Torbay and South Devon NHS
NHS Foundation Trust

Manual Handling Policy

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If you require a copy of this policy in an alternative format (for example large print, easy read) or would like any assistance in relation to the content of this policy, please contact the Equality and Diversity team on 01803 656680.

1. Policy Statement

1.1 The aims of this policy are to contribute to providing an effective service by reducing injuries and ill health, improving patient care and patient experience, and, where possible, reducing unnecessary loss and liabilities.
The objectives of the policy are to:

- reduce the number of injuries resulting from Manual Handling (MH) activities to staff within the organisation;
- minimize the risks to staff and patients when loads, including patients/service users, are moved by bodily force;
- create a safer working environment for staff and others, who may be affected or involved with MH activities;
- clarify the procedure of performing a MH risk assessment in order to deal with hazardous moving and handling operations;
- ensure that managers assess and control risks arising from MH activities within their department/unit and are responsible for them;
- ensure that appropriate MH equipment is used when reasonably practicable to do so;
- provide information training and instruction to employees to ensure safe working;
- ensure the effectiveness of MH training;
- monitor quality assurance, implementation and delivery of this policy.

2 Introduction

2.1 Torbay and South Devon NHS Foundation Trust (hereafter known as the Trust) is committed to protecting staff and providing the highest standards of quality of care to our patients.

2.2 Manual Handling (MH) is a key part of the working day for most employees; from moving of equipment, laundry, catering, supplies or waste to assisting patients/clients in moving.

2.3 “Manual Handling” means ‘any transporting or supporting of a load (including lifting, putting down, pushing, pulling, carrying or moving) by hand or bodily force (such as the shoulder)’. The force applied is human, not mechanical. It is useful to distinguish between patient and non-patient handling.

2.4 Poor MH practice can lead to:

- back pain and musculoskeletal disorders, which can lead to inability to work;
- moving and handling accidents – which can injure both the person being moved and the employee;
- discomfort and a lack of dignity for the person being moved.

2.5 This policy details the robust and effective arrangements that the Trust has in place to support staff in their MH activities.

2.6 This policy applies to all staff in the Trust, including permanent, temporary, bank workers, contractors and voluntary workers.

3 Equality Impact Assessment

3.1 The Trust is committed to preventing discrimination, valuing diversity and achieving equality of opportunity. No employee will receive less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or on the grounds of trade union membership.

4 Roles and Responsibilities

4.1 The Chief Executive is accountable for the Health and Safety of staff within the organisation.

4.2 The Trust Board is responsible for ensuring the effective implementation, communication and delivery of the Manual Handling Policy.

4.3 The Health and Safety Committee are accountable to the Chief Executive.

4.4 The Manual Handling Team is accountable to the Health and Safety Committee.

4.5 The Trust recognises that the objectives set out above cannot be achieved without the full co-operation of all staff.

4.6 All Managers are responsible for ensuring that:

- this policy is implemented at a local level and communicated to and read by all staff;
- all staff comply with this policy;
- all staff receive MH training, in accordance with the training needs analysis. This includes taking appropriate action when a member of staff fails to complete their mandatory training;
- MH tasks are eliminated where possible, and where they cannot be eliminated that a suitable risk assessment is performed and recorded;
- the risks associated with MH operations are reduced to the lowest level practicable, and that where appropriate, risks are recorded on the risk register. Any risks that cannot be managed locally

  are escalated in accordance with the Risk Management Policy;
- adequate arrangements and equipment are in place following all MH risk assessments;
- employees adhere to safe systems of work and are adequately trained to correctly use any equipment provided;
- all MH incidents are reported following the Trust's incident reporting procedure and are investigated appropriately;
- Occupational Health are contacted if an employee is injured as a result of MH, and liaise with the employee to ensure that any rehabilitation

plan to assist the individual in a return to normal working duties is achieved;
- MH practices within their areas are safe and appropriate and to highlight if staff are posing a risk to themselves or patients;
- staff follow the New and Expectant Mothers' Risk Assessment Procedure.

4.7 Manual Handling Advisors are qualified staff who are specialists in Manual Handling.

Advisors have responsibility for;

- providing training on MH techniques to staff;
- providing specialist advice to managers regarding Manual Handling;
- providing training and advice to Manual Handling Trained Risk Assessors in the assessment and control of moving and handling risks;
- liaising with the Health and Safety Manager to ensure that serious Manual Handling incidents and RIDDORS are investigated, and that appropriate follow up action is taken;
- monitoring the effectiveness of this policy through reviewing reported incidents, equipment provision and training provision.

