

POL59 – Moving and Handling Policy and Procedure

Serendipity Healthcare Ltd
Unit 5, Millennium Way, Dunston, Chesterfield, Derbyshire
S41 8ND



1. Purpose

1.1 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 that suitable systems are in place to manage the risk.

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

Key Question	Key Lines of Enquiry
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
WELL-LED	W3: How are the people who use the service, the public and staff engaged and involved?

1.4 To meet the legal requirements of the regulated activities that Serendipity Healthcare Ltd 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
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- The Manual Handling Operations Regulations 1992
- The Workplace (Health, Safety and Welfare) Regulations 1992
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

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:

- 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, Serendipity Healthcare Ltd will support effective manual handling to:

- Ensure that 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' wellbeing is prioritised
- Advise managers and staff on the implementation of safe handling practices of people and loads in their workplace
- Ensure that all Service Users have had an up-to-date manual handling assessment completed
- Ensure that special consideration is given to new or expectant mothers, young workers, workers with ill health or a disability
- Ensure that lessons are learnt following near misses, accidents or incidents to ensure that the situation does not arise again

3.2 By implementing this policy, Serendipity Healthcare Ltd will minimise manual handling injuries by:

- Ensuring that 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 Serendipity Healthcare Ltd will comply with the Health and Safety at Work Act (1974) which requires Serendipity Healthcare Ltd to 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 Serendipity Healthcare Ltd will ensure that its 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 an employer, Serendipity Healthcare Ltd understands that it has 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
 - Individual capacity
 - Load
 - Environment, and

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- Other
- Reduce the risk of injury from these operations as far as is reasonably practicable and using an ergonomic approach

4.4 Serendipity Healthcare Ltd 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 User's condition or environment that impacts on manual handling

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 carpet 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 TILEO 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 TILEO Assessment

POL59 – Moving and Handling Policy and Procedure

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

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
- 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 O (Other) – Final things to consider:

- Is the movement or posture hindered by personal protective equipment, or
- Is there an absence of the correct PPE for the task?
- Is equipment involved, if so is it clean, serviced, available and well maintained?

5.9 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 if significant changes in equipment, workplace or staffing occur. The risk assessment is used to identify manual handling hazards and required control measures using the TILEO 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 those with 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 Service 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 must be reviewed at least annually, or when circumstances change.

5.10 Basic Principles of Manual Handling

POL59 – Moving and Handling Policy and Procedure

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There are some basic principles that everyone must 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 must 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 coordinated 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 must 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

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 Serendipity Healthcare Ltd before commencing any assignments
- Mrs Sarah Pickles is responsible for ensuring that all staff complete training as required in order to meet the requirements of Health and Safety Legislation, policies/procedures at Serendipity Healthcare Ltd and those of the Regulator
- Mrs Sarah Pickles must ensure that all staff undertaking manual handling activities as part of their role attend annual manual handling refresher training. All course content, including duration, must comply with the guidelines laid down in the Training Plan at Serendipity Healthcare Ltd
- Records must be maintained of staff training including 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 must receive a certificate of attendance for their records
- Mrs Sarah Pickles must make sure that training equipment and facilities are available
- The Registered Manager must ensure that their staff receive 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

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- 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 must 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, such as a hoist will need to be maintained by someone competent to do so and have regular services carried out

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 occurrence form must be completed in all cases and sent to Mrs Sarah Pickles
- If the accident is deemed to be reportable under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 2013 (RIDDOR), Mrs Sarah Pickles will submit the report
- Following any such incident, Risk Assessments and work procedures including any Care Plans will be reviewed to ensure the continued safety of all staff members
- Accidents, incidents and near misses will be reviewed as part of continuous improvement at Serendipity Healthcare Ltd and to understand any lessons learnt

5.15 Record Keeping

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

Unit 5 Millennium Way

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Chesterfield

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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 will be retained, either in paper or electronic format
- Those kept in an electronic format will be stored with suitable backup systems to safeguard against computer/systems failure
- Training records, risk assessments and health and safety policies and procedures must be retained in line with the Data Protection GDPR Policy and Procedure and relevant legislation

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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 – symptoms 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

Reviewed 28.01.2022

Lisa Ward – HR Manager