

## Manual Handling Policy

Board library reference	Document author	Assured by	Review cycle
P048	Health & Safety Manager	Quality and Safety Committee	3 years

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## 1. Introduction

This policy has been drawn up in the light of the Health & Safety at Work Act 1974, the Management of Health & Safety at Work Regulations 1999 and the Manual Handling Operations Regulations 1992.

It is based on the Trust's principles of risk assessment set out in the Trust's health & safety policy and is invoked when a review of a manual handling operation using [appendix 4](#) identifies a manual handling risk being present.

During their work staff may be required to handle loads including service users, either manually or by mechanical means. Use of mechanical aids may reduce but not always eliminate manual handling by the operator.

This policy lays down the measures that should be taken by both managers and staff to reduce the risk of injuries being incurred. It also sets out procedures for the movement of people and loads in the appendices.

There are a number of factors that contribute to the successful implementation of a minimal lifting policy or safer system of handling. They include ongoing staff consultation and involvement throughout the implementation and monitoring of the programme to identify changing needs to ensure staff ownership of the policy.

## 2. Purpose

The purpose of this policy and associated procedures is to reduce the likelihood of injury arising from tasks associated with manual handling.

The Trust is committed to providing and maintaining a safe and healthy work environment for its employees and services users. This will be achieved through an effective preventative approach to the management of risk by assessment of and minimising conditions that may lead to injury arising from manual handling tasks which includes the handling of people and loads.

- To ensure best practice in the handling and moving operations are carried out by all staff
- To maintain the dignity of service users during handling operations
- To generate a culture to ensure all employees' well-being is prioritised
- To advise managers and staff on the implementation of safe handling practices of people and loads in their workplace
- To ensure all service users have had an up to date service user manual handling assessment completed

This policy advocates once a risk has been identified and assessed all handling operations can be achieved through the use of mechanical aids and/or safe handling techniques to reduce the risk to both staff and service users.

## 3. Policy Statement

It is Trust policy to avoid or reduce the risk of injury from manual handling so far as is reasonably practicable.

Where hazardous handling tasks have been identified, a suitable and sufficient risk assessment must be carried out taking into account the nature of the task, nature of the load, working environment, capabilities of the individual.

Assessments should be undertaken using the [standard risk assessment forms](#). To assist with the assessment a decision making flowchart ([appendix 4](#)), a checklist ([appendix 5](#)) and additional guidance ([appendix 7](#)) has been produced. These forms provide all necessary documentation required.

## 4. Scope

This policy is relevant to all staff involved in the handling and moving of service users and/or loads, and is intended to enhance the care and safety of service users by protecting them from ill-considered and unsafe handling techniques. This equally applies to the handling of loads which may expose all staff to risk of injury.

## 5. Definitions

Manual handling, for the purposes of this policy, is defined as any transporting or supporting of a load by bodily force, either by pushing, pulling, carrying, moving, lifting or putting down. The definition of a load as per the Manual Handling Operations Regulations 1992 includes objects or people.

## 6. Roles and Responsibilities

### 6.1 Executive Management

The board has overall responsibility for the health, safety and welfare of all staff, service users, visitors and others within AWP. The Chief Executive is responsible for monitoring and reviewing health and safety in the Trust. The board will be informed of health and safety matters on a quarterly basis as a minimum and ensure adequate resources are made available to provide and maintain the necessary standards of health and safety in the Trust.

Members of the Executive Management Team have full responsibility for the health, safety and welfare of all service users under their specific care.

All directors have a corporate responsibility to promote a responsible approach in health and safety in the Trust.

### 6.2 Chief Executive

While ultimate responsibility is vested in the Trust board, executive responsibility is delegated to the Chief Executive for managing health and safety, including compliance with relevant legislation and Trust policies.

### 6.3 Head of Learning and Development

The Head of Learning and Development is responsible for the Learning & Development Department providing adequate training to ensure this policy is implemented. The content of the training is regularly reviewed against the standards set by the Back Care Specialist to ensure it continues to provide the necessary skills and knowledge to enable staff to discharge their legal duties/duty of care in accordance with current standards and best practice.

### 6.4 Director of Operations

The Director of Operations takes responsibility for ensuring this policy is implemented within teams. The Director of Operations will ensure Local Delivery Units (LDU) follow the policy and all levels of management fulfil their responsibilities as described within this policy.

