



# South Tyneside Council

## Children, Adults & Families Adult Social Care

### Moving and Handling of People Policy

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## Introduction

South Tyneside Council recognises its responsibility to update this policy on a regular basis, taking into account the Health and Safety at Work etc Act 1974, the NHS and Community Care Act 1990, the Domiciliary Care National Minimum Standards Regulations (Department of Health), Handling Home Care (Health and Safety Executive) and the Manual Handling Operations Regulations 1992 (as amended).

This Policy should be read in conjunction with the Councils Corporate Health & Safety Policy (3.3 Lifting & Handling)

## 1. Policy

As part of its responsibility towards the health and safety of employees, South Tyneside Children, Adults and Families recognises that it must take steps to ensure that the risk of injury is minimised with regard to the moving and handling of people undertaken by its employees. Ensuring that staff are not required to perform tasks that put themselves or the service user at risk.

In addition, it is recognised that as Service Providers and as Commissioners of Services, the Council has a moral and legal responsibility to promote equality and diversity for all Service users irrespective of race, culture, religion, age, disability, gender and sexuality (National Minimum Standards).

Under the Management of Health and Safety at Work Regulations (1999) which states there is a general responsibility for employers to undertake a suitable and sufficient assessment of the risks to the health and safety of employees, the Council recognises that it also has specific responsibilities under the Manual Handling Operations Regulations 1992 (as amended) to undertake specific risk assessments for manual handling. The order of priority will be as follows:

- Avoid hazardous manual handling operations so far as is reasonably practicable.
- Assess any hazardous manual handling operations that cannot be avoided.
- Reduce the risk of injury so far as is reasonably practicable.

### 2.1 Policy Statement

Children, Adults and Families will take all reasonable steps to ensure that:

All employees are trained in moving and handling of people upon induction, on being given new responsibilities, where new equipment is introduced and thereafter at regular intervals

- Moving and handling practices, and any equipment used must form part of a safe system of work, with all equipment regularly maintained and any significant risk minimised wherever possible.
- A comprehensive monitoring process is in place to ensure compliance with the policy.

## 2.2 Procedure for Implementation

Within the Children, Adults and Families there is a wide range of service users who require assistance with moving and handling. It is, therefore, essential that Line Managers are fully aware of the relevant risks involving such procedures and take appropriate action to comply with this policy.

In order to ensure compliance, it is the Line Managers' responsibility to ensure that safe systems of work are put into place to promote safe working practice and reduce risks as far as is reasonably practicable. Should you require any additional advice or support please contact The Manual Handling Co-ordinator.

## 3 RISK ASSESSMENT

### 3.1 Responsibilities of Managers

It is the responsibility of Managers to ensure that all Moving and Handling Risk Assessments are carried out using the South Tyneside Risk Assessment format (Appendix 1).

Risk Assessments should be completed on the first day in the service users own home, or prior to the commencement of a new Care Package (or within two working days in exceptional circumstances) (Domiciliary Care National Minimum Standards).

A Moving and Handling Risk Assessment should be undertaken as part of the wider process of a needs based assessment. This includes identification of all health and safety issues contained in the Care Package. The assessment should also take account of the service users personal choice in how to meet their needs wherever possible, and prioritise their independence and autonomy.

In addition, all Risk Assessments carried out must take account of the task, the environment, the individual (carer) and service user.

It is recognised that even where the service user or family members have been involved in the Risk Assessment process, individuals may be reluctant to change or address the risks identified. Where an immediate solution cannot be found, it is essential that unsafe working practices do not develop which may result in injury to Care Staff or service user as a result of incorrect moving and handling.

Where such issues occur, it is the responsibility of the Service Provider (internal or external) to have arrangements in place to manage the situation effectively (Handling Home Care, H.S.E.).

### 3.2 New and Expectant Mothers at Work

The Council recognises that under the Management of Health and Safety at Work Regulations (1999), they have a legal responsibility to assess potential risks to new and expectant mothers.

In order to reduce any possible risks, it is the Managers' responsibility to ensure that all pregnant staff have a Risk Assessment carried out which will include moving and handling. The appropriate Guidance and Assessment Form can be accessed via the Intranet in the Council's Corporate Health & Safety Manual (Part 3 Guidance, Part 4 Risk Assessment Form).

