

Carelink



Protecting Your People Are you or your workers at risk?

Did You Know . . .

- Under the Health and Safety at Work Act 1974 and Health and Safety at Work Regulations 1999, all employers have a responsibility to lone workers.
- Lone workers include people working in an establishment on their own, and people working out of normal office hours.
- Particular at risk are those who carry out home visits, including home care staff, housing workers, repairs staff, district nurses and health visitors.
- The risks apply to those who travel a lot in their jobs such as sales representatives.

Consider this . . .

If you have more than five employees you will need to put risk assessments in place. Lone Workers should not be more at risk than any other employee. Consider what arrangements you have in place to provide help and back up for lone workers.

- Does your workplace or the nature of work (eg cash handling) present a special risk to a lone worker?
- Are women or young workers especially at risk if they work alone?
- What happens if the lone worker becomes ill or has an accident?
- If they are returning home from visiting, what arrangement are in place to ensure their safe return?
- How do you protect staff working at night or on call?
- How do you protect staff at risk of violence?



Care and support at the touch of a button 24 hours a day

0845 129 4877

www.hpch.co.uk

enquiries@hpch.co.uk

How Carelink can help

For staff who are out and about

Carelink can provide a simple reliable system to monitor your lone workers. All your lone workers require is a phone on which they log in, giving details of any visits they will be undertaking, and the time they will be logging out.

Our computer system can hold information such as a photograph of your employee, details of any vehicle they drive, their home address, next of kin, emergency contacts etc. It will also hold a voice recording that they have made detailing any visits they are undertaking.

For site based staff

For staff based on your premises, we can provide an alarm unit with a panic button and pendant alarm. The pendant has a range of around 50 meters, so staff can move around the building, but can still raise an alarm call by simply pressing the button on the pendant.



The Carelink Control Centre provides a 24 hour call monitoring and response service within the High Peak.

All our staff are fully trained and experienced. We are a fully accredited Telecare Services Association alarm centre. All conversations are voice recorded. The protocol to be followed in an emergency will be agreed with you when you register.

The cost . . .

We charge an initial registration fee and then an annual charge for each lone worker. For this you will receive 24 / 7 monitoring of your lone workers.

Our easy to use service

For staff who are out and about

- Call the automated lone worker monitoring line.
- Enter your unique PIN
- Enter the details of your visit (This can be done an hour before or well in advance)
- Log on, on arrival and Log off, on departure

If you fail to log in or out then you could be in danger! This is where Carelink comes in, we can contact you to ensure your safety. If there is no answer we will follow your pre set instructions on what to do next.



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