## 7. All Directors

LDU managing directors, clinical directors, heads of profession and corporate directors will:

- Bring this policy to the attention of all their staff, including new and temporary staff, and management teams and ensure it is observed at all times.
- The LDU managing directors, clinical directors, heads of profession and corporate directors must identify which of them will have specific responsibility for implementing this policy within their respective directorates.
- Provide suitable handling aids to eliminate so far as is reasonably practicable the need for manual handling tasks in conjunction with the Back Care Specialist.
- Have overall responsibility for the purchase, installation, evaluation of handling aids and for ensuring staff are trained in their correct use; seeking advice from the Trust's Back Care Specialist on the suitability of any equipment prior to its purchase.
- Ensure that all manual handling equipment is maintained to required standards.
- Play a key leadership role in developing and sustaining a pro-active culture, personal and professional responsibility for health and safety issues
- All LDU Directors will require each team to:
  - Ensure both general risk assessments are undertaken which identify potential handling risks and specific service user mobility risk assessments which identify mobility, handling and intervention risks and the adequacy of the systems that manage these risks.
  - Ensure manual handling risk assessment findings are recorded and should be entered on the LDU / corporate service specific risk register. Action should be taken to rectify any significant risks in line with good risk management process.
  - Ensure manual handling risk assessments are reviewed annually or on significant change i.e. change of use, modification of the building or after a serious adverse incident involving lifting, carrying or handling.
  - Ensure that the process is monitored and adequate support is provided for line managers.

### 7.1 Line/Ward Managers & Team Leaders

Line/Ward Managers and Team Leaders will:

- Seek advice from the Back Care Specialist or a physiotherapist as appropriate regarding service users with specific care needs.
- Ensure staff are appropriately trained to undertake the manual handling assessment required during their work.
- Ensure both general risk assessments are undertaken which identify potential handling risks and specific service user mobility risk assessments which identify mobility, handling and intervention risks and the adequacy of the systems that manage these risks.
- Ensure manual handling risk assessment findings are recorded and entered on the LDU service specific risk register. Action should be taken to rectify any significant risks in line with good risk management process.
- Follow the [Incident Management Policy P057](#). Maintain records of handling related accidents, this will include near misses.
- Equipment failure should be reported in accordance with the [Incident Management Policy P057](#).
- Managers are responsible for bringing this policy to the attention of all their staff:
  - Ensuring this policy is implemented within the building area of their responsibility.

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- Communicating any risks via their LDU service specific risk register using the locally agreed process for undertaking this.
- Ensuring control measures and safe systems of work as necessary are developed and implemented in accordance with this policy.
- Assisting the Trust with this policy by monitoring that staff compliance with the approved techniques advocated within the appendices and training programme.
- Ensuring staff are adequately trained and up to date to the required standard as described in the training matrix.

### 7.2 All Staff

All Staff will:

- Have a duty follow all safe systems of work, procedures and management plans in place to control the risks from manual handling.
- Must report any hazard that could give rise to increased risk of injury, i.e. malfunctioning hoist, damaged sling etc, and where appropriate take immediate compensating action.
- Ensure they do not undertake a manual handling operation without making or referring to an assessment (formal or informal) of risk involved. Previous risk assessments should be taken into account when considering the safest course of action ensuring all equipment is inspected and designated as safe to use.
- Follow all good practice and advice given within training.
- Ensure they keep up to date with relevant training in line with their training matrix.
- Ensure that they follow the relevant Trust procedures at all times. If a member of staff has any difficulty or personal factors which might affect their ability in complying with the Trust guidelines for whatever reason they should raise this immediately with their line manager.
- Report, label and withdraw from use any handling equipment suspected to be faulty. Once verified as faulty this should be reported to the Medical Devices Agency via the line manager and the Medical Device Safety Officer.
- Report all incidents including near misses using the Trust policy for the reporting, management and investigation of adverse incidents.
- Ensure all handling equipment is maintained to a high standard of cleanliness to meet the need of reducing the risk of exposure of cross infection. Service users with MRSA, C. dif, etc. infection must have their own individual sling.