### 3.3 Training

All Risk Assessments must be carried out by a person who has been trained to do so. This is normally the Registered Manager or their Deputy. In certain circumstances, it may be necessary for other members of staff to carry out Risk Assessments. However, all staff carrying out Risk Assessments must have attended the Moving and Handling of People Risk Assessment and Hoist Prescription Course provided in house by the Manual Handling Co-ordinator and Moving and Handling Trainer. Where this is the case, it remains the responsibility of the Manager to take overall responsibility for Risk Assessments carried out by their staff.

### 3.4 Completion of documents

Where no Care Package exists and Informal Carers are involved, it will be the responsibility of Occupational Therapists to complete the Moving and Handling Risk Assessment, taking into account the Carers' needs and abilities as part of the assessment process. This is particularly important where a formal Care Package exists which also includes Informal Carers. Where such a joint Care Package exists, it will be the responsibility of the O.T. and the Care Provider to complete the moving and handling risk assessment.

Where a Care Package exists, it is the responsibility of the Care Agency to complete the Risk Assessment.

Where more than one Provider delivers care to the same service user, it is recognised that good communication is essential between agencies to ensure consistency in moving and handling and in meeting the needs of the Client.

### 3.5 Storage of Documents

Community/Establishments – Where Moving and Handling Risk Assessments are carried out in the service user's home, the original Risk Assessment should be left in the Care Plan folder. One copy should be kept on file and one copy forwarded to the Manual Handling Co-ordinator if involved, for monitoring. In establishments, the Risk Assessment should be kept in the individual Client's Care Plan folder.

Community Based Activities – Assessments which involve community based activities must be completed using the South Tyneside Moving and Handling Risk Assessment document (Appendix 2).

Where the Manual Handling Co-ordinator is involved; it is the Care Providers responsibility to forward copies of all moving and handling risk assessments to the Manual Handling Co-ordinator for monitoring purposes. This enables the Manual Handling Co-ordinator to check suitability of risk assessments and end involvement if satisfactory.

### 3.6 Reviews

All Risk Assessments should be reviewed by an appropriate assessor:

- At a minimum of six monthly intervals.
- Where any significant change in moving and handling is reported.
- Following delivery of any additional moving and handling equipment.

- At the request of the service user (National Minimum Standards).
- Following injury to Staff

### 3.7 Requests for assistance by the Manual Handling Co-ordinator

Where Risk Assessors have identified complex or difficult moving and handling issues, it may be necessary to involve the Manual Handling Co-ordinator for advice. Do this by informing the Initial Contact Team, giving all information and stating if formal carers are involved. Where visits have been arranged, it will be the responsibility of the Risk Assessor to accompany the Co-ordinator at the time of the visit.

Following any advice given, it will remain the responsibility of the Provider to carry out any recommendations and/or amendments to the Risk Assessment and forward a copy to the Manual Handling Co-ordinator for monitoring.

Following the Assessment, the Manual Handling Co-ordinator will forward a report to the Care Agency for all Managers to accept all recommendations made by the Manual Handling Co-ordinator.

## 4 Injury to Staff

Any manager or supervisor who is notified of an accident/incident concerning an employee under their control must telephone the BT South Tyneside (BTST) Occupational Health & Safety Team as soon as possible so that the incident can be logged and given a Reference Number. That person is also required to ensure that the appropriate form (AR1 and Accident Book BI510) are completed and a copy forwarded to the Occupational Health & Safety Team.

The Manager should also inform the Manual Handling Co-ordinator as soon as possible.

In the event of any reported accident/incident, the Line Manager is required to carry out an investigation in an attempt to ascertain how the injury occurred. This may result in a new Risk Assessment being carried out or the existing Risk Assessment being updated.

The Manual Handling Co-ordinator will liaise with the manager and make recommendations. The Manual Handling Co-ordinator will document the findings and a copy of this report will be sent to the Manager, the Occupational Health & Safety Team and the Senior Manager.

External Providers should follow their own contingency plans, but must ensure the Manual Handling Co-ordinator is informed of any Accident/Incident.

### 4.1 Additional Training Following Injury

Where staff have been absent due to injury as a possible result of moving and handling, it will be their Manager's responsibility to ascertain if it is necessary for that member of staff to attend the One Day Moving and Handling Update Course at the earliest opportunity.