Advisors are based at the Horizon Centre on the Torbay Hospital site, but are able to travel across the Trust to advise on MH issues.

4.8 Accredited Trainers are qualified staff in front line positions who are responsible for:

- delivering training to staff;
- supervising MH practice in the workplace;
- performing MH risk assessments when required;
- complete an annual training update;
- monitoring compliance to policy and risk assessment process;
- reporting concerns to the MH advisors.

Please contact the Manual Handling Team for the names of a Trainer or Risk Assessor in your area.

4.9 In the Acute sector of the Trust, Manual Handling Ward Coaches are appointed for each area. These coaches have a special interest in Manual Handling and receive additional training in Patient Handling activities. They do not have an accredited training certificate. Their duties include introducing new staff to:

- departments' general MH tasks;
- risk assessments;
- instruction and guidance on specific equipment used;
- reporting system and policy access online – ICON

Manual Handling Ward Coaches also assist the manager;

- with workplace assessments (hazardous MH activities);
- monitor practice to reduce risk of injury;
- monitor completion of MH documentation;
- monitor team competency.

Coaches will act as a link person between the workplace and MH advisors. They are committed to:

- attend meetings as planned (twice yearly) to keep in the loop;
- feed into and feedback to quarterly newsletters;
- disseminate information to colleagues;
- share good practice.

4.10 In the Community setting, there are Risk Assessors within community hospitals and the wider community teams. (See 9.3) They are responsible for:

- performing patient and non-patient MH risk assessments in their area;
- performing complex service users/ patient handling risk assessments;
- keeping records of risk assessments and escalating any issues;
- ensuring any action plans are followed up;
- encouraging good practice in MH of loads;
- assisting Trainers to deliver practical training sessions as required;
- attending an annual Risk Assessor update.

4.10 To gain further advice and assistance with complex needs contact the Manual Handling team at the Horizons Centre.

4.11 All Staff must:

- Read, understand and follow this policy, and should raise any queries with their Line Manager;

- Make full and proper use of any system of work put in place following risk assessment to reduce the risk of injury during Manual Handling;
- Ensure that they attend MH training and updates and undertake MH tasks in accordance with the training provided;
- Ensure that they have received adequate training before undertaking new MH tasks or using new handling aids, etc.;
- Inspect any lifting equipment before it is used and report any defects via the Trust's incident reporting procedure. Defective items must be withdrawn from service until their safety can be guaranteed;
- Report every injury or near miss from MH via the Trust's incident reporting procedure.

5 Principles of Manual Handling

5.1 This policy is based on the Manual Handling Operations Regulations 1992 (as amended) which impose the following duties on the Trust:

- to avoid, so far as is reasonably practicable, the need for employees to carry out those MH operations which involve a risk of injury;
- where MH cannot be eliminated, to make and keep up to date a suitable and sufficient risk assessment of MH tasks, considering the factors and questions specified in the Schedule to the Regulations;
- to take appropriate steps to reduce the risk of injury to employees arising from MH operations to the lowest level reasonably practicable;
- to take appropriate steps to provide employees who are carrying our MH operations with general indications and, where reasonably practicable to do so, precise information on the weight of each load;

5.2 These duties must be carried out as far as is reasonably practicable. This involves balancing risk with cost and practicality.

6 Risk Assessment Process

6.1 The Management of Health & Safety at Work Regulations 1999 require suitable and sufficient risk assessments to be undertaken. Where a generic risk assessment identifies a risk of injury from hazardous Manual Handling that cannot be avoided, a specific risk assessment must be carried out. This risk assessment should highlight **control measures** which should be put in place to ensure that the risk is then reduced as far as is reasonably practicable.

6.2 All ‘loads’ should be continually re-assessed to ensure that the risk continues to be eliminated/ reduced.

6.3 If the identified risk control measures cannot be fully implemented, which may include lack of appropriate equipment, the risk must be recorded in the zone/ department risk register and escalated to the directorate and/or the Health and Safety Manager.

6.4 Inanimate Manual Handling Assessment – For inanimate Manual Handling of loads please refer to the Guidance document via a separate link on the MH ICON page. A Manual Handling of Loads Checklist should then be completed.

