



Moving and Handling Policy and Procedure

Purpose

- To ensure that a standardised, practical and knowledge-based approach is taken by workers (“workers” means anyone working for the employer, including employees, agency staff and contractors) on moving and handling in line with current legislation and company standards. This will facilitate a safe system of work.
- This policy has been produced in line with requirements specified in the Manual Handling Regulations 1992 (revised in 2004) and The Guide to the Handling of People (current revised 6th edition).

Scope

- All workers (“workers” means anyone working for the employer, including employees, agency staff and contractors).

Policy

- There are many situations in which staff may be required to move or handle Service Users or loads during their working day. During this activity there is a potential for injury for both the worker and the Service User.
- The Moving and Handling Operations Regulations 1992 (amended in 2004) require employers to:
 - AVOID the need for their workers to carry out moving and handling operations whenever possible.
 - ASSESS if moving and handling is unavoidable a **SUITABLE AND SUFFICIENT** assessment must be undertaken.
 - REDUCE risk to workers and Service Users, as far as is reasonably practicable, to the lowest possible level.
 - REVIEW assessment every time the situation/condition of the Service User changes.
- Initial appraisals of risk and risk assessments will be carried out by a qualified Senior Carers for each individual in order to ensure that workplace assessments are undertaken before service delivery.
- Dementia Care TLC is required to nominate an appropriate number of risk assessors, who will be trained to carry out risk assessments within the workplace or a Service User’s home environment as part of the Care Plan.
- “The Guide to the Handling of People”, 6th Edition, published by BackCare in collaboration with the Royal College of Nursing, will be integral to the training process and should only be used in conjunction with the approval basic moving and handling training.
- An initial appraisal of risk must be undertaken and reported to the appropriate person.

- A risk assessment must be carried **on any** moving and handling task whereby a risk has been identified. This risk must be eliminated, or if that is not possible, reduced to the lowest level as is reasonably practicable.
- Dementia Care TLC's Moving & Handling risk assessment form will be the only outcome-acceptance evaluation of level risk.
- Moving and handling of Service Users must be carried out as part of the Care planning process, using the documentation in care plans. Where Service Users lack mental capacity to consent to this, decisions must be made in the person's best interest.
- Where workers may move or handle Service Users, those workers must have initial training which has a theoretical and practical assessment of competence. This training is to be delivered by a Moving and Handling trainer. Staff must also have an annual assessment of their competence conducted by a Moving and Handling trainer, and be given remedial training and be reassessed if any assessment indicates that this is required.
- Staff should be aware of mental capacity legislation in relation to decisions made in a person's interest, including where those decisions may involve restraint. Where the level of restraint necessary constitutes a deprivation of someone's liberty, this would be contrary to Article 5 of the Human Rights Act, unless the deprivation was lawfully authorised by the Court of Protection.
- This policy applies to all, inclusive of employees, volunteers, agency workers, students, and relief staff and should be implemented by Line Managers, both during induction and at regular intervals.
- Special consideration should be given to vulnerable workers:
 - For pregnant staff, a specific risk assessment should be completed, this should include a re-assessment upon return to work following maternity leave.
 - Any other workers with an identified medical condition, should have a specific risk assessment supported in writing by the organisation's occupational health provider and signed off by the Registered Manager.
- Induction will include moving and handling instruction, practice and assessment as an essential component before any moving and handling task is undertaken in the workplace, and this will be subject to regular review.

Procedure

- It is recognised that Managers require a broad understanding and working knowledge of risk assessments and moving and handling principles and they should establish working practices in consultation with the Health & Safety Adviser.
- It is the responsibility of the organisation, delegated to the Registered Manager, to identify risks and subsequently manage them. Managers must not rely solely on risk analysis form, which may not recognise risks particular to one situation or location.
- The Risk Assessment should be a collaborative process between all parties involved in any daily working task. In any moving and handling task - inclusive of people moving - it is recognised that the worker requires adequate training and the Assessors require detailed knowledge of the following:
 - L.I.T.E.E;
 - Load - Typically the Service User.
 - Individual Capability - Are they suitably trained?
 - Task - What is the activity?

- Environment - Where will the activity take place?
 - Equipment - What will be required to reduce the risks?
- Final decisions on the risk assessment outcome will be made by the respective Manager in conjunction with the Health & Safety requirements.
- The employer may be liable if it can be proved that a risk assessment of the task or the standard and regularity of training has not been upheld, in order for the worker to carry out their duties related to moving and handling of inanimate loads and Service Users (i.e. litigation from injured workers).
- The worker could also be liable if found to be negligent in the undertaking of their duties, i.e. failure to observe Lifting Operations and Lifting Equipment Regulations 1988 (LOLER) which requires the carer to check that a hoist has been serviced within the last six months and upon visual inspection is safe to use prior to using it. The employer has vicarious liability for actions taken by their workers on their behalf i.e. risk assessments.
- It should be remembered that Service User Care is paramount and the resulting impact of the risk assessment must be sensitively managed by all involved.
- Where there are disputes or conflicts between risk assessors, agencies, Service Users, professionals and any others, the senior manager (in consultation with the HSA) would make a decision in line with the respective current practice and legislation.
- The policy will be reviewed, expanded or modified periodically, in accordance with changing conditions or legislation, on an annual basis.
- All people involved in Moving & Handling tasks as part of their daily work must be appropriately clothed in either uniform (if provided) or clothing which facilitates the principles of safe handling. Refer to the following policy and procedure - Employee Appearance Policy and Procedure, in particular:
 - Care staff will wear the appropriate organisation uniform, not wear jewellery of any kind, have long hair tied back, and wear appropriate footwear.
 - Staff with Service User contact:
 - Staff members are expected to wear the uniform appropriate to their role; where a uniform is not specified casual clothing is acceptable, but it must be neat and clean and appropriate to the work which is undertaken.
 - Uniform clothing must be clean, odour-free, in good repair and well pressed.
 - Hair must be kept clean and tidy.
 - Staff must keep their hair secure in such a way that it does not pose a safety hazard.
 - Jewellery, including earrings and studs which may come into contact with a Service User should not be worn.
 - Nails must be clean and short, and not pose a scratching risk to Service Users, especially those with frail skin.
 - Footwear must be appropriate to the situation, providing protection from dropped objects, slip protection, not be a scratch or other danger to Service Users. Open toe or sling back shoes are not acceptable.
- The results of the risk assessment must be adhered to, except in instances whereby any of the following emergency situations apply:
 - A person in imminent danger of drowning;
 - A person is in an area that is on fire or filling with smoke;
 - A person is in danger of a life threatening situation;
 - A person is in danger of a collapsing building or other structure.