## 5 Provision and Use of Moving and Handling Equipment

### 5.1 South Tyneside Service Providers

It is essential that the Manual Handling Co-ordinator is contacted for advice if any moving and handling equipment is being purchased.

### 5.2 Hoists and Slings

It is the Registered Manager's responsibility (12.10 National Minimum Standards) to ensure that all mechanical equipment is adequately maintained to ensure it is safe and suitable for use. This will be carried out at a minimum of six monthly intervals, and also requires that a service sticker giving the date of the next inspection is clearly marked on the equipment (LOLER 98). Information should also be provided of the name of the organisation responsible for providing and maintaining the equipment, and must be recorded on the Moving and Handling Risk Assessment (12.9 National Minimum Standards).

### 5.3 Equipment Supplied by the Service User

Under current Health and Safety legislation, it is recognised that where individual service users have purchased equipment, they do not have a legal responsibility to maintain it. However, where Care Staff are required to use the equipment, it remains the Provider's responsibility to assess any equipment provided by the Client to ensure it is safe to use and is regularly maintained (Handling Home Care, H.S.E.).

## 6 TRAINING

### 6.1 Requirements

It is recognised that under current Health and Safety legislation, the Directorate has a legal responsibility to train all Staff who are involved in the moving and handling of people. It is also acknowledged that they have a commitment to a staff development and training programme which meets the changing needs of the service user, their relatives and representatives (National Minimum Standards).

In line with the Training Programme, all new Care Staff employed by South Tyneside Children, Adults and Families who undertake moving and handling of people will receive two days training during their induction. All Staff will subsequently attend an annual refresher course. Standards in Manual Handling states 'It is generally accepted that refresher training in health and social care for people handlers should be an annual requirement.' (Ruszala et al 2010 P5) The duration of the refresher course will be dependent upon the place of work.

### 6.2 Responsibilities of Managers

#### Internal Providers

It is the manager's responsibility to ensure that all staff are up to date with their Moving and Handling Training.

## External Providers

It will be the responsibility of External Providers to ensure that they provide training for their staff in the moving and handling of people and use of hoists and slings.

## Informal Carers

It is the responsibility of the OT to provide training for informal carers. The OT will complete the training checklist relevant to the equipment in which the carer has been trained.

### 6.3 Non-attendance

It is recognised that Staff may not always be able to attend individual moving and handling courses due to sickness, holidays etc. Where individual Staff have been booked on specific courses and they are unable to attend, it will be the Manager's responsibility to inform the Training Department as soon as possible. Every effort will then be made to reschedule training for a later date.

### 6.4 Responsibilities of Staff

All Care Staff must attend appropriate training courses in moving and handling of people on an annual basis. Where individual Staff are unable to attend courses, they must inform their Manager immediately.

Employees must take responsibility for their own health and safety at work and that of their colleagues, by following laid down procedures and adopting recommended good working practices.

Employees must report any accidents/incidents/injuries caused through moving and handling at work.

Staff to ensure their Line Manager is given the Individual Training Record upon completion of Moving and Handling Training.

## 7 Responsibilities of the Manual Handling Co-ordinator

- Provide advice, support and guidance to other professionals and partners regarding moving and handling of people, issues and equipment.
- Undertake biennial audits of risk assessments from external and internal providers (Section 9).
- Identify sample to carry out a safe system of work assessment from implementation to review and provide recommendations to formal care providers and care managers.
- Provide specialist advice to risk assessors on complex moving and handling issues.
- Provide specialist advice regarding hoists and slings to internal providers, external providers and other professionals.
- Liaise with Team Manager on any issues arising from delivering an effective moving and handling of people service, including the investigation of any accidents or incidents as necessary.
- Design and deliver the Moving and Handling of People Risk Assessment and Hoist and Sling Prescription course.



## 8 Responsibilities of the Moving and Handling Trainer

The overall responsibility of this post is to deliver up to date training around the legislation, theory and principles of safe handling of people to frontline care staff. This involves the development and delivery of a Module programme covering the key aspects to meet the individual needs of the staff within their working environment and job role.

