

CC22 - Moving and Handling Policy and Procedure

Category: Care Management Sub-category: Care Practice







Policy Review Sheet

Review Date: 10/02/17 Policy Last Amended: 13/02/17

Next planned review in 12 months, or sooner as required.

Note: The full policy change history is available in your online management system.

Business Impact:	Low	Medium	High	Critical
		X		
Changes are important, but urgent implementation is not required, incorporate into your existing workflow.				

 Reason for this review:	Scheduled review
 Were changes made?	Yes
 Summary:	Updated to reflect Nursing Home and Care Home requirements
 Relevant Legislation:	<ul style="list-style-type: none"> Personal Protective Equipment at Work Regulations 1999 Lifting Operations & Lifting Equipment Regulations 1998 (LOLER 98') Provision and Use of Work Equipment Regulations 1998 ('PUWER 1998') The Care Act 2014 Health and Safety at Work etc. Act 1974 Management of Health and Safety at Work Regulations 1999 The Manual Handling Operations Regulations 1992 RIDDOR The Workplace (Health, Safety and Welfare) Regulations 1992
 Underpinning Knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> Health and Safety Executive, (2016), <i>Manual Handling</i>. [Online] Available from: http://www.hse.gov.uk/msd/manualhandling.htm [Accessed: 25/11/2016] Health and Safety Executive, (2016), <i>MSD Disorders</i>. [Online] Available from: http://www.hse.gov.uk/msd/toolkit.htm [Accessed: 24/11/2016] Healthy Working Lives, (2013), <i>Work Equipment Manual Handling</i>. [Online] Available from: http://www.healthyworkinglives.com/advice/work-equipment/manual-handling#legal [Accessed: 24/11/2016]
 Suggested action:	<ul style="list-style-type: none"> Notify all staff of changes to policy Training sessions Discuss in team meetings Confirm relevant staff understand the content of the policy

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1. Purpose

1.1 The purpose of this policy and associated procedures is to ensure legal compliance with Manual Handling Operations Regulations.

1.2 Adherence to the policy will also minimise the risk of accidents and incidents to workers who are undertaking these activities at work by ensuring suitable systems are in place to manage the risk.

1.3 To support in meeting the following Key Lines of Enquiry:

Key Question	Key Line of Enquiry (KLOE)
SAFE	S2: How are risks to individuals and the service managed so that people are protected and their freedom is supported and respected?
EFFECTIVE	E1: How do people receive effective care, which is based on best practice, from staff who have the knowledge and skills they need to carry out their roles and responsibilities?
WELL-LED	W3: How does the service deliver high quality care?

1.4 To meet the legal requirements of the regulated activities that is registered to provide:

- | Personal Protective Equipment at Work Regulations 1999
- | Lifting Operations & Lifting Equipment Regulations 1998 (LOLER 98')
- | Provision and Use of Work Equipment Regulations 1998 ('PUWER 1998')
- | The Care Act 2014
- | Health and Safety at Work etc. Act 1974
- | Management of Health and Safety at Work Regulations 1999
- | The Manual Handling Operations Regulations 1992
- | RIDDOR
- | The Workplace (Health, Safety and Welfare) Regulations 1992

2. Scope

2.1 The following roles may be affected by this policy:

- | All staff

2.2 The following Service Users may be affected by this policy:

- | All service users

2.3 The following stakeholders may be affected by this policy:

- | Family
- | Commissioners
- | External health professionals
- | Local Authority
- | NHS

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3. Objectives

3.1 By implementing this policy, will support effective manual handling to:

- | Ensure best practice in the handling and moving operations is carried out by all staff
- | Maintain the dignity of Service Users during handling operations
- | Generate a culture that ensures that the employees' well-being is prioritised
- | Advise managers and staff on the implementation of safe handling practices of people and loads in their work place
- | Ensure that all Service Users have had an up to date manual handling assessment completed
- | Ensure special consideration is given to new or expectant mothers, young workers, workers with ill health or a disability
- | Ensure lessons are learnt following near misses, accidents or incidents to ensure the situation does not arise again

3.2 By implementing this policy will minimise manual handling injuries by:

- | Ensuring managers put in place appropriate risk control measures
- | Provide managers with appropriate information, guidance and support to enable them to develop risk reduction control measures
- | Involve staff who are involved in manual handling with the preparation of the risk assessment
- | Provide staff at risk with information, instruction and formal manual handling training



4. Policy

4.1 We will comply with the Health and Safety at Work Act (1974) which requires that we will provide "such information, instruction, training and supervision as is necessary to ensure so far as is reasonably practicable, the health and safety at work of his employees".

