

G12 SAFE MOVING AND HANDLING OF PEOPLE POLICY AND GUIDANCE

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The following Appendices are on the [Moving and Handling People](#) page of the H&S Manual:

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APPENDIX B	POEL29A Back Care for Employees Engaged in the M&H of People
APPENDIX C	LCC Safe M&H of People Policy Summary
APPENDIX D	Manual Handling of People Risk Assessment Process Chart
APPENDIX D.1	Adults Moving and Handling Assessment
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APPENDIX G	Community Accident/Incident Report Form
APPENDIX H	Fallen Person Protocol (Community)
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APPENDIX J	Bariatric Protocol
	<ul style="list-style-type: none">• Lincolnshire Inter-Agency Bariatric Person Notification Procedure – Community (Community NHS and County Council Staff)• Bariatric Person Notification Sheet• Bariatric Person Register Change of Circumstances Form• Weights and Measures conversion table

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APPENDIX K	Wheelchair Guidance
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APPENDIX N	Management Review following a Moving and Handling Accident/Injury

1. INTRODUCTION ([click to return](#))

Moving and handling is any action required as part of a person's job that involves movement of a person or inanimate object by hands or bodily force. This includes activities such as lifting, lowering pushing, pulling, carrying and supporting a load.

Musculoskeletal Disorders (MSD's) are by far the most common form of work related ill health in Great Britain, creating a great deal of suffering and hardship to individual workers, and it is costly to their employers and health and social care providers. The Health and Safety Executive has estimated that back problems caused by work have cost employers between £315 – £335 million.

This policy covers all moving and handling of people (adults and children) activities undertaken by staff during the course of their work. It applies to all members of staff in Lincolnshire County Council who assist people to move and managers who are responsible for these staff and volunteers as well as the person being moved. (It is not applicable to Direct Payments). This includes Adult Social Care, Children with Disabilities Team, Schools, Nurseries, Fire and Rescue and Transport.

The policy recognises that Lincolnshire County Council (LCC) and its staff have a duty of care under common law to the person being moved and relatives who may be involved in the moving and handling tasks.

The organisation will take reasonable steps to ensure that employees from external agencies have received the appropriate training and information on how to perform safer moving and handling prior to commencement of duties on behalf of the organisation.

As a responsible employer Lincolnshire County Council recognises its statutory duty and the importance of considering the Human Rights of those who access the services provided by Lincolnshire County Council and its partner agencies.

This policy sets out a clear commitment to ensure that safe manual handling practises are implemented and followed.

The Lincolnshire Interagency Moving and Handling Group (LIAG) work collaboratively on the protocols and assessment templates in this policy. These protocols and assessment templates are shared by the Inter Agency Group within the county.

2. POLICY OBJECTIVES & VALUES ([click to return](#))

The objective of this policy is to:

- Ensure that employees avoid hazardous manual handling operations so far as is reasonably practicable.
- Identify the main causes of musculoskeletal injuries and identify effective control measures.
- Ensure that suitable manual handling training is provided to reduce the risk of injury to staff and service users so far as is reasonably practicable.
- Ensure that employees assess any hazardous manual handling operation that cannot be avoided.

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- Reduce the cost of human suffering which in turn will reduce considerable financial penalties to the Council

Policy Values:

- It is recognised that a duty of care exists to service users and members of staff.
- Each person who needs assistance with moving and handling will be individually assessed by a competent member of staff taking into account their individual needs, capabilities and circumstances. A balanced approach will be followed which considers the person's human rights as well as the need to protect staff from injury.
- As part of the risk assessment the risks and benefits to the person will be balanced against the need for staff safety. The rehabilitation and developmental needs of the person will also be considered as part of this process.
- The person and, where appropriate, those acting on their behalf, will be actively involved in the moving and handling assessment and decision making process.
- A problem solving approach will be adopted which considers the use of a variety of handling methods and equipment to reduce the risk of injury. The independence of the person will be encouraged at all times of the person will be encouraged at all times. Where a decision is made in respect of someone who lacks capacity, it will be taken in their best interests. ([Mental Capacity Act 2007](#)).
- The assessment will identify the number of staff that will be required to safely move a person. There will be many situations where more than one member of staff will be required.
- Following assessment, a written individual handling plan will be produced which will be reviewed at appropriate intervals or when circumstances change. A copy of the person's moving and handling assessment and handling plan should be available for staff to refer to. This applies to hospital, residential and community situations.
- Manual lifting of adult people will be avoided unless no other option is available or possible. Hoists, sliding aids and other specialised equipment should be used whenever possible but in some situations manual lifting may be required.
- In the case of children it may not be appropriate for all manual lifting to be eliminated. Methods of avoiding or reducing the risk of injury should be employed based on a full risk assessment. This should take into account of the child's development needs and manual handling risk factors including the weight of the child.
- Moving and handling equipment may not always be required and manual handling techniques may be used based on an individual risk assessment provided that they follow safe handling principles.
- A fire evacuation procedure is available in the workplace.

