Business Support & Development Manager - Sexual Health	The Beat		
Administrative and Clerical	Clerk - Great Charlotte Street	The Beat		
Administrative and Clerical	Clinic Assistant	The Beat		
Administrative and Clerical	Family Planning Clerk	The Beat		
Administrative and Clerical	Operational Manager	The Beat		
Administrative and Clerical	Personal Secretary	The Beat		
Administrative and Clerical	Sexual Health Administrator	The Beat		
Estates and Ancillary	Community Assistant	The Beat		
Medical and Dental	Associate Specialist	The Beat		
Medical and Dental	Clinical Lead - Psychosexual Service	The Beat		

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Medical and Dental	Consultant	The Beat		
Medical and Dental	Consultant in Family Planning	The Beat		
Medical and Dental	Specialty Doctor	The Beat		
Nursing and Midwifery Registered	Advanced Registered Practitioner	The Beat		
Nursing and Midwifery Registered	Advanced Sexual Health Practitioner	The Beat		
Nursing and Midwifery Registered	Family Planning Nurse	The Beat		
Nursing and Midwifery Registered	Lead Nurse (Contraception & Reproductive Health)	The Beat		
Nursing and Midwifery Registered	Registered Practitioner	The Beat		
Nursing and Midwifery Registered	Senior Nurse - Sexual Health	The Beat		
Nursing and Midwifery Registered	Sexual Health Registered Practitioner	The Beat		
Alcohol / Tobacco				
Administrative and Clerical	Senior Health Promotion Officer	Liverpool Innovation Park		
Administrative and Clerical	Smoking Cessation Co-ordinator	Liverpool Innovation Park		
Nursing and Midwifery Registered	Smoking Cessation Midwife	Liverpool Innovation Park		
Armistead				
Administrative and Clerical	Project Worker - Armistead	The Beat		
Administrative and Clerical	Project Worker Armistead	The Beat		
Administrative and Clerical	Team Leader	The Beat		
Cancer Prevention				
Administrative and Clerical	Project Support Manager	Liverpool Innovation Park		
Administrative and Clerical	Senior Health Promotion Officer	Liverpool Innovation Park		
Administrative and Clerical	Senior Project Manager	Liverpool Innovation Park		
Chlamydia Screening				

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Administrative and Clerical	Chlamydia Screening Outreach Sessional Worker	The Beat		
Administrative and Clerical	Chlamydia Screening Programme Administrator (B3)	The Beat		
Administrative and Clerical	Chlamydia Screening Programme Administrator (B4)	The Beat		
Administrative and Clerical	Outreach Co-ordinator-Chlamydia Screening	The Beat		
Administrative and Clerical	Secretary/Administrator	The Beat		
Nursing and Midwifery Registered	Programme Nurse	The Beat		
Community Equipment				
Additional Clinical Services	Associate Practitioner	Graylaw Industrial Estate		
Additional Clinical Services	Associate Practitioner	Lifehouse, Brunswick Business Park		
Additional Clinical Services	Communication Aids Assistant Practitioner	Lifehouse, Brunswick Business Park		
Additional Clinical Services	Community Equipment Assistant	Graylaw Industrial Estate		
Additional Clinical Services	Community Equipment Assistant	Lifehouse, Brunswick Business Park		
Administrative and Clerical	Administration Supervisor	Graylaw Industrial Estate		
Administrative and Clerical	CEDAS Cluster Manager	Lifehouse, Brunswick Business Park		
Administrative and Clerical	CEDAS Electronic Loan Management Systems Super User	Graylaw Industrial Estate		
Administrative and Clerical	CEDAS Logistics Co-ordinator	Graylaw Industrial Estate		
Administrative and Clerical	Clerk	Graylaw Industrial Estate		
Administrative and Clerical	Clerk	Lifehouse, Brunswick Business Park		
Administrative and Clerical	Community Equipment Administrative Officer	Graylaw Industrial Estate		
Administrative and Clerical	Community Equipment Service Operations Manager	Graylaw Industrial Estate		
Administrative and Clerical	Community Equipment Store Co-ordinator	Graylaw Industrial Estate		
Administrative and Clerical	Community Equipment Technician	Graylaw Industrial Estate		
Administrative and Clerical	Community Equipment Technician	Lifehouse, Brunswick Business Park		

