AXE VALLEY VETS
Caring for your Animals

SURGERIES

Blackford
01934 712229
Redmans Hill
Blackford
Somerset
BS28 4NG

Wells
01749 670966
23 St Cuthbert Street
Wells
Somerset
BA5 2AW

Cheddar
01934 741292
Unit 1 Saxon Court
Cheddar
Somerset
BS27 3NA

Woolavington
01278 686971
Martlands Farm
Woolavington Road
Woolavington
Somerset
TA7 8ED

Protocol for Night Callers and Lone Working

The practice acknowledges that there will be times when staff members are undertaking lone working; this presents additional hazards and potentially greater risks to personal safety. Generic risk assessments have been carried out for the three commonest scenarios:

1) Small animal vets who are on call and meeting clients at surgery premises.
2) Large animal vets who are visiting farm premises during normal working hours OR when on call
3) Nurses coming onto site out-of-hours to perform checks on in-patients.

Staff are reminded that when on the premises alone, all external doors must be kept locked, and doors should not be opened to anyone without a pre-arranged appointment. Staff should always carry a mobile phone with them.

If staff feel uneasy about being on the premises alone, there will always be additional colleagues on duty who can be called in for assistance.

Staff are encouraged to ensure that someone always knows when they will be on the premises, (or the location they are working in the case of farm vets) and what time they expect to leave.

Staff are instructed not to carry out new procedures or use unfamiliar equipment whilst working alone. In case of an accident or incident when working alone (e.g. spillage of a hazardous substance, electrical fault, slip or fall) staff must ensure their own personal safety takes priority. They should summon a colleague for assistance if necessary.

The out-of-hours telephone answering service ('Kernow') will provide a 'lone-worker' service in the event that a staff member is concerned about being on the premises alone, or going on a visit out-of-hours.

- The staff member can arrange to call Kernow at a pre-set time
- If the pre-arranged 'check-in' is not made then Kernow will attempt to contact the staff member. A 'code-word' can be agreed to let Kernow know if you are in trouble.
- If Kernow are unable to make contact they will contact another staff member on call, or one of the Directors, and / or the police.

RCVS ACCREDITED PRACTICE FARM ANIMAL PRACTICE

RCVS ACCREDITED PRACTICE SMALL ANIMAL PRACTICE