



London Borough of Merton

Corporate Policy Moving and Handling

1. Introduction

The London Borough of Merton is committed to meet its duties under the Health and Safety At Work Etc Act 1974, Management of Health and Safety at Work Regulations 1999 and other relevant legislation.

It accepts that it has a general duty to take all reasonably practicable steps to ensure the health, safety and welfare of employees and others involved in moving and handling activities. It is however also the employees responsibility to alert the employer to any issues.

2. General provisions and application

This Policy provides a two-part framework for compliance with the Manual Handling Operations Regulations 1992. All Responsible Persons as defined in this policy are required to establish and implement suitable and sufficient arrangements to meet the requirements of this policy and relevant regulations. This policy applies to all moving and handling activities whether it is static loads or moving and handling people.

Part 1 sets the policy for moving and handling people.

Part 2 sets out the policy for moving and handling static loads.

3. Definition

Manual handling as defined in regulation is:

“Lifting, lowering, pushing, pulling, transporting, supporting and carrying any load, person or object by hand or bodily force”

The aim of this Policy is to establish a corporate framework to support safe moving and handling activities across the organization, which ensures our legal compliance as an employer and as a provider of services.

4. Legislation

Moving and handling activities comes under the Manual Handling Operations Regulations 1992 (as amended 2004). The legislation includes both the manual handling of static loads as well as moving and handling people.

All relevant equipment provided for the purposes of assisting in moving and handling fall within the Provision and Use of work Equipment Regulations 1998.

All equipment is to be maintained to the requirements of the Lifting operations and lifting equipment regulations 1998 and to manufacturers' specifications.

5. Roles and Responsibilities

The Responsible Person

In general, responsibility is delegated down from Directors and Heads of Service to Service Managers and Head Teachers. In the context of this policy, a Responsible Person is the person in charge of the premises or location at which the manual handling activity is undertaken. In the context of a service provided in a premises or location not under Merton's control, the responsible person is the person in charge of the service provision.

The Responsible Person will ensure that suitable and sufficient arrangements are in place to comply with this policy at locations under their control to manage effectively all safe manual handling activities.

It is the duty of the Responsible Person to ensure sufficient resources are available to facilitate safe manual handling practices at locations under their control. These resources include,

- Time
- Training
- Equipment
- Clinical or professional support (CPD) CPD = clinical professional development
- Supervision
- Staffing

The Responsible Person will ensure, in accordance with the Health and Safety at Work etc Act, 1974 (HASAWA), that adequate information, instruction, supervision and training will be provided at all times in support of safe manual handling practices.

The Responsible person will also ensure that specific and generic risk assessments are carried out by a suitably competent person, as required by the Management of Health and Safety at Work Regulations 1999, to ensure staff are aware of the systems and strategies for managing risks at work. A competent person is determined as having the in depth knowledge, understanding and experience of the tasks to be evaluated,

It is also the duty of the Responsible Person to have in place robust arrangements to supply and maintain all manual handling equipment in accordance with legislation, guidance or codes of practice relevant to that equipment.

The Responsible Person is also has the duty to ensure that adequate and appropriate records are maintained and stored for the purposes of monitoring and auditing. Records can be kept in either paper or electronic format but must be assessable to all who need to see them immediately.

Further information on moving and handling can be found on the HSE website at:

www.hse.gov.uk

PART ONE

1.1 Moving and handling of persons

People who work in health and social care constitute a large and diverse workforce looking after a predominantly vulnerable population. Employees have the right to work in a healthy and safe workplace, and the people using services are entitled to care and support that is safe and takes their needs, freedom and dignity into account.

Managing these different needs can sometimes present unique and complex situations that can, if not effectively managed, result in serious harm to employees, people using care services and others.

1.2 Sensible risk assessment

The risk assessment process is not about creating huge amounts of paperwork; it is about identifying and taking sensible and proportionate measures to control the risks. You may already be taking steps to control the risks, but the assessment process will help you decide whether you should be doing more. You may need to consider different elements of risk when producing your assessment, including:

The common risks to everyone on the premises, for example, risks from legionella, asbestos, electrical equipment and transport.