4.2 We will ensure that our employees will "take reasonable care for his or her own safety and the health and safety of other people who may be affected by his or her acts or omissions".

4.3 As employers we understand we have a responsibility to:

- | Avoid hazardous manual handling operations as far as is reasonably practicable
- | Make a suitable and sufficient assessment of any hazardous manual handling operations that cannot be avoided and taking account of all factors:
 - | Task
 - | Load
 - | Individual capacity
 - | Environment and
 - | Equipment
- | Reduce the risk of injury from these operations as far as is reasonably practicable and using an ergonomic approach

4.4 Our employees have a responsibility to:

- | Co-operate with safe systems of work and follow Health and Safety instructions
- | Participate in training
- | Report any near misses, incidents or accidents
- | Report any hazards or defects
- | Report any changes or concerns in the Service Users condition or environment that impacts on manual handling

4.5 recognises that we have a responsibility to ensure that any equipment supplied for manual handling purposes is maintained and stored correctly and that there are procedures in place to ensure equipment is safe for ongoing use.

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5. Procedure

5.1 Manual Handling Risk Assessments Are Undertaken When:

- | A handling task is unavoidable
- | A new handling task has to be carried out
- | An accident or incident occurs involving a handling activity
- | New equipment is introduced
- | A handling task has to be carried out in a new environment, e.g. assisting someone in a wheelchair to go outside instead of just pushing the wheelchair over smoother internal flooring, or there are changes in the environment e.g. new carpeting is fitted or new furniture installed etc.
- | A member of staff complains of shoulder, arm, neck or back pain or any other pain/injury attributed to handling activities at work
- | New staff are appointed
- | New staff are appointed who are under 18 years of age
- | A member of staff informs you that she is pregnant or is returning to work following a pregnancy of at least 6 months
- | A member of staff returns to work following lengthy absence
- | A handling task becomes too difficult

5.2 Assessing Manual Handling Risks

Legislation requires that all manual handling operations that may present a risk of injury must be the subject of a risk assessment carried out by a competent person and using an ergonomic approach.

The purpose of a risk assessment is to:

- | Identify all hazardous moving and handling tasks carried out at work and determine the likelihood and severity of any injury or harm arising from these tasks and to whom
- | Assess all factors, including existing control measures, involved in the hazard using the TILE(E) analysis
- | Identify control measures that will reduce the risk of injury to acceptable levels
- | Identify all employees who may be at risk of injury from moving and handling tasks in the performance of their duties

5.3 TILE(E) Assessment

One way to assess manual handling activities is to look at four specific areas – Task, Individual, Load and Environment (easily remembered by the acronym TILE(E)).

5.4 T (task) – does the task involve:

- | Twisting or stooping
- | Strenuous pushing or pulling
- | Excessive lifting or lowering
- | Handling at a distance from the trunk
- | High task frequency without adequate rest periods

5.5 I (individual movers) – do the people carrying out the tasks require:

- | Specialised training
- | Unusual strength or ability
- | A uniform or personal protective equipment
- | Consideration during impaired ability – for example if pregnant

5.6 L (load) – is the person or object being moved:

- | Heavy or large
- | Unwieldy or difficult to grasp

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- | Unpredictable or unstable
- | Vulnerable to injury or fragile
- | Sharp, hot or hazardous in any other way

5.7 E (environment) – does the area in which work is carried out have:

- | Restricted space
- | Slippery or uneven floors
- | Slopes ramps or steps
- | Adequate levels of heat light and ventilation

5.8 E (equipment) – is any equipment used:

- | Suitable for the task
- | Available in all circumstances
- | Maintained and inspected
- | Clean

5.9 Types of Risk Assessment

The three different types of risk assessment are:

Generic Risk Assessment covering the whole The Home or work activities together with any locations visited by staff outside these sites as part of their duties. A generic assessment must be completed at least annually and more frequently should significant changes in equipment, work place or staffing occur. The risk assessment is used to identify manual handling hazards and required control measures using the TILE(E) assessment.

Individual Risk Assessment to be completed for any member of staff whose capacity for moving and handling at work may be impaired. This would include staff who are pregnant, young workers or who ill health or disabilities.

Service User Risk Assessment - In respect of Service User risk assessment and handling plans, it is recognised that a specific assessment for each user is required. All these areas form the basis for both the assessment and the control measures that can be put in place to minimise risk and enable safe systems of work. The Service User Risk Assessment should be reviewed at least annually, or when circumstances change.