### 7.3 Learning & Development Department

The Learning & Development Department (L&D) will provide an adequate training resource to ensure the Trust can comply with this policy. It will liaise with operational management to ensure training needs are monitored and that provision reacts accordingly.

### 7.4 Estates and Facilities Department

The Estates and Facilities Department will ensure all new builds and refurbishments and other projects shall include risk assessments of the potential risk of manual handling operations and consideration of the elimination or reduction of such risks by liaising with clinical staff, the Back Care Specialist and Health and Safety staff on the specifications within the project. Such issues may include storage arrangements and shelf heights, adequate space to work, layout of the building to avoid unnecessary and excessive travel distances, carrying loads up and down stairs or steps, width of doors to allow beds and trolleys to be wheeled through etc, and sufficient space to store manual handling hoists when not in use.

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To facilitate this, the Estates and Facilities Department will ensure appropriate representation is sought for all project groups and this must include appropriate representation from clinical, Back Care Specialist and Health & Safety staff.

### 7.5 Back Care Specialist

The Back Care Specialist will:

- Give advice on all aspects of manual handling.
- Develop and implement in conjunction with L&D, a programme of manual handling training, which addresses local needs.
- Respond to requests for advice as and when admissions to units occur which present specific manual handling risks or needs.
- Monitor compliance with this policy by conducting regular audits, visits and inspections liaising with the Health and Safety Department
- Report the findings of audits, incident investigations etc. to the local LDU Health & Safety meetings.

### 7.6 Health & Safety Department

The Health & Safety Department will provide advice to clinical and corporate services staff on the measures being proposed within a new building or refurbishment and assist in producing a risk assessment for any new building.

The Health & Safety Department will also advise and support clinical staff as necessary when they are conducting manual handling risk assessments.

The Health & Safety Department, liaising with the Back Care Specialist will also conduct audits to assess the management of manual handling risks and review risk assessments.

Under authority granted in the Trust's health and safety policy, members of the Health & Safety Department have the power to issue internal improvement notices for non-compliance with this policy or, in the case of imminent and serious risk, an internal prohibition notice, the scope of which may be to prohibit the use of a room, area, process or equipment until adequate rectification of the risks has taken place.

## 8. Standards

The following are regulations enforceable by the Health and Safety Executive (HSE) :

### [Manual Handling Operations Regulations 1992](#)

General duties under health and safety law are covered by the following 3 main pieces of legislation:

- Health & Safety at Work Act 1974
- Management of Health & Safety at Work Regulations 1999
- Workplace, Health Safety and Welfare Regulations 1992

## 9. Approved Code of Practice

The “*All Wales NHS Manual Handling Training Passport & Information Scheme*” is recognised as the approved code of practice applicable in a NHS mental health environment.

## 10. Therapeutic handling

There may be times when a service user requires handling outside the normal range of handling techniques. A qualified physiotherapist must therefore carry out a risk assessment.

- The physiotherapist may prescribe a range of treatment that should be carried out by physiotherapist or other staff.
- Other staff can only carry on using these techniques if and when they have been trained to do so safely.
- Therapeutic handling should never be confused with care handling. Therapeutic handling should only be carried out by the appropriate staff.

## 11. Emergencies

This policy accepts there are some manual handling needs such as in emergencies that cannot be dealt with quickly necessarily using the appropriate techniques and this can cause confusion. Best practice identifies these events as unforeseen.

Events that are foreseeable or planned are therefore not emergencies and safe techniques should be used, i.e. handling of a bariatric service user, evacuation of a service user in the event of fire or other emergency and service user falls.

Service users with a history of falling are not seen as emergency situations as they are foreseeable and staff should have identified strategies for dealing with them in line with the service user manual handling risk assessment and falls assessment. It should also be noted the purpose of assisting a service user in mobilising is to provide guidance and emotional support, and not to provide any form of weight bearing or lifting element.

Managers will review what arrangements are in place for dealing with emergencies without compromising the lifesaving urgency of any event thus ensuring the risk of a manual handling injury is not unnecessarily increased.

AWP recognises in the event of psychiatric emergencies (i.e. hanging/drowning) and use of PMVA teamwork techniques staff may be exposed to risk from taking the full body weight of the service user for a period of time.

Staff must not rush to the aid of the falling service user (see procedures on safe and unsafe practices on the falling service user [\(Appendix 2\)](#)).