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Administrative and Clerical	Secretary	Lifehouse, Brunswick Business Park		
Estates and Ancillary	Hygienist	Graylaw Industrial Estate		
Nursing and Midwifery Registered	Community Equipment Nurse	Lifehouse, Brunswick Business Park		
Nursing and Midwifery Registered	Community Equipment Specialist Practitioner	Lifehouse, Brunswick Business Park		
Darzi Practice				
Administrative and Clerical	Medical Receptionist	Litherland Darzi Practice		
Administrative and Clerical	PCT Practice Manager	Litherland Darzi Practice		
Medical and Dental	Salaried GP	Litherland Darzi Practice		
Nursing and Midwifery Registered	Practice Nurse	Litherland Darzi Practice		
Dental Health Promotion				
Administrative and Clerical	Admin Assistant - Hartington Road	Hartington Road		
Administrative and Clerical	Administrator - Liverpool Dental Promotion	Hartington Road		
Administrative and Clerical	Dental Health Promotion Officer	Hartington Road		
Administrative and Clerical	Lead Dental Health Promotion Officer	Hartington Road		
Administrative and Clerical	Principal Dental Health Promotion Officer	Hartington Road		
Administrative and Clerical	Senior Dental Health Promotion Officer	Hartington Road		
Dental Health Services - Knowsley				
Additional Clinical Services	Dental Nurse	Hartington Road		
Additional Clinical Services	Senior Dental Nurse	Hartington Road		
Administrative and Clerical	Clerical Officer	Hartington Road		
Administrative and Clerical	Dental Receptionist	Hartington Road		
Medical and Dental	Dental Officer	Hartington Road		
Medical and Dental	Senior Dental Officer	Hartington Road		

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Medical and Dental	Senior Salaried PDS Dentist - River Alt	Hartington Road		
Medical and Dental	Specialist Dentist (Clinical) Orthodontics	Hartington Road		
Medical and Dental	Vocational Dental Practitioner	Hartington Road		
Dental Health Services - Liverpool				
Add Prof Scientific and Technic	Assistant Technical Officer	Hartington Road		
Additional Clinical Services	ATO - Everton	Hartington Road		
Additional Clinical Services	Dental Access - Dental Nurse	Hartington Road		
Additional Clinical Services	Dental Access Dental Nurse	Hartington Road		
Additional Clinical Services	Dental Access Senior Dental Nurse	Burlington House		
Additional Clinical Services	Dental Access Senior Dental Nurse	Hartington Road		
Additional Clinical Services	Dental Infection Control Practitioner -Senior Dental Nurse	Hartington Road		
Additional Clinical Services	Dental Nurse	Hartington Road		
Additional Clinical Services	Dental Nurse - Garston	Hartington Road		
Additional Clinical Services	Dental Nurse - HMP Liverpool	Hartington Road		
Additional Clinical Services	Dental Nurse - Mobiles	Hartington Road		
Additional Clinical Services	Dental Nurse - Norris Green	Hartington Road		
Additional Clinical Services	Dental Nurse - Old Swan	Hartington Road		
Additional Clinical Services	Dental Nurse - Walton	Hartington Road		
Additional Clinical Services	Dental Nurse Walton	Hartington Road		
Additional Clinical Services	Dental Therapist	Hartington Road		
Additional Clinical Services	Dental Therapist- Paed Referrals & Special Care	Hartington Road		
Additional Clinical Services	Locum Dental Nurse	Hartington Road		
Additional Clinical Services	Locum Dental Nurse (Liverpool)	Hartington Road		

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Additional Clinical Services	Qualified Dental Nurse (Oral Health)	Hartington Road		
Additional Clinical Services	Senior Dental Nurse	Hartington Road		
Additional Clinical Services	Senior Dental Nurse - Riverside	Hartington Road		
Administrative and Clerical	Dental General Manager	Hartington Road		
Administrative and Clerical	Dental Operations Manager	Hartington Road		
Administrative and Clerical	Dental Public Health and Clinical - IT Project Manager	Hartington Road		
Administrative and Clerical	Dental Receptionist	Hartington Road		
Administrative and Clerical	Directorate Administrative Assistant	Hartington Road		
Administrative and Clerical	Office Manager	Hartington Road		
Administrative and Clerical	Personal Assistant/Administrator	Hartington Road		
Administrative and Clerical	Reception Supervisor	Hartington Road		
Medical and Dental	Assistant Clinical Director	Hartington Road		
Medical and Dental	Dental Access Dental Officer	Hartington Road		
Medical and Dental	Dental Clinical Director	Hartington Road		
Medical and Dental	Dental Officer	Hartington Road		
Medical and Dental	Dental Officer - Croxteth	Hartington Road		
Medical and Dental	Dental Officer - Everton	Hartington Road		
Medical and Dental	Dental Officer - Mobiles	Hartington Road		
Medical and Dental	Dental Officer - Walton	Hartington Road		
Medical and Dental	Old Swan - POS Senior Dental Officer	Hartington Road		
Medical and Dental	Senior Dental Officer	Hartington Road		
Medical and Dental	Senior Dental Officer - HMP Liverpool	Hartington Road		
Medical and Dental	Specialist Dentist (Special Care Dentistry)	Hartington Road		