5.10 Basic Principles of Manual Handling

There are some basic principles that everyone should observe prior to carrying out a manual handling operation:

- | Ensure that the object is light enough to lift, is stable and unlikely to shift or move
- | Heavy or awkward loads should be moved using a handling aid
- | Make sure the route is clear of obstructions
- | Make sure there is somewhere to put the load down wherever it is to be moved to
- | Stand as close to the load as possible, and spread your feet to shoulder width
- | Bend your knees and try and keep the back's natural, upright posture
- | Grasp the load firmly as close to the body as you can
- | Use the legs to lift the load in a smooth motion as this offers more leverage reducing the strain on your back
- | Carry the load close to the body with the elbows tucked into the body
- | Avoid twisting the body as much as possible by turning your feet to position yourself with the load

5.11 Lifting and Handling in Teams

- | Team lifting needs to be co-ordinated properly. Try and make sure that those lifting are around the same height and build, make sure one person is responsible for giving instructions, etc. Make sure that everyone lifts, moves off, stops and places the load down at the same time
- | Lifting in teams does not mean that the weight of the load can be doubled for each extra person in the team
- | For example, for a lifting team of two people the load should only be increased by two thirds the sums of

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their individual capabilities

- | More detailed information on team manual handling can be found on the Health and Safety Executive website

5.12 Training

- | All staff must receive as part of their training safer handling and back care from someone suitably trained and competent and agreed by before commencing any assignments
- | The Manager is responsible for ensuring that all staff completes training as required in order to meet the requirements of Health and Safety Legislation, QCS Ltd policies/procedures and those of the Regulator
- | Managers must ensure that all staff undertaking manual handling activities as part of their role attends annual manual handling refresher training. All course contents including duration must comply with the guidelines laid down in the Training Plan
- | Managers must maintain records of staff trained, sessions attended, who the trainer was, staff signing-in sheet with names printed alongside signatures, course material covered and equipment used in the training session
- | There must be evidence of an annual staff training and update programme
- | All staff who have successfully attended safer handling and back care training should receive a certificate of attendance for their records
- | Managers must make sure that training equipment and facilities are available
- | The manager must ensure that their staff receives sufficient notice and detail of forthcoming training requirements including the wearing of appropriate clothing and footwear when attending practical training sessions

5.13 Manual Handling Aids

- | Mechanical handling aids can reduce the risk of injury when used correctly. Even simple aids such as trolleys, sack trucks and wheelbarrows can be used to move items and reduce the likelihood of injury
- | It is better to push rather than pull, and to use body weight and leg muscles to do the work. Make sure the load is kept under control, particularly on slopes
- | In some cases, more sophisticated manual handling aids may be required for example hoists
- | It should be remembered that, although the handling aids will eliminate many of the manual handling risks, their use will introduce others and these risks must be assessed
- | Any manual handling equipment provided should be maintained in a safe condition to use and be subject to regular inspections by the manufacturers. Records of all such equipment and their maintenance schedules are kept in the central office. Any manager is responsible for ensuring that equipment is maintained adequately. Any staff involved in Manual handling must check the equipment each and every time before it is used. If the equipment appears or is faulty, it should not be used and the faulty item reported to the Responsible Individual and the equipment removed to prevent accidental use by another member of staff

5.14 Monitoring of Manual Handling Accidents, Incidents or Near Misses

- | Any manual handling injury or incident that occurs at work must be recorded and reported as soon as possible
- | Any required remedial action to prevent a similar injury or incident must be undertaken immediately
- | The Accident Form must be completed in all cases and sent to Ms Tracey Klue Tracey@wellbeingcaregroup.com 01775760563
- | If the accident is deemed to be reportable under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 1995 (RIDDOR), Ms Tracey Klue Tracey@wellbeingcaregroup.com 01775760563 will submit the report
- | Following any such incident Risk Assessments and work procedures including any Care Plans should be reviewed to ensure the continued safety of all staff members
- | Accidents, Incidents and Near Misses should be reviewed as part of continuous improvement and understand any lessons learnt

5.15 Record Keeping

All current health and safety related records should be retained locally at

When records have been replaced or are no longer valid, they can either be held locally or sent to archive.