The common risks to people using services for example; from falls from height or scalding. Whilst you may have some individuals who are not at risk you must implement measures to prevent harm to the most vulnerable

The individual risks to particular staff, for example expectant mothers, young workers, old workers and those with disabilities

The individual risks to particular people using services, for example the risk of an individual falling out of bed, or needing help to safely get mobile

When considering the individual risks for particular people using a service, you must also bear in mind that health and social care is regulated by other organizations who may expect some form of care assessment. Usually the health and safety risks identified for the individual will be recorded as part of this 'care assessment' or 'support plan'.

1.3 Specific Roles and Responsibilities

Manual Handling Management Advisor (MHMA) / Competent Person

To fulfil the requirements of the relevant legislation, the Responsible Person shall have access to the services of a suitably qualified Manual Handling Management Advisor.

The MHMA will undertake all aspects of advice on manual handling. on behalf of the Responsible Person and as a minimum they will hold professional qualifications (see Appendix A, Competencies)

It shall be the responsibility of the MHMA to:

- Uphold and comply with the Corporate Policy Moving and Handling.
- Maintain their professional status as a manual handling practitioner (MHP).
- Advise the Responsible Person on the organization's moving and handling strategy and policy and advise on any emergency procedures which need to be in place.

- Ensure any key workers are deemed to be competent to fulfil their roles effectively.
- Undertake risk assessments which are suitable and sufficient so as to eliminate or reduce injury or harm from moving and handling activities.
- Provide all staff with up to date moving and handling advice and information in order to eliminate or reduce any risk associated with moving and handling activities within the organization.
- Ensure any practical moving and handling training activities undertaken, suitability reflect evidence based current best practices.
- Ensure that those engaged in undertaking manual handling activities are deemed to be competent in their practices.
- Liaise with the Responsible Person on all matters concerning the management and provision of manual handling services
- Complete and maintain records of training and competency

1.4 Key Workers

The Responsible Person must have in place arrangements for monitoring moving and handling activities and in some establishments the Responsible Person may decide it is appropriate to train staff who are at a supervisory level to become Key Workers. These staff will receive manual handling training in addition to that of front-line employees to enable them to carry out risk assessments, identify and problem solve non-complex situations, and know when to refer to the MHMA. Responsibilities of Key Workers should be included in the local arrangements.

1.5 Occupational Therapists (OT)

By virtue of their training and competency, Occupational Therapists are competent to undertake the duty of the MHMA (following relevant training) and are able to conduct the necessary risk assessments for all aspects of moving and handling of clients.

1.6 Employees and others

All employees and those engaged to undertake manual handling activities, shall be responsible for complying with local arrangements made under the Moving and Handling Policy.

Employees engaged in any moving and handling activity must comply with the instructions given in any risk assessment. Where manual handling or risk assessment instructions are considered to be out of date or no longer appear to apply, the employee shall report this to the MHMA or Responsible Person and their department head immediately. Unless the situation is deemed to be an emergency or life threatening situation, the employee must not continue with a manual handling procedure without first seeking the advice of the MHMA.

1.7 Risk Assessments

If risks from moving and handling are to be managed successfully, there must be support from those at the top of the organisation, whatever its size. Clear organisational arrangements must be implemented to ensure that the safety of staff and others is maintained.

Key elements for management arrangements include:

- Recognition of the risks.
- Commitment to introducing precautions to reduce that risk.

- A statement of clear roles and responsibilities.
- An explanation of what is expected from individual employees.
- Arrangements for training and providing / maintaining equipment.
- Arrangements for monitoring compliance.
- A commitment to supporting people who have been injured in connection with their work.

Employers must reduce the risk of injury to staff and people using care services by:

- Avoiding those manual handling tasks that could result in injury, where reasonably practicable.
- Assessing the risks from moving and handling that cannot be avoided.
- Putting measures in place to reduce the risk, where reasonably practicable.