Discharge from Hospital

When the person is being discharged from hospital the relevant organisations will ensure, through forward planning, that arrangements have been made for environmental adaptations, equipment provision and staff training. The person will not be discharged home unless the necessary equipment is in place and a moving and handling assessment and handling plan has been completed.

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3. APPLICATIONS [\(click to return\)](#)

All County Council Directorates and their establishments

Contracting/Partnership Working

LCC employees involved in engaging service providers and contractors must satisfy themselves that each provider has the necessary resources and arrangements in place to work safely when providing services to or on behalf of LCC. Each service area is responsible for developing procurement and monitoring systems or quality assurance systems appropriate to the service delivery required.

All providers must comply with the Health and Safety legislation applicable to their undertaking and liaise with service area managers to address specific risks where identified in the monitoring process. Staff responsible for monitoring standards on behalf of LCC should attend appropriate training to recognise significant risks relating to moving and handling and seek further advice from the Corporate Back Care Adviser where necessary.

LCC Managers are responsible for ensuring contractors follow safe systems of work and bring to the provider's attention any unsafe practices. All staff must report to their line manager significant health and safety hazards they observe in the services supplied by contractors and suppliers.

4. POLICY ROLES & RESPONSIBILITIES [\(click to return\)](#)

4.1 Organisational Responsibilities - [LCC Health & Safety Policy Statement](#)

Chief Executive & Corporate Management Team

The Chief Executive retains the overall accountability within the organisation for the implementation of the policy. This includes for example, ensuring that sufficient resources are made available for the purchase of moving and handling equipment, the provision of training for all staff and the availability of specialist staff to support the risk assessment process.

The organisation has a legal duty as far as is reasonably practicable to ensure that: The need for hazardous moving and handling is **avoided** or, when it cannot be avoided, an **assessment** is made of the operation and where there is a risk of injury, appropriate steps taken to **reduce the risk** to the lowest possible level.

The assessment must follow an ergonomic approach and take into account the following factors:

“Remember **TILE O**”

- The requirements of the Task.
- Physical capabilities of the Individual worker.
- Characteristics of the Load.
- The working Environment.
- Other factors

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Information and training is provided to staff and managers on risk assessment and basic ergonomic principles.

A safe working environment and safe systems of work are provided including the necessary aids and equipment.

4.2 Managers/Headteachers – G1.1 Health & Safety Management Advice and Guidance

All managers have the responsibility, so far as is reasonably practicable, for ensuring that arrangements made under the policy are implemented properly. This includes:

- Being aware of the moving and handling tasks that occur within their areas of responsibility and avoiding the need for employees to undertake any moving and handling tasks which involve a risk of injury.
- The introduction of appropriate risk reduction measures where the handling task cannot be avoided. This may include the use of mechanical aids, redesigning the handling task or changing the environment.
- Supervising staff to ensure that safe working practices are being followed and that equipment is being used where applicable.
- Ensuring that adequate staffing levels are maintained to meet moving and handling requirements.
- Making sure that employees wear appropriate clothing and footwear for moving and handling. In some situations this may include personal protective equipment e.g. gloves and special footwear.
- Making sure that all employees attend moving and handling training including updates.
- All new staff who assist with the safe moving of people should attend a moving and handling course, as part of their formal induction programme, before commencement of duties in the workplace
- Attending training and acting as a role model for staff
- Are responsible for ensuring compliance with all relevant Health & Safety Legislation i.e. Health & Safety at Work Act etc 1974, Management of Health & Safety at Work Regulation 1999 , etc and any other relevant legislation i.e. Mental Capacity Act 2007, Human Rights 1998, etc.), see [Appendix A](#) for brief guidance