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Medical and Dental	Specialist in Paediatric Dentistry	Hartington Road		
Dental Health Services - Sefton				
Additional Clinical Services	Dental Access Senior Dental Nurse	Hartington Road		
Additional Clinical Services	Dental Auxiliary - (N.Sefton)	Hartington Road		
Additional Clinical Services	Dental Auxiliary North Sefton	Hartington Road		
Additional Clinical Services	Dental Nurse - Bootle	Hartington Road		
Additional Clinical Services	Dental Nurse - Hartington Road	Hartington Road		
Additional Clinical Services	Dental Nurse - Liverpool EDS	Hartington Road		
Additional Clinical Services	Dental Nurse Hartington Road	Hartington Road		
Additional Clinical Services	Dental Nurse Secure Environment - HMP Kennett	Hartington Road		
Additional Clinical Services	Dental Surgery Assistant	Hartington Road		
Additional Clinical Services	Dental Therapist-Paed Referrals & Special Care	Hartington Road		
Additional Clinical Services	Emergency Dental Nurse	Hartington Road		
Additional Clinical Services	Emergency Dental Nurse	Litherland Town Hall HC		
Additional Clinical Services	Locum Dental Nurse	Hartington Road		
Medical and Dental	Dental Officer - Bootle	Hartington Road		
Medical and Dental	Dental Officer - Old Swan	Hartington Road		
Medical and Dental	Dental Sal Primary Care	Bootle Health Centre		
Medical and Dental	Senior Dental Officer - Bootle	Hartington Road		
Dental Health Services - Vauxhall				
Additional Clinical Services	Vauxhall PDS Dental Nurse	Hartington Road		
Additional Clinical Services	Vauxhall PDS Senior Dental Nurse	Hartington Road		
Administrative and Clerical	Dental Receptionist	Hartington Road		

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Medical and Dental	Dental Officer	Hartington Road		
Medical and Dental	Vauxhall PDS Senior Dental Officer	Hartington Road		
Family Well Being Programme				
Additional Clinical Services	Lifestyle Change Co-ordinator	Liverpool Innovation Park		
Additional Clinical Services	Wellbeing Advisor	Liverpool Innovation Park		
Food & Health Team				
Additional Clinical Services	Community Food Worker - Team Leader	Goodlass Road		
Additional Clinical Services	Community Food Worker - Team Leader	Optoplast		
Additional Clinical Services	Food & Health Worker	Goodlass Road		
Additional Clinical Services	Food & Health Worker	Optoplast		
Additional Clinical Services	Food Worker	Optoplast		
Administrative and Clerical	Project Co-ordinator	Liverpool Innovation Park		
Health Promotion Resource Team				
Administrative and Clerical	Health Promotion Clerical Officer	The Beat		
Administrative and Clerical	Resource Officer	Lifehouse, Brunswick Business Park		
Administrative and Clerical	Support Manager	The Beat		
IC Admin				
Administrative and Clerical	Administrator	Liverpool Innovation Park		
Administrative and Clerical	Call Handler	Goodlass Road		
Administrative and Clerical	Clerk	Liverpool Innovation Park		
Liveability Service				
Additional Clinical Services	Fitness Instructor	Goodlass Road		
Additional Clinical Services	Practitioner Assistant	Goodlass Road		