Guidance on moving and handling risk assessments can be found on the Health & Safety Executive's Website at

www.hse.gov.uk

1.8 Employees must:

- Follow appropriate systems of work and use the equipment provided.
- Co-operate with their employer and let them know of any problems.
- Take reasonable care to ensure that their actions do not put themselves or others at risk.

1.9 Generic risk assessments

Care providers should balance the safety of employees with the needs, safety and rights of the people using care services. Manual handling policies and practice should not place unreasonable restrictions on residents' rights to autonomy, privacy or dignity.

Risk assessment should be part of a wider needs assessment process to achieve the best outcome. Health and safety issues will then be identified and built into the complete care package.

1.10 Individual risk assessments

The assessment should be person-centred and, where possible, involve the service user or their family in decisions about how their needs are met. This can help reassure them about the safety and comfort of the equipment, and how it and the methods used will ensure their safety and the safety of staff.

The risk assessment must be documented and should be included as part of the individuals' care plan. The risk assessment should also include detail on the individual's moving and handling needs, day and night, specifying the following:

- What the user of the care service is able/unable to do independently.
- The extent of the individual's ability to support their own weight and any other relevant factors, For example pain, disability, spasm, fatigue, tissue viability or tendency to fall.
- The extent to which the individual can participate in/co-operate with transfers.

- Whether the individual needs assistance to reposition themselves/sit up when in their bed/chair and how this will be achieved, e.g. provision of an electric profiling bed.
- The specific equipment needed – including bariatric where necessary – and, if applicable, type of bed, bath and chair, as well as specific handling equipment, type of hoist and sling; sling size and attachments.
- The assistance needed for different types of transfer, including the number of staff needed – although hoists can be operated by one person, hoisting tasks often require two staff to ensure safe transfer.
- The arrangements for reducing the risk and for dealing with falls, if the individual is at risk.
- It should also be noted that on occasion people decline the recommended assistance, equipment and or changes. In such situations, the facts must be recorded and it has to be acknowledged that assistance may or may not be possible if a person decides to take an elective risk not to follow guidelines.

1.11 Considerations

It must be recognised that an individual's needs and abilities can change over the course of a day. Staff should understand the impact this may have on moving and handling practices.

Individuals may become upset or agitated when being moved. Others, though willing to assist at the start of a manoeuvre, may find themselves unable to continue.

Training may prevent injury arising in such circumstances. A natural reaction, while helping with walking, for example, is to try to prevent a fall. Injuries have occurred to both staff and the service user in such circumstances. Properly positioned, the helper may prevent a fall or allow a controlled slide. Having made the individual comfortable, they can determine how to move them safely – often with a mechanical aid.

Specialist advice on how to help some users with specific moving and handling needs will also be useful. Sources of advice include:

- Occupational therapists
- Physiotherapists
- Manual handling advisers
- Ergonomists with experience in health and social care
- Professional bodies
- Organisations such as the National Back Exchange or Chartered Society for Physiotherapists

It is a legal requirement to record the findings of your risk assessment if you have five or more staff. However, it is good practice to keep a record of risk assessments to help you manage the risks. You must communicate the findings of your assessment to all relevant staff.

1.12 Monitoring and review

All risk assessments should be reviewed annually and whenever circumstances change to ensure they remain current.

There should also be arrangements in place to ensure that moving and handling activities are monitored to ensure that correct procedures, techniques and equipment are being used.

1.13 Training

The Responsible Person shall ensure that staff receive all necessary training from by a suitably competent person. For more information on Trainer Standards please refer to The NBE Standards in Manual Handling (3rd Edition), 2010.

All staff and those engaged in manual handling activities must undertake a manual handling training course which meets their needs in accordance with their contractual duties prior to undertaking those duties.

All training will be in line with the current industry standards and as a minimum be at least 6 hours on a ratio of no more than 1:10 every 12 months including refresher training.

