



COMPASSIONATE HEART

SERVICES WITH A DIFFERENCE

1. Purpose

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

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.

To meet the legal requirements of the regulated activities that Compassionate Heart Limited 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

The following roles may be affected by this policy:

- All staff

The following people may be affected by this policy:

- Clients

The following stakeholders may be affected by this policy:

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

3. Objectives

By implementing this policy, Compassionate Heart Limited 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 clients 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 Clients 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

By implementing this policy Compassionate Heart Limited 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

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”.

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”.

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

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

5. Procedure

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

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

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)).

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

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

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

- Heavy or large
- Unwieldy or difficult to grasp
- Unpredictable or unstable
- Vulnerable to injury or fragile
- Sharp, hot or hazardous in any other way

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

E (equipment) – is any equipment used:

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

Types of Risk Assessment

The three different types of risk assessment are:

Generic Risk Assessment covering the whole office 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.

Client Risk Assessment - In respect of client 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 client Risk Assessment should be reviewed at least annually, or when circumstances change.

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

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

Training

- All staff must receive as part of their training safer handling and back care from someone suitably trained and competent and agreed by Compassionate Heart Limited before commencing any assignments
- The Manager is responsible for ensuring that all staff completes training as required in order to meet the
- 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 Compassionate Heart Limited 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

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 aids used will need to be regularly checked that they are safe to use. Some equipment like a hoist will need to be maintained by some competent to do so

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 Miss Rosemary Kingi
- If the accident is deemed to be reportable under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 1995 (RIDDOR), Miss Rosemary Kingi 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

Record Keeping

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

Office 15 Barnwell House
Barnwell Drive
Cambridge
Cambridgeshire
CB5 8UU

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

- 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

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

Load

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

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

Hazard

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

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

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

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

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

Key Facts - People Affected by The Service

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

- Client 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
- 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 airmovement?
- 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.