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- | Records of risk assessments, training and other health and safety documents should be retained, either in paper or electronic format
- | Those kept in an electronic format should be stored with suitable backup systems to safeguard against computer/systems failure
- | Training Records, Risk Assessments, Health and Safety Policies and Procedure should be retained in line with Archiving policy and relevant legislation



6. Definitions

6.1 Manual Handling

- | For the purposes of this policy, defined as any transporting or supporting of a load by bodily force, either by pushing, pulling, carrying, moving, lifting or putting down. Load includes objects or people (ref. Manual handling regulations 1992). This will also cover restraint situations

6.2 Load

- | Includes any movable object or material supported manually or by tools or equipment. This definition includes people and animals

6.3 Musculoskeletal Disorder (MSD)

- | MSD involves the muscles, tendons, joints and skeleton, particularly in the back, hands and arms – symptom from mild aches and pains to severe swelling and inflammation

6.4 Hazard

- | A hazard is anything that has the potential to cause harm (e.g.: slippery floors, a frayed electric flex or a heavy load)

6.5 Risk

- | A risk is the chance that somebody will be harmed by the hazard and can be quantified as high, moderate or low depending on the severity and likelihood of an incident

6.6 Ergonomics

- | The study of the relationship between workers and their environment. Ergonomics can be used to assess the 'fit' between people, the work that they do and the things that they use

6.7 Safe Systems of Work

- | Safe systems of work require risk assessment and analysis of all manual handling tasks undertaken, the individuals performing such tasks, the loads being handled, the environment in which handling takes place and the equipment available. Control measures to reduce all such identified risks to acceptable levels will result in safe systems of work that can be recorded and implemented

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Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | Where practicable a no hazardous lifting working environment will be encourage
- | The Registered Manager is responsible for ensuring that risk assessments are carried out on all unavoidable handling tasks carried out by staff
- | Managers are responsible for ensuring that their staff have received appropriate information, instruction and training in Safer Manual Handling Techniques
- | Manual Handling Risk Assessments should be reviewed at least annually or more frequently if a situation changes, or accident, incident or near miss occurs
- | Manual Handling equipment should be maintained correctly and check every time before it is used and a record made it has been checked



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- | Service User should be involved as far as possible in creating their manual handling risk assessment
- | Advice and guidance will be sought when required from external partners such as Occupational Therapists and Physiotherapists to improve safety for staff and positive Service User outcomes



Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

The Guide to the Handling of People (6th edition) by Jacqui Smith (Author), Gemma Hastilow and Kate Kitchen (Illustrator)



Outstanding Practice

To be outstanding in this policy area you could provide evidence that:

- | Risk assessments of environmental and person-specific factors are consistently incorporated into care to manage and mitigate risks
- | Risk assessments are updated when incidents accidents or near misses arise or a person's condition changes as well as annually
- | Care Plans are changed to reflect the risks with evidence of communication to staff to prevent an incident arising again
- | There is evidence of working with other external professionals to ensure staff and people who use the service remain safe

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Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Moving and Handling Operations Risk Assessment	In any situation where moving and handling of significant weight takes place	QCS
Service User Moving and Handling Risk Assessment	To be used to assess risk when moving Service Users	QCS
Service User Moving and Risk Assessment Summary and Action Plan	Summary and action plan	QCS
Moving and Handling Checklist	Before attempting to move either a person or an object, you should ask yourself the following questions	QCS
Manual Handling Equipment Weekly Checklist	To check manual handling equipment	QCS

Moving and Handling Operations Risk Assessment

Assessor Name:	Assessment Date:
Reason for Assessment:	
Task:	Location:
Description of Task:	
Frequency of Task:	Equipment Used:
Personal Protection:	Twisting or Stooping:
LOAD	ENVIRONMENT
Weight:	Space:
Size:	Levels:
Shape:	Temperature:
Handling Points:	Humidity:

Moving and Handling Operations Risk Assessment

External Features:	Height:
Internal Features:	Stability:
Individual Capability:	Name:
Medical History:	Strength/Height:
Knowledge/Training:	Clothing/Equipment:
Conclusions and Recommendations:	

Service User Moving and Handling Risk Assessment

Service User Name:			Date:	
Activity	Current System of Work	Manual Handling Risks	Control Measurements Required	Risk Level VH/H/M/L
A) Walking	Independent Requires manual assistance Requires walking aid/equipment			
B) Transfer from Floor	Independent May require assistance Requires a hoist			
C1) Sit/Stand Transfers Different tasks include: Forwards off the back of a chair/from a chair/from a bed/repositioning in sitting	Independent Requires manual assistance Requires a hoist or standing aid			
Task assessed: Bed to wheelchair and Wheelchair to bed				
C2) Sit/Stand Transfers				
Task assessed: Wheelchair to toilet chair				
C3) Sit/Stand Transfers				
Task assessed:				