Training programs must be tailored to the employee's knowledge and awareness of risks. Strong evidence that ergonomic interventions, including the tailoring of training to best suit the person and specific task requirements, along with effective and appropriate equipment selection, are effective in reducing manual handling injuries.

An example of a robust program includes the following:

- Legal aspects including local policies and procedures
- Risk assessment
- Spinal mechanics and function
- Postures and principles
- Causes of injuries

Practical elements relevant to the employees training needs analysis (TNA), i.e. equipment / resources, checks prior to use, controls, safety issues, fitting and using handling techniques for a range of common scenarios such as the falling and the fallen person.

The Responsible Person has a duty to ensure that robust training records are kept and maintained for the purposes of audit, which should include:

training plans, giving details of content, references, timings, methods of delivery, resources required / used and any deviations of the plan with a reason. Signed attendance sheets for all attendees, including consent to take part in practical sessions and a declaration that they are fit to do so.

Records of training shall be maintained on individual's personnel files on I Trent or on department files for agency and contract staff.

1.14 Moving and Handling Equipment

Specific Legislation:

The Provision and Use of Work Equipment Regulations 1998 (PUWER)

These Regulations (often abbreviated to PUWER) place duties on employers and equipment providers who own, operate or have control over work equipment. Essentially the Regulations require that work equipment is:

- right for the job;
- used safely by trained people; and,
- maintained so it remains safe.

Lifting and Lifting Operations Regulations 1998 (LOLER)

These Regulations (often abbreviated to LOLER) place duties on employers and equipment providers who own, operate or have control over lifting equipment. Essentially, the Regulations require that lifting equipment is:

- strong and stable enough for the particular use and marked to indicate safe working loads;
- positioned and installed to minimise any risks;
- used safely, i.e. the work is planned, organised and performed by competent people; and
- where appropriate subject to thorough examination and inspection by competent people.
- maintained so it remains safe

Note: The fact that equipment is designed to lift does not automatically mean that LOLER applies. It must be 'work equipment' and it must lift or lower loads as a principal function.

1.15 Accidents and Incidents

All accidents and incidents to staff or clients arising out of moving and handling activities must be reported using the council's online reporting system found on the Merton website:

https://self.merton.gov.uk/service/Accident_Reporting

PART 2

2.1 Manual handling Static Loads

More than a third of all over-three-day injuries reported each year to HSE and local authorities are caused by manual handling operations. Generally, about half of the resulting injuries are sprains or strains of the lower back, with other types of injury including cuts, bruises and fractures. Many of the injuries are of a cumulative nature rather than being attributable to any single handling incident. These injuries occur wherever people are at work, in offices as well as in more demanding manual work.

The council has statutory duties, under The Manual Handling Operations Regulations 1992 (as amended) (MHOR) to risk assess manual handling operations and ensure that all necessary steps are taken to prevent reasonably foreseeable injury to employees from hazardous lifting or handling.

Where a service or work is contracted out, the responsibility for undertaking the risk assessments is the responsibility of the contractor as the employer. Merton remains responsible for ensuring that those assessments have been undertaken and are in place so as not to put Merton residents, clients or staff at risk.

Manual Handling is defined as the transportation or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving) by hand or by bodily force.

The use of mechanical aids such as trolleys, which help reduce the handling effort, are still classed as manual handling operations since the load is being moved or supported.

2.2 Roles and Responsibilities

All Managers are responsible for ensuring the Council complies with its statutory obligations by taking action to:

- Avoid the need for hazardous manual handling operations, where they can be done by other means.
- Assess the risk of injury from any hazardous manual handling that can't be avoided and ensure adequate information, instruction and training are provided.
- Reduce the risk of injury from hazardous manual handling, as far as is reasonably practicable.

2.3 All Employees have duties to:

- Use any lifting equipment provided in the manner intended and only with the appropriate training and instruction.
- Attend training/instructional sessions on manual handling as required and carry out the techniques in which they have been trained.
- Report all manual handling incidents and any condition or illness, which could affect their manual handling capability to ensure they are put at no additional risk.
- Inform their manager if they feel that any task is too hazardous for them or is likely to pose a risk of injury.
- Use any protective clothing or equipment provided in the manner for which it was designed.
- Take care of their own safety and for the safety of others who may be affected by the tasks they are undertaking.