Core Modules include:

Module A Manual Handling Theory

Module B Principles of safe handling Sitting, standing and walking

Module C Principles of safe handling Wheelchairs

Module D Principles of safe handling Hoist and slings

Module E Principles of safe handling Bed Mobility

Module F Principles of safe handling Mangar Training

To work alongside the Manual Handling Co-ordinator in delivering the Moving and Handling of People Risk Assessment training, along with the Hoist and Sling Prescription Course.

To work in partnership with the Manual Handling Co-ordinator to ensure that the theory and knowledge is translated into good and safe daily working practice.

## 9 Moving and Handling Audits

Audits of internal and external providers will be conducted by the Manual Handling Co-ordinator on a biennial basis. The audit will check:

- moving and handling training
- risk assessments, primarily where a hoist is in use
- risk assessors
- observation of safe systems of work

The Manual Handling Co-ordinator will complete a written report reviewing the audit and giving recommendations. One copy will be given to the Provider and one kept on file. A copy will also be forwarded to the Occupational Health & Safety Team.

## 10 Falls and the Fallen Person

The Royal Society for the Prevention of Accidents (2007) found the majority of accidents occurring in the home were related to slips, trips and falls. In recognising this, our organisation has a duty of care to its service users and staff.

Risk assessments should be carried out to identify the risks and implement control measures aimed at reducing the risk of the person falling in the first place.

The Moving and Handling training will address all issues surrounding the falling and fallen person.

## 10.1 Finding a person on the floor

Ask if the person is in any pain; see if they can move their limbs. If an injury has occurred, or if you are in any doubt, dial 999 and ask for an ambulance. Do not give fluids.

The person should not be lifted manually from the floor unless:

- A) There is an emergency i.e. fire or
- B) The Mangar Elk, Camel or hoist cannot be used. Staff must be able to justify why equipment was not used to raise the person from the floor and record this in the appropriate place.

The person should be made comfortable with pillows or anything else which is suitable.

If a hoist or Mangar Elk/Camel is available this can be used to raise the person from the floor. Staff must be trained in order to use the equipment. If no equipment is available and you are in a service user's home, contact the mobile wardens who have access to a Mangar Elk and other manual handling equipment; handling belts, slide sheets and a transfer board.

Inform your Manager and complete an accident form at the earliest opportunity.

The responsible risk assessor should carry out a new risk assessment immediately. Even if it is the first fall, the service user should be considered at risk of falls from that point on. This needs to be acknowledged in the risk assessment.

The responsible Manager should contact the falls team for advice and possible referral for investigation.

## 11 Safe Working Guidance for Bariatric Clients

Generally, a person is considered bariatric if they weigh in excess of 159kg or 25 stones. Most handling equipment and beds will handle up to 127kg to 180kg (20 to 28 stones). However, some pieces of equipment will have lower limits. In order to be absolutely sure of the safety of the system, Clients will be considered bariatric if they weigh 127kg (20 stones) or above.

Good communication between agencies is essential. Referrals for bariatric Clients should not be accepted unless detailed information regarding their moving and handling needs is supplied by the referring agency.

In order to establish a safe system of work, it is necessary to inform the Moving and Handling Co-ordinator prior to a Care Package being provided in a Client's home or establishment.

The Moving and Handling Risk Assessment should be carried out at several stages, those being:

- prior to the commencement of care in the community,
- when the client comes home,
- after one week of the commencement of the care package, unless the Care Providers identify problems earlier,
- Thereafter, the Risk Assessment should be reviewed every six months or earlier to reflect any changes.

Any changes to the Moving and Handling Risk Assessment must be documented and the amended form forwarded to the Manual Handling Co-ordinator for monitoring purposes.



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## MOVING AND HANDLING CLIENT RISK ASSESSMENT

DOES MOVING AND HANDLING INVOLVE A RISK OF INJURY?		YES	NO
(level of risk identified)	LOW	MEDIUM	
HIGH			
<p><b>Client Name:</b>..... <b>Height:</b>                      <b>Weight:</b>                      <b>Risk of Falls:</b> low/medium/high</p> <p><b>Client Address:</b>..... .....</p> <p><b>Assessment carried out by:</b>..... <b>Signature</b>..... <b>Date:</b>.....</p> <p><b>SKIN TYPE:</b></p>			
<b><i>THE PERSON (Load) (please specify)</i></b>			
<b>Special Risks:</b> e.g. weakness, pain, paralysis, disability, circulatory problems, stiffness/arthritis, sensory loss, etc			
<b>Mobility:</b> e.g. able/unable to walk/stand unaided, able/unable to stand walk short distances with equipment, able/unable to weight-bear etc.			