Risk Assessments – G1.2 .Risk Assessment

- Performing risk assessments (which may be in someone's home) of hazardous moving and handling tasks or situations within the workplace. Specialist support and advice can be obtained where appropriate from the organisation's Corporate Back Care Advisor.
- Making a clear, written record of the assessment and communicate its findings to all staff involved.
- Reviewing risk assessments and making arrangements for the risk .assessment to be repeated if they are no longer valid due to changes in the work situation.
- Ensuring that in situations where risk assessments are being performed by frontline staff e.g. person handling assessments in hospital or community, that these are being completed and recorded where appropriate in writing. These assessments must also be available for staff involved in the moving and handling to refer to.

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Equipment

- Ensuring that suitable and sufficient mechanical aids are provided and that these are properly maintained and easily accessible for staff.
- Making sure that equipment is only used by staff who have been properly trained in its use
- Informal carers will be given written instructions and demonstrations of equipment as necessary
- Ensuring that all moving and handling equipment and accessories are thoroughly examined, serviced and maintained in accordance with The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and The Provision and Use of Work Equipment Regulations 1998 (PUWER) (Section 3 HSAWA), see [Appendix A](#) for brief guidance

Staff Health – [G10 Occupational Health Provision](#)

- Ensuring that moving and handling requirements are clearly identified when recruiting staff so that appropriate Medical and Occupational Health advice can be taken as part of pre-employment health screening.
- Making allowance for any known health problems which might have a bearing on an existing employee's ability to carry out moving and handling tasks safely.
- Referral to Occupational Health Advisors if there is any reason to suspect that an individual's state of health might significantly increase the risk of injury from moving and handling.

Accident Reporting – [G4 Instruction for RIDDOR and other incidents](#)

- Ensuring staff are aware of the [accident and incident reporting procedure](#) for accident/incidents/near misses involving employees/non employees at induction and thereafter.
- Maintaining records of accidents/incidents and ill-health related to moving and handling and to investigate the circumstances surrounding the accident or incident using the [Injuries Review form](#) via the link below. Also seeking further advice where necessary.
- [Accident reports must be completed online](#)
- Reporting unresolved problems and deficiencies to senior management such as lack of equipment, unsafe working conditions or lack of trained staff
- Maintaining records of accident and ill-health related to moving and handling and to investigate the circumstances surrounding the accident or incident. This is reported on form [PO3](#).
- Reporting unresolved problems and deficiencies to senior management such as lack of equipment, unsafe working conditions or lack of trained staff.

4.3 Employee Responsibilities

Employees have a legal duty to take reasonable care of their own health and safety and that of others who may be affected by what they do or do not do. Staff must therefore:

- Work within their own limitations and not carry out any activity for which they are not competent.
- Co-operate with their line manager in performing risk assessments for moving and handling (if competent).
- Use equipment provided, e.g. hoists.
- Follow safe working practices.

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- Not interfere with or misuse any equipment or aids that have been provided.
- Not use equipment that they have not been trained to use.
- Follow training and instructions provided on moving and handling e.g. moving and handling protocols, person handling plans and guidance from training courses.
- Look out for hazards and report any unsafe situation to the local manager. This includes things such as:
 - Faulty equipment – which should be labelled and taken out of use.
 - Unsafe working practices.
 - High risk handling procedures.
 - Environmental problems.
- Attend moving and handling training including updates for their area of work.
- Report pregnancy or any medical conditions, which may affect their ability to perform moving and handling to their manager.
- Wear suitable work clothing and footwear for moving and handling and comply with the Dress Code for their area of work. (“Code of Conduct” states that – employees should be suitably dressed for their responsibilities including the wearing of appropriate safety clothing and equipment in accordance with all Health and Safety Regulations).
- Ensure that equipment is kept suitably clean to prevent any spread of infection (see infection control policy).
- Accident /incident reporting, employees are responsible for reporting all accidents or incidents in accordance with LCC policy these include any incident which occurs during a moving and handling task including
 - All injuries.
 - Near misses.
 - Injuries or near misses involving people in receipt of services/non employees.
 - Incidents involving equipment failure or defects even when no injury occurs

