

## LONE WORKER SAFETY AND DIFFICULT SITUATIONS

Wednesday, 17 January 2024, 09:30 - 12:30

3 hours

**Location** Ealing Education Centre

Course Objectives:

On completion of this course the learner will be able to:

- Identify what systems and processes are in place to keep staff and service users safe.
- Explain the importance of reporting incidents
- Describe what could constitute as a risk or an unacceptable behaviour.
  - Define what personal actions can be considered to improve basic personal safety
- Explain the stages of prevention, diffuse and withdrawal.
- Explain importance of debriefing after incidents and Identify options to maintain resilience.

### Contacts

[khanma@ealing.gov.uk](mailto:khanma@ealing.gov.uk)

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- [Yes](#)
- [Neutral](#)
- [No](#)