6.5 Patient/client Handling Assessments - A Manual Handling, Falls and Bed Rail Assessment Plan must be completed for all In-Patients in Acute and Community Hospitals. My Handling Plan must be completed for Community patients/clients where appropriate. The assessment must be kept in the clients’ notes and reviewed regularly. Risk assessments including Manual Handling advice should be handed on to the appropriate organisation or care agency on discharge. Copies of forms may be

found under separate links on the MH pages of ICON.

6.6 Bariatric Care – The Trust is committed to treating all patients/clients/service users, equitably, regardless of their size. Those with high BMI, with associated co morbidities, termed “Bariatric,” will be treated safely and with dignity whilst ensuring the health and safety of staff involved in their care. For further information and Bariatric equipment provision please refer to the **Management of Bariatric Procedure**, available under Health and Safety Policies.

7 Manual Handling Equipment

7.1 In Hospitals, MH equipment will be provided in each working area relevant to the identified handling task and based on completed risk assessments. If the equipment identified is not available, this should be reported to the Line Manager for action.

7.2 In Hospitals maintenance of hoists and other lifting equipment is the responsibility of Medical Electronics. Lifting Operations and Lifting Equipment Regulations 1999 (LOLER) 6-monthly checks on hoists are the responsibility of Estates & Facilities Management Services. Individual ward or department managers are responsible that hoisting equipment in their area comply with relevant legislation.

7.3 All patient-related MH equipment in hospitals which is found to be defective must be labelled ‘unsafe,’ taken out of service and reported to Medical Electronics Section.

7.4 The following organisations are commissioned to provide services in Patients’/Clients’ own homes following assessment by an authorized prescriber:

Community Equipment Services:

- Millbrook serves the Southern area of Torbay and South Devon NHS Foundation Trust.
- NRS in Torbay serves the Torbay, Paignton and Brixham Localities.
- PLUSS/NRS maintain a database of all moving and handling equipment in the Community and arranges for the inspection and maintenance of the equipment in accordance with the Lifting Operations and Lifting Equipment Regulations 1998.
- Individual (Privately owned) - These individuals are responsible for the maintenance of their own manual handling equipment.

Residential and Nursing Homes - all Homes are responsible for provision and maintenance of their own manual handling equipment appropriate for their residents.

8 Falls and Falls Retrieval - Please see Falls Policy and Protocols via the separate link on ICON.

8.1 At all times DO NOT RESIST or STOP a Patient/Client from falling. Allow the patient to go to the floor as safely as possible for both parties. Once the person is on the floor ensure that they are assessed to exclude injury before an attempt is made to move them.

8.2 A fallen patient MUST NOT be lifted from the floor manually.

8.3 In the Acute hospital, staff may call porters for assistance. Porters have access to a Scoop Stretcher for a manual lift retrieval of the person. The Trust has three HoverJack inflatable flat lift systems. Staff trained in use of the HoverJack system may access their nearest unit (located in Medical Devices Library, EAU4 & George Earle physio store) to manage their own retrieval of the fallen person. Porters are also trained in use of HoverJack and may be called to assist.

8.4 Community hospitals have various inflatable lifting devices for use by trained staff to assist non-injured clients/patients from the floor. Newton Abbott holds a HoverJack flat lift kit on behalf of the Moor to Sea Locality.

9 Moving and Manual Handling Training

9.1 The Trust provides training in Manual Handling for all staff.

9.2 Training needs to be undertaken on induction for all staff and yearly for all staff who are required to move patients/clients as part of their role. For non-patient handlers, and minimal patient handling, MH training is required two yearly.

9.3 An initial 2 day risk assessor course and annual update is available for Occupational Therapists, Physiotherapists (with exception of musculoskeletal physios) and Frontline Community Care Team members, as determined by discussion with Managers and as appropriate to their job role.

10. Provision of training for Advisors/Trainers

10.1 The Trust will send nominated persons on an initial 5 day training course. Following successful completion of this course the trainer will be deemed competent in MH risk assessment, and will be responsible for the delivery of MH training within the Trust.

11 Communication and Implementation of Policy

11.1 All staff must read, understand and implement the Manual Handling Policy.

11.2 The policy will be published on ICON.

11.3 It is the responsibility of the Health and Safety Manager to ensure this policy is published in the final version with a completed ratification document. It is also the responsibility of the Health and Safety Manager to ensure that the publication of this document is communicated to all line managers.

11.4 It is the responsibility of each line manager to ensure that their staff read and understand the information contained within this policy.

12 References and Further Reading

Key references may be found on the Manual Handling pages, below the ratified policy, on ICON.