Service User Moving and Handling Risk Assessment

Activity	Current System of Work	Manual Handling Risks	Control Measures Required	Risk Level VH/H/M/L
D1) Toileting	Independent			
Different tasks include use of: Bed pan or bottle/commode/toilet	Requires Manual Assistance			
Task Assessed: Use the toilet	Requires a hoist or standing aid			
D2) Toileting	Independent			
Task assessed:	Requires Manual Assistance			
	Requires a hoist or standing aid			
D3) Toileting	Independent			
Task assessed:	Requires Manual Assistance			
	Requires a hoist or standing aid			
E1) Bathing	Independent			
Different tasks include: Bath / Shower wet area / Shower cubicle / Bed bath	Requires Manual Assistance			
Task assessed: Shower cubicle	Requires a hoist or standing aid			
E2) Bathing	Independent			
Task assessed:	Requires Manual Assistance			
	Requires a hoist or standing aid			
E3) Bathing	Independent			
Task assessed:	Requires Manual Assistance			
	Requires a hoist or standing aid			

Service User Moving and Handling Risk Assessment

Activity	Current System of Work	Manual Handling Risks	Control Measures Required	Risk Level VH/H/M/L
F1) Movement in Bed Different tasks include: Moving up the bed / rolling in bed / lying to sitting over edge of bed /lateral transfer Task assessed:	Independent Requires manual assistance Requires a sliding sheet, hoist or other equipment			
F2) Movement in Bed Task assessed:	Independent Requires manual assistance Requires a sliding sheet, hoist or other equipment			
F3) Movement in Bed Task assessed:	Independent Requires manual assistance Requires a sliding sheet, hoist or other equipment			
Accountability signature:			Date:	

Service User Moving and Handling Risk Assessment

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Service User Moving and Risk Assessment Summary and Action Plan

Service User Name:				
Activity e.g. E2	Risk Level VH/H/M/L	Control Measures to be Introduced	Date/Signature:	Progress Review Summary
			Proposed Review Date:	

Service User Moving and Risk Assessment Summary and Action Plan

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Moving and Handling Checklist

1. THE TASK

- | Does it involve holding the weight away from your body?
- | Does it involve twisting your body:
 - | Stooping?
 - | Reaching upwards?
- | Does it involve excessive movement of the load?
- | Does it involve carrying the load for a distance?
- | Does it involve excessive pushing or pulling?
- | Does it involve excessive raising or lowering distances?
- | Does it involve any sudden movement of the load?
- | Does it require frequent or prolonged physical effort?
- | Does it involve insufficient rest or recovery periods?

2. THE LOAD

Is it:

- | Heavy?
- | Bulky or unwieldy?
- | Difficult to grasp?
- | Unstable, or with contents likely to shift?
- | Sharp, hot, or otherwise potentially damaging?

3. THE WORKING ENVIRONMENT

Are there:

- | Space constraints preventing good posture?
- | Uneven, slippery, or unstable floors?
- | Variations in the level of floors or work surfaces?
- | Extremes of temperatures, humidity or air movement?
- | Poor lighting conditions?

4. INDIVIDUAL CAPABILITY

Does the job:

- | Require unusual strength, height etc.?
- | Create a hazard to those who are pregnant or have a health problem?
- | Require special knowledge or training for its safe performance?

Before attempting a moving and handling task whereby any of the above questions can be answered 'yes', consult a senior member of staff for further instruction and advice.

Moving and Handling Checklist

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Manual Handling Equipment Weekly Checklist

Service User Name:	
Service User ID:	
Date of Check:	

Sling Information

What make of Sling is this?	
Which hoist is it safe to use with?	
Size of Sling?	
Type of Sling?	

Hoist Information

What make of Hoist is this?	
What type of Hoist is this?	
Make and Model Number	
Date of Last Maintenance Check	
Date of Next Maintenance Check (Six Monthly Inspection should be up to date and Sticker dated on hoist)	

Other Equipment (State)

Manual Handling Equipment Weekly Checklist

Equipment - Slings	Yes (x)	No (x)	Signature
Sling - Is the material in tact- No fraying			
Sling- Is the stitching on the loops and binding secure?			
Sling- Is the material in tact- No tears			
Sling – Is it Clean?			
Sling – Is it for the correct person?			

Equipment - Hoists	Yes (x)	No (x)	Signature
Hoist – If electric is the battery charged up?			
Hoist- If Manual does the valve close properly?			
Hoist- Does it work?			
Hoist – Does the Leg spreader bar lock into open and close position?			
Hoist- Do the castors move smoothly?			
Hoist – Does the hoist steer well			
Hoist- Do the brakes work?			
Hoist- Is the Hoist clean?			
Hoist- Are all the bolts /screws secure?			
Hoist – Is protective padding (if fitted) intact?			