2.4 Risk assessment

It is the duty of the Responsible Person to ensure a suitable and sufficient Risk Assessment is conducted for all moving and handling activities.

It is the responsibility of the relevant line manager or supervisor in liaison with staff carrying out the activities to conduct moving and handling risk assessments in accordance with the requirements of the Manual Handling Operations Regulations 1992 that states that the following must be taken into consideration:

- The task(s) being undertaken.
- Individual characteristics, limitations or abilities of the person(s) undertaking the manual handling activity.
- Load characteristics which could affect manual handling procedures.
- Environmental factors which could affect manual handling procedures.
- Other factors, including equipment or indeed any additional factors which could affect the procedures.

Moving and Handling Risk Assessments must record all of the information above and identify any hazards and risk levels using the corporate manual handling risk assessment forms. The type of information to be recorded must include:

- Who could be harmed and how.
- The number of people required to undertake a manual handling task.
- The skill or competency level required by the 'handler' to undertake the task(s).

- Any equipment necessary.
- The techniques to be used.
- What to do should the assessment information no longer be deemed to be safe or appropriate
- Any additional warnings or guidance.
- The Risk Assessments will be clear in their communication, signed by the MHMA, dated and a maximum review date noted.

The Responsible Person must countersign all risk assessments to accept them for the establishment and they will be responsible for ensuring the information is received and understood by all staff undertaking the tasks

The Corporate Manual Handling risk assessment forms can be found on the webpage:

<https://www2.merton.gov.uk/business/healthandsafety/hs-merton-staff-contractors.htm#forms-Anchor-forms>

Note: All Risk Assessments must be reviewed annually or whenever there is a change to the situation which deems the current assessment out of date.

2.5 Accidents and Incidents

All accidents and incidents to staff or clients arising out of moving and handling activities must be reported using the council's online reporting system found on the Merton website:

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2.6 Generic risk assessment

Risk assessment should be part of a wider assessment process to achieve the best outcome for employees at work. Specific health and safety issues will then be identified and built into complete working practices and procedures.

2.7 Individual risk assessment

The assessment should be person-centred and, where possible, involve the employee undertaking the activities.

In establishing whether an individual risk assessment is required the Responsible person should apply the principals of the Manual Handling Operations Risk Filters as part of the Manual Handling Operations 1992 Guidance. These documents can be downloaded from the Merton website and the HSE websites respectively:

<https://www2.merton.gov.uk/business/healthandsafety/hs-merton-staff-contractors.htm#forms-Anchor-guid> (for the Manual Handling Risk Filters)

<http://www.hse.gov.uk> (Manual Handling Operations Guidance)

2.8 Who should carry out a Manual Handling Risk Assessment?

Risk assessments should only be carried out by staff who have a sound practical understanding of the manual handling tasks being performed within their area of work and understand the hazards to which people may be exposed.

This will normally mean that service managers or supervisors are best placed to carry out risk assessments for their staff. All departments are responsible for appointing competent persons to undertake manual handling assessments and that all assessors have attended an appropriate manual handling training course run by the safety section prior to undertaking any assessments.

2.9 Anyone undertaking an assessment must have the following:

- An understanding of the Regulations;
- Knowledge of the handling operations;
- A basic understanding of human capabilities;
- The ability to identify high risk activities; and
- An ability to identify practical steps to reduce risk.

2.10 Monitoring and review

Risk assessments should be reviewed periodically and whenever circumstances change to ensure they remain current.

There should also be arrangements in place to ensure that moving and handling activities are monitored to ensure that correct procedures, techniques and equipment are being used.

2.11 Moving and Handling equipment

Specific Legislation:

The Provision and Use of Work Equipment Regulations 1998 (PUWER)

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