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Administrative and Clerical	Project Support Officer/Administrator	Goodlass Road		
Nursing and Midwifery Registered	Active Ageing Lead Nurse	Goodlass Road		
Liverpool Wheelchair Service				
Add Prof Scientific and Technic	Rehabilitation Engineer Technician	Lifehouse, Brunswick Business Park		
Additional Clinical Services	Community Equipment Technician	Graylaw Industrial Estate		
Additional Clinical Services	OT Technical Instructor	Graylaw Industrial Estate		
Additional Clinical Services	OT Technical Instructor	Lifehouse, Brunswick Business Park		
Administrative and Clerical	Administration Manager	Graylaw Industrial Estate		
Administrative and Clerical	Clerical Officer	Lifehouse, Brunswick Business Park		
Administrative and Clerical	Clerk	Graylaw Industrial Estate		
Allied Health Professionals	Clinical Lead for Wheelchair Service	Lifehouse, Brunswick Business Park		
Allied Health Professionals	Occupational Therapist	Lifehouse, Brunswick Business Park		
Allied Health Professionals	Occupational Therapist - Specialist Practitioner	Lifehouse, Brunswick Business Park		
Manual Handling				
Additional Clinical Services	Manual Handling Training/Assessment Assistant	Lifehouse, Brunswick Business Park		
Administrative and Clerical	CEDAS Clinical Operations Manager	Lifehouse, Brunswick Business Park		
Allied Health Professionals	Manual Handling Co-ordinator (Physio)	Lifehouse, Brunswick Business Park		
Nursing and Midwifery Registered	Manual Handling Co-ordinator	Lifehouse, Brunswick Business Park		
Nursing and Midwifery Registered	Moving & Handling Trainer	Lifehouse, Brunswick Business Park		
Medical Device Service				
Additional Clinical Services	Community Equipment Technician	Graylaw Industrial Estate		
Administrative and Clerical	Administrator	Graylaw Industrial Estate		
Administrative and Clerical	Clerk	Graylaw Industrial Estate		

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Administrative and Clerical	Medical Device Manager	Graylaw Industrial Estate		
Administrative and Clerical	Medical Devices Assistant	Graylaw Industrial Estate		
Nursing and Midwifery Registered	Medical Devices Practitioner	Lifehouse, Brunswick Business Park		
Medicines Management - GP Prescribing Support				
Add Prof Scientific and Technic	Commissioning Lead	Liverpool Innovation Park		
Add Prof Scientific and Technic	Network Pharmacist	Goodlass Road		
Add Prof Scientific and Technic	Network Pharmacist	Liverpool Innovation Park		
Add Prof Scientific and Technic	Pharmacist	HMP Liverpool		
Add Prof Scientific and Technic	Pharmacist	Liverpool Innovation Park		
Add Prof Scientific and Technic	Pharmacy Technician	Burlington House		
Add Prof Scientific and Technic	Pharmacy Technician	Goodlass Road		
Add Prof Scientific and Technic	Pharmacy Technician	HMP Liverpool		
Add Prof Scientific and Technic	Pharmacy Technician	Liverpool Innovation Park		
Add Prof Scientific and Technic	Prescribing Advisor	Goodlass Road		
Add Prof Scientific and Technic	Prescribing Advisor	Liverpool Innovation Park		
Add Prof Scientific and Technic	Prescribing Support	Goodlass Road		
Add Prof Scientific and Technic	Primary Care Pharmacist - Prescribing	Goodlass Road		
Administrative and Clerical	Business Manager	Liverpool Innovation Park		
Administrative and Clerical	Medicines Management	Liverpool Innovation Park		
Administrative and Clerical	Pharmacy Clerical Support	Liverpool Innovation Park		
Administrative and Clerical	Project Support Clerk to the Prescribing Team	Liverpool Innovation Park		
Administrative and Clerical	Project Support Manager	Liverpool Innovation Park		
Administrative and Clerical	Specialist Analyst Prescribing	Goodlass Road		

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Medicines Management - LCH Services Service				
Add Prof Scientific and Technic	Assistant Technical Officer	Saunders House		
Add Prof Scientific and Technic	Pharmacy Technician	Saunders House		
Mental Health				
Administrative and Clerical	HPU CALM Co-ordinator	Liverpool Innovation Park		
Administrative and Clerical	Senior Project Manager Mental Health	Liverpool Innovation Park		
Options				
Administrative and Clerical	Administrator/Clerk	Tower Hill Primary Care Centre		
Administrative and Clerical	Administrator/Secretary	Tower Hill Primary Care Centre		
Administrative and Clerical	Administrator-Knowsley Equitable Access Service	Tower Hill Primary Care Centre		
Administrative and Clerical	Informatics Facilitator	Tower Hill Primary Care Centre		
Administrative and Clerical	Operational Manager - Options Service	Tower Hill Primary Care Centre		
Administrative and Clerical	PCTMS/Options Programme Manager	Liverpool Innovation Park		
Administrative and Clerical	Practice Manager - Knowsley Equitable Access Service	Tower Hill Primary Care Centre		
Administrative and Clerical	Project Support	Tower Hill Primary Care Centre		
Medical and Dental	Local Medical Director (Knowsley Equitable Access Service)	Tower Hill Primary Care Centre		
Medical and Dental	Salaried GP	Windmill Hill Medical Centre		
Medical and Dental	Salaried GP (Knowsley Equitable Access Service)	Tower Hill Primary Care Centre		
Nursing and Midwifery Registered	Primary Care Professional Lead	Tower Hill Primary Care Centre		
Practice Nurse Development				
Additional Clinical Services	Assistant Practitioner - General Practice Nursing	Park View Medical Centre		
Administrative and Clerical	Secretary/Administrator	Park View Medical Centre		
Nursing and Midwifery Registered	Practice Nurse	Park View Medical Centre		