**Level of Co-operation:** e.g. able to co-operate/unable to co-operate, unpredictable behaviour etc:

**ENVIRONMENTAL (please specify)**

**Environmental Hazards:** e.g. space restrictions, uneven surfaces, stairs, inadequate lighting, bed/chair appropriate height, bed against wall etc.

**ACTION TAKEN:**

**DATE COMPLETED:**

**THE INDIVIDUAL(S): Please consider ALL Staff/Informal Carer(s) involved in carrying out Manual Handling Tasks**

**Are there any factors to consider? E.g. Pregnancy, existing injury, medical condition etc (please specify)**

**THE TASK:**

Does the task involve: twisting/stooping/bending/awkward postures etc? (please specify risk)

<b>Tasks (please list all tasks carried out in Care Package) e.g.</b>	<b>No of Staff</b>	<b>Equipment Used/Handling Plan</b>
Sitting up in bed		
Standing from bed to chair/commode/shower chair		
Turning in bed/moving up the bed		
Walking		
Toileting		

<b>Bathing</b>		
<b>Others (please specify)</b>		
<b>Additional Information:</b>		
<b>Provision and Maintenance of Equipment:</b>	<b>Name and Tel No. of Organisation responsible for providing and Maintaining equipment (please ✓)</b>  <b>STAR CENTRE: <input type="checkbox"/></b> <b>Tel No:.....</b>  <b>DFG: <input type="checkbox"/></b> <b>Tel</b> <b>No:.....</b>  <b>Other <input type="checkbox"/> (please specify)</b> <b>Tel</b> <b>No:.....</b>  <b>Equipment assessed by:</b> <b>Tel</b> <b>No:.....</b>	
	<b>LOW</b>	<b>MEDIUM</b>
		<b>HIGH</b>
<b>Review Date(s)</b>		



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### MOVING AND HANDLING CLIENT RISK ASSESSMENT

DOES MOVING AND HANDLING INVOLVE A RISK OF INJURY?	YES	NO
(level of risk identified)	LOW	MEDIUM
HIGH		

Client Name:..... Height:                      Weight:                      Risk of Falls:  
low/medium/high

Client Address:.....  
.....

Assessment carried out by :.....                      Signature.....  
Date:.....

Skin Type (e.g. pressure sores etc)

#### ***THE PERSON (Load) (please specify)***

**Special Risks: e.g.** weakness, pain, paralysis, disability, circulatory problems, stiffness/arthritis, sensory loss, etc



**Mobility: e.g.** able/unable to walk/stand unaided, able/unable to stand walk short distances with equipment, able/unable to weight-bear etc.

**Level of Co-operation: e.g.** able to co-operate/unable to co-operate, unpredictable behaviour etc:

**THE INDIVIDUAL(S): Please consider ALL Staff/Informal Carer(s) involved in carrying out Manual Handling Tasks**

**Are there any factors to consider? E.g. Pregnancy, existing injury, medical condition etc (please specify)**

**THE TASK:**

**Does the task involve: twisting/stooping/bending/awkward postures etc? (please specify risk)**

Activity	No of Staff	Equipment Used/Handling Plan
<b>Environmental Hazards:</b>  <b>Action Taken:</b> <b>Date:</b>		
<b>Activity:</b>		
<b>Environmental Hazards:</b>  <b>Action Taken:</b> <b>Date:</b>		
<b>Activity:</b>		
<b>Environmental Hazards:</b>		

<b>Action Taken</b>  <b>Date:</b>			
<b>Activity:</b>			
<b>Environmental Hazards:</b>   <b>Action Taken</b>  <b>Date:</b>			
<b>Additional Information:</b>			
<b>RESIDUAL RISK (level of risk remaining)</b>	<b>LOW</b>	<b>MEDIUM</b>	<b>HIGH</b>
<b>Review Date(s)</b>			