- In any other emergency situation time must be taken to assess the situation, plan the manoeuvre and obtain equipment if necessary.
- Prospective workers will be made aware that care and consideration must be given to the tasks to be undertaken, and they must be suitable for the chosen place of work, i.e. Service User bedroom or bathroom.
- The risk assessments should be reviewed by senior managers if tasks alter at any time. Modification of any job description must also be undertaken only the express permission of the senior management.
- After completing a written risk assessment the assessor must make relevant workers and other relevant staff aware of its content and any identified remedial actions should be dealt with, e.g. obtaining equipment, identifying additional training, etc. Staff should follow the risk assessment guidance and instructions given; failure to do so could result in disciplinary action.
- Managers and all users must be conversant with safe use of moving and handling equipment and must ensure that maintenance and use of equipment complies with the Provision and Use of Work Equipment Regulations 1992 (PUWER as amended in 2002), the manufacturer's instructions, and safety precautions. Selection of equipment must be undertaken by a qualified Occupational Therapist (OT) or Physiotherapist.
- All privately purchased equipment must be accompanied by the supplier or manufacturers documentation on safe use, and all relevant workers must receive training on the safe use of the equipment before it is first used.
- All equipment used in moving and handling must be stored in a safe manner and must not pose a hazard in itself and be protected against malicious damage.
- Accidents to staff during moving and handling must be reported and documented as per Dementia Care TLC accident reporting and investigation procedure. Those accidents, which cause a worker to be incapacitated for over 7 days not including the day on which the accident happened, are reported under RIDDOR. Remedial action should be taken to limit a recurrence following investigation by senior managers.
- The employer is insured for personal risks undertaken by the worker as described in their job description.
- Safety disclaimers are not legally binding and cannot be upheld by courts.
- The successful implementation of this policy requires total commitment from all employees. Each individual has a legal obligation to take reasonable care of their own health and safety, and for the safety of other people who may be affected by their actions or omissions. No carer should manually handle people or objects until they have completed training and been assessed as competent to do so.

Risk Assessments - General

- A risk assessment format is supplied as part of this policy. Users must note that it is the responsibility of the organisation, delegated to the departmental manager, to identify risks and subsequently manage them. Managers must not rely solely on risk assessment forms, which may not recognise risks particular to one situation or location.
- For general guidance on moving and handling, and charts to assess some generic risk, see the Health and Safety Executive publication available at:
<http://www.hse.gov.uk/pubns/indg383.pdf>

Risk Assessments - Lifts and Hoists

- Where risks associated with lifts and hoists are to be undertaken, recognition of environmental factors is important. The Royal Institute of British Architects publish guidance on room design relevant to safe manual handling. These recommendations are usually incorporated within the lift or hoist manufacturers' safe usage guidelines. The guidelines may preclude some rooms for use with lifts and hoists due to lack of room for safe handling.

Other Relevant Documents:

- Dementia Care TLC Health & Safety Policy and Procedure.
- Manual Handling Operations Regulations 1992 revised 1998 and updated in 2004 (MHOR).
- Management of Health and Safety at Work Regulations 1999
- "The Guide to the Handling of People", 6th Edition, published by BackCare (current revised 6th edition 2011).
- HSE A Brief Guide to Manual Handling at Work, <http://www.backcare.org.uk/wp-content/uploads/2015/02/HSE-Manual-Handling-at-Work.pdf>.
- Work Equipment Regulations 1992
- RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013;
- LOLER - Lifting Operations and Lifting Equipment Regulations 1998, as amended in 2002.
- PUWER - Provision and Use of Work Equipment Regulations 1998, as amended in 2002.
- Human Rights Act 1998.
- Health & Safety at Work Act 1974.
- The Mental Capacity Act 2005 incorporating the Deprivation of Liberty Safeguards.
- Workplace (Health & Safety and Welfare) Regulations 1992, as amended in 2002.

Moving and Handling Checklist

BEFORE ATTEMPTING TO MOVE EITHER A PERSON OR AN OBJECT ASK YOURSELF THE FOLLOWING:

1. THE TASK

- Does it involve excessive movement of the load?
- Does it involve twisting your body:
 - a) Stooping
 - b) 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.

See also the booklet "Manual Handling Assessment Charts" by the HSE, included in your "Useful documents" on your QCS web site.

Key Lines of Enquiry Table

Key Line of Enquiry	Primary	Supporting	Mandatory
C.S1 - How are people protected from bullying, harassment, avoidable harm and abuse that may breach their human rights?		✓	✓
C.S2 - How are risks to individuals and the service managed so that people are protected and their freedom is supported and respected?	✓		✓
C.S3 - How does the service make sure that there are sufficient numbers of suitable staff to keep people safe and meet their needs?		✓	✓

Note: All QCS Policies are reviewed annually, more frequently, or as necessary.