



RELIANCE LONE WORKER ALERT SYSTEM PROCEDURE

Reference No:	UHB 041	Version No:	3	Previous Trust / LHB Ref No:	N/A
----------------------	---------	--------------------	---	-------------------------------------	-----

Documents to read alongside this Procedure	Lone Worker Policy
---	--------------------

Classification of document:	Corporate
Area for Circulation:	UHB Wide
Author:	Health and Safety Adviser
Executive Lead:	Executive Director of Planning
Group Consulted Via/ Committee:	Operational Health & Safety Group
Approved by:	Operational Health & Safety Group
Date of Approval:	05 September 2013
Date of Review:	05 September 2014
Date Published:	18 October 2013

Disclaimer

When using this document please ensure that the version you are using is the most up to date either by checking on the UHB database for any new versions. If the review date has passed please contact the author.

OUT OF DATE POLICY DOCUMENTS MUST NOT BE RELIED ON

Version Number	Date of Review Approved	Date Published	Summary of Amendments
1	March 2012	24.03.2011	New document
2	May 2012	30.05.2012	Revised and Updated
3	05/09/2013	18/10/2013	Revised and Updated

Reliance Lone Worker Alert System Procedure

CONTENTS	Page No.
1. Introduction	4
2. Aim	5
3. Objective	5
4. Scope	5
5. Roles and Responsibilities	5
6. Reliance Lone Worker Alert System	6
6.1 Identification of high risk lone workers	7
6.2 Lone Worker Alert Device	7
6.2.1 Faulty Devices/Poor Signal	8
6.2.2 Lost/Stolen Devices	8
6.3 User Profile Forms	8
6.4 Escalation Contact Forms	9
6.5 Red Alerts	10
6.6 Allocation and training in the use of a Reliance lone worker alert device	11
6.7 Pooled devices	11
6.8 Staff changes/Rotational Staff	11
6.9 Review and monitoring of device usage	12
6.10 Publicity	12
7. Resources	13
8. Training	13
9. Implementation	13
10. Equality	13
11. Review	14

Appendices

Appendix 1 - User Profile Form

Appendix 2 - Escalation Contact Form

Appendix 3 - Reliance Red Alert Handling Guide

Appendix 4 - Questions/Actions to consider if contacted by the Alarm Receiving Centre

Appendix 5 – Brief User Guide

The [Reliance Lone worker Alert system](#) is available to all NHS Wales staff on the Cardiff and Vale Intranet site.

Cardiff and Vale staff unable to access the Intranet site can obtain a copy by contacting the:

Risk and Governance Department,
4th Floor, Denbigh House
UHW

e-mail: [Admin Risk Management and Compliance \(Cardiff and Vale UHB - Corporate Management\)](#)

Tel: 029 20742045

A copy of this document can be requested by submitting a formal FOI request by contacting the:

Freedom of Information Office,
4th Floor, Denbigh House
UHW

Cardiff,
CF14 4XW

or

e-mail: [FOI Requests \(Cardiff and Vale UHB - Corporate Services\)](#)