Dress Code for Moving and Handling

The following dress code is strongly recommended for employees who are involved in hazardous moving and handling tasks:

- Flat, supportive footwear with a non-slip sole. Open-toed sandals should not be worn.
- Trousers or culottes for female staff instead of dresses or skirts.
- Tops or tunics should be non-restrictive and allow ease of movement.
- Personal protective equipment e.g. gloves and protective footwear should also be worn in accordance with local risk assessments for some groups of staff.
- Fingernails should be short so as not to cause any trauma or injury to the person’s skin.
- Staff should not wear jewellery, which may cause harm to themselves or the person being moved
- Long hair should be tied back.

Examples of inappropriate jewellery include:

- Watches and rings with sharp edges.
- Large hoop earrings.
- Necklaces and bracelets.
- Visible facial piercings.

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5. TRAINING REQUIREMENTS [\(click to return\)](#)

Training programmes will be based on the ergonomic and problem solving approach to moving and handling and include the following elements as a minimum requirement:

- Moving and Handling Policy, assessment, protocols and guidance notes.
- The human, economic and legal costs of MSD's.
- Relevant health and safety legislation including Human Rights and the need for balanced decision-making.
- The anatomy and function of the spine and the causes of MSD's.
- 24-hour back care.
- Basic ergonomic and manual handling principles.
- Assessment skills and knowledge of the assessment process.
- Current moving and handling techniques.
- Use of relevant mechanical aids and equipment.

It is recommended that **moving and handling refresher training be provided every two years** for all staff and managers. More frequent training may be required in some areas depending on the findings of local risk assessments.

Training must also be provided if new equipment is provided in the workplace or if there is a change in the work situation, e.g. changes to the environment or changes in service delivery.

Accurate training records will be kept for all training courses to include:

- Signature of trainer.
- Signature of staff attendance.
- Course programme and learning outcomes.
- Course content including details of practical work covered.

A training needs analysis will be undertaken to identify the type of training required. This may be informed by health and safety audits and the findings of risk assessments and workplace assessments.

Training programmes will be reviewed and monitored regularly to ensure that they continue to meet the needs of the organisation. The Moving and Handling training programme is informed by LCC – M&H Policy and Lincolnshire's Inter-Agency Moving and Handling Protocols.

6. MOVING & HANDLING RISK ASSESSEMENTS [\(click to return\)](#)

A written moving and handling assessment must be completed for people who need assistance to move. The assessment should cover the following areas:

- Assessor's details and signature, assessment date and review date
- Personal information of the person, including height and weight
- The person's personal wishes on mobility
- Details of relevant medical diagnosis/problems
- Handling hazards and constraints
- Details of any equipment or aids being used
- A detailed handling plan for all foreseeable handling tasks including techniques and equipment to be used
- Number of staff required to perform handling tasks

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The organisation will have designated staff who will perform the initial assessment. Additional advice and support will also be available as appropriate from other specialist staff, e.g. Occupational Therapists, Physiotherapists and the Corporate Back Care Advisor.

See [Appendix D](#) for Manual Handling of People Risk Assessment Process Chart.

Please see sample assessment forms and guidance notes. The adult forms ([Appendix D.1](#)) are intended for use mainly in the community and residential settings. The children/young person's forms ([Appendix D.2](#)) are intended for use in the home, school and residential/respite settings.

All organisations involved in the care of a person will adopt a collaborative approach to risk assessments in situations where employees are working within the premises of another employer, or working in the person's own home alongside staff from another care provider. In these situations representatives of each organisation will co-operate to ensure that a moving and handling assessment and handling plan is completed, and that the information is available for all staff to refer to. Where there is disagreement, a method of resolving conflict must be sought.

It will usually be the organisation with the most involvement that takes the lead in completing the assessment and co-ordinating equipment or aids that are required.