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Nursing and Midwifery Registered	Team Leader PNDD	Park View Medical Centre		
Public Health Management				
Administrative and Clerical	Administrator-Walk/Cycle for Health	Liverpool Innovation Park		
Administrative and Clerical	Public Health Service Manager	Liverpool Innovation Park		
Administrative and Clerical	Public Health Training Facilitator	Liverpool Innovation Park		
Public Health Strategy Implementation				
Administrative and Clerical	Consultant in Public Health	Liverpool Innovation Park		
Administrative and Clerical	Head of Liverpool Health Promotion Service	Liverpool Innovation Park		
Administrative and Clerical	Public Health Improvement Specialist Support Officer	Liverpool Innovation Park		
Administrative and Clerical	Smokefree Liverpool Co-ordinator	Liverpool Innovation Park		
SAFE Place				
Administrative and Clerical	Administrative Support Officer	The Beat		
Administrative and Clerical	Crisis Worker (SARC)	The Beat		
Smoking Cessation				
Additional Clinical Services	Health Trainer - Stop Smoking	Optoplast		
Administrative and Clerical	Administration Officer	Optoplast		
Administrative and Clerical	Smoking Cessation Lead Specialist	Optoplast		
Administrative and Clerical	Smoking Cessation Support Worker	Maghull Health Centre		
Administrative and Clerical	Stop Smoking Advisor	Optoplast		
Nursing and Midwifery Registered	Smoking Cessation Lead Nurse	Optoplast		
Nursing and Midwifery Registered	Smoking Cessation Nurse	Optoplast		
Nursing and Midwifery Registered	Smoking Cessation Team Lead	Optoplast		
Nursing and Midwifery Registered	Training Facilitator - Smoking Cessation	Optoplast		

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So to Speak				
Administrative and Clerical	Sexual Health Training and Development Co-ordinator	The Beat		
Administrative and Clerical	Training and Delivery Co-Ordinator	The Beat		
Administrative and Clerical	Y.P.S.H.T. Project Worker	The Beat		
Social Inclusion				
Additional Clinical Services	Health Link Worker	Livingston Drive Health Centre		
Administrative and Clerical	Secretary to Link Workers	Livingston Drive Health Centre		
Administrative and Clerical	Team Leader Social Inclusion	Livingston Drive Health Centre		
Unplanned Care Direct				
Administrative and Clerical	Administrative Assistant	Liverpool Innovation Park		
Administrative and Clerical	Administrator/Adviser - Bed Brokerage Team	Liverpool Innovation Park		
Administrative and Clerical	Administrator/Advisor	Liverpool Innovation Park		
Administrative and Clerical	Co-ordinator - Bed Brokerage Team	Liverpool Innovation Park		
Administrative and Clerical	Single Point of Contact Manager	Liverpool Innovation Park		
Administrative and Clerical	SPC Contact Centre Manager	Liverpool Innovation Park		
Administrative and Clerical	Team Leader - Bed Brokerage Team	Liverpool Innovation Park		
Administrative and Clerical	Training & Systems Development Lead	Liverpool Innovation Park		
Administrative and Clerical	UCD Referral Management Advisor	Liverpool Innovation Park		
Nursing and Midwifery Registered	Nurse Advisor	Liverpool Innovation Park		
Nursing and Midwifery Registered	UCD Support Nurse	Liverpool Innovation Park		
Weight Management				
Administrative and Clerical	Cycle for Health Co-ordinator	Liverpool Innovation Park		
Administrative and Clerical	Walk for Health Co-ordinator	Liverpool Innovation Park		

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Windmill Hill Medical Centre				
Additional Clinical Services	Healthcare Assistant	Windmill Hill Medical Centre		
Administrative and Clerical	Administrator/Receptionist	Windmill Hill Medical Centre		
Administrative and Clerical	Office Manager	Windmill Hill Medical Centre		
Administrative and Clerical	Receptionist	Windmill Hill Medical Centre		
Nursing and Midwifery Registered	Clinical Nurse	Windmill Hill Medical Centre		