Assistance should only be given when staff are in the correct position and have received appropriate training to enable the service user to slide to the floor.

The importance of risk assessment cannot be stressed highly enough as they will help the manager and staff to identify the level of hazard.

This is dealt with in the [CPA and Risk Policy P032](#)

## 12. Access to advice

Staff, assessors and managers can obtain specialist advice on service user handling, manual handling risks, risk assessments and equipment from the Back Care Specialist. The Health and Safety Department will also be able to assist with advice on risk assessments in areas other than service user handling.

### 13. Training

The Trust's overarching policy for training is the Learning and Development Policy and this should be read in conjunction with this policy. Attached as appendices to that policy are the Trust's learning and development matrices. These matrices describe the minimum statutory and mandatory required training for all staff groups in respect of manual handling training.

The Learning and Development Policy also describes the Trust's arrangements for training, in particular how there are processes in place to ensure staff receive the training they require and how non-attendance is followed up. These arrangements are further supported by management supervision and appraisal processes.

The Trust's Back Care Specialist has agreed the training standard with the Learning and Development Team and training standards have been informed by statutory requirements, professional standards and national best practice.

The Trust's Back Care Specialist participates in a programme of continuous professional development to ensure they remain up to date and keep abreast of developments in this field.

The Trust offers a range of manual handling courses depending on task and risk – please see [Training Matrix](#).

### 14. Monitoring or audit

The Back Care Specialist in conjunction with L&D and the Health & Safety Department will monitor compliance with this policy.

The Falls Group has oversight of falls incidents, trends, falls prevention and best practice. It reports and recommends action to the Physical Health Management Group which in some cases will be relevant to service user handling and mobility.

### 15. Associated and related procedural documents

- P094 [Health and Safety Policy](#)
- P057 [Incident Management Policy](#)
- P032 [CPA and Risk Policy](#)
- P054 [Risk Assessment Policy](#)
- P116 [Disciplinary Policy and Procedures](#)

### 16. References

- [Health & Safety at Work Act 1974](#)
- [Management of Health & Safety at Work Regulations 1999](#)
- [Manual Handling Operations Regulations 1992](#)
- [Manual Handling in Health care](#) - HSE
- [How the Lifting Operations and Lifting Equipment Regulations apply to health and social care](#) - HSE
- [All Wales NHS Manual Handling Training Passport & Information Scheme](#)

### 17. Appendices

- [Appendix 1 – Procedures for Handling Loads](#)
- [Appendix 2 – Procedures for Handling Service users](#)

- [Appendix 3 – Unsafe Handling Techniques](#)
- [Appendix 4 – Manual Handling Assessment Flowchart](#)
- [Appendix 5 – Manual Handling Risk Assessment Guide](#)
- [Appendix 6 – Service user Manual Handling Assessment](#)
- [Appendix 7 – Risk Assessment Filter](#)

## **18. Review**

This policy will be reviewed every three years.

<b>Version history</b>				
<b>Version</b>	<b>Date</b>	<b>Revision description</b>	<b>Editor</b>	<b>Status</b>
1.0	21 mar 2008	Previous policy	Pad	Approved
2.0	22 oct 2008	Approved by board	Pad/saj	Approved
2.1	13 feb 2009	Administrative changes to appendices 2 & 11. Addition of page numbers	Pad	Approved
2.2	03 mar 2009	Administrative changes to training matrix	Pad	Approved
2.3	04 mar 2010	Administrative changes to assessment form and footers	Pad	Approved
3.0	02 nov 2010	Approved by the quality and healthcare governance committee	Pad	Approved
3.1	23 feb 2011	Administrative changes to section 8	Pad	Approved
4.0	04 dec 2012	Cnst review - approved by the quality and safety committee	Pad	Approved
4.1	11 jan 2016	Draft for health, safety, security and fire group	Pad	Draft
4.2	25 jan 2016	Approved by health, safety, security and fire group	Pad	Draft
4.3	10 feb 2016	Approved by the falls group	Pad	Draft
5.0	19 April 2016	Approved by Quality and Standards committee	PAD	Approved
6.0	15 <sup>th</sup> Mar 2019	Administrative changes drafted for Director of Nursing & Quality. 1 year review	BL Head of Health & Safety	Approved