Some risk assessments will lead to using equipment or adjustments to the handling environment to reduce handling risks to the carer and/or the person being moved. The proposed changes are more likely to be acceptable to the person and their family if they have been fully involved in the assessment process and understand the purpose for which it has been carried out.

In a minority of cases the person or their family may be reluctant to accept changes that have been recommended to address the risks identified. In these situations the assessor and, where appropriate, the Manager/Headteacher will adopt a balanced approach. They will endeavour to respect the person's wishes for mobility and support and, as far as is possible, their independence and autonomy.

There may be differing views and if someone lacks capacity, a decision is made by the relevant organisation in the person's best interest.

It is also recognised however, that under health and safety legislation staff are not required to perform moving and handling tasks that put them at an unacceptable level of risk. In these situations it may be necessary to limit the service being provided or have the service provided in a different way.

Where there is a difference of opinion over methods of moving and handling it is recommended that a meeting be held with the person, the local manager and all other relevant people. The meeting should be used to outline the findings of the risk assessment and to seek a safe solution.

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Specialist advice from the organisation's Corporate Back Care Advisor should also be obtained.

Limitation of service will be the final option and will only be used after all other possible solutions have been investigated and discussed with the person and other relevant people.

Householders cannot be required by Health & Safety law to adapt their home or use equipment provided to reduce risks to visiting care staff. However, with their co-operation, much can be done to eliminate or reduce the risks from moving and handling, particularly by modifying the home environment to improve working postures to staff and carers.

7. MONITORING OF THE POLICY ([click to return](#))

The organisation will monitor the policy to ensure its successful adoption and implementation. It is recommended that the following monitoring tools be put in place:

- Regular review of people handling assessments and care plans
- Workplace observations to check that handling methods are consistent with individual assessments and professional standards for the handling of people
- Quarterly reports of manual handling accidents and incidents
- Quarterly reports of sickness absence associated with manual handling
- Inspection of manual handling accident/incident forms by the Corporate Back Care Advisor or Health and Safety Advisor
- The reported number of civil claims from employees
- The reported number of complaints from the person/relatives associated with moving and handling
- The results of workplace Health and Safety Inspections and Safety Audits
- Equipment Audits to check that sufficient equipment is properly maintained, and readily available for staff use
- Reports completed as part of the LOLER examination of patient lifting equipment
- Quarterly reports of training attendance
- Workplace supervision by managers/team leaders to ensure that safe working practices are followed
- Back care for employees engaged with safe moving and handling of people

8. BIBLIOGRAPHY ([click to return](#))

The following sources of information have been used in the production of this policy:

- Health and Safety at Work etc Act 1974
- Management of Health and Safety at Work Regulations 1999
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Manual Handling Operations Regulations 1992 (amended 2002) (MHOR)
- Reporting Injuries Disease & Dangerous Occurrences Regulations 1995 (RIDDOR)
- Human Rights Act 1998
- United Nations Convention on the Rights of the Child 1991 (CRC).
- Manual Handling in the Health Service (Health Services Advisory Commission 1998)
- Guide to the Handling of People – revised 6th edition (2010)
- Handling Assessment in Hospital and Community (RCN 1999)

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- Introducing a Safer Patient Handling Policy (RCN 1999)
- RCN Code of Practice for Patient Handling (1999)
- “Handling Home Care: Achieving safe, efficient and positive outcomes for care workers and clients” (HSE 2002)
- Care Handling for People in Hospitals, Community and Educational Settings – A Code of Practice. Derbyshire Inter-Agency Group
- Handling with Care
- [Health & Safety Executive \(HSE\) – Getting to Grips with Hoisting People.](#)

9.GLOSSARY OF TERMS ([click to return](#))

Person - The patient, service user, client, child/young person or resident who requires assistance to be moved.

Competent Person - Someone with sufficient training, experience and knowledge to undertake a particular task e.g. risk assessments.

Ergonomic approach - Fitting handling tasks to people to make them safer, easier and more pleasant to perform.

Hazard - The capacity for injury, damage or loss.

Risk - The likelihood of injury, damage or loss occurring.

Moving and Handling - Manual handling, manual handling operations.

Moving and Handling Advisors - Corporate Back Care Advisor, Moving and Handling Specialist.