



## **MOVING AND HANDLING POLICY AND PROCEDURE**

Date Policy Implemented December 2009 – by Paul Graham – Registered Care Manager  
Reviewed in line with Mental Capacity Act 2005  
Policy reviewed August 2022 by Rebecca Gritton- HR Manager

# **ASPECTS CARE LTD MANUAL HANDLING POLICY AND PROCEDURE**

Aspects Care Ltd employees are often called on to perform manual handling operations to carry out their duties. The handling of varying loads is required by a large percentage of staff.

This document details the policy for ensuring that the reasonably foreseeable risks to the Health and Safety of employees engaged in manual handling are reduced so far as is reasonably practicable.

## **1. Legislation**

*This policy reflects the requirements of the following legislation:*

- *Health & Safety at Work etc. Act 1974*
- *Management of Health and Safety at Work Regulations 1999*
- *Manual Handling Operations Regulations 1992 (MHOR) (as amended 2002)*
- *Lifting Operations & Lifting Equipment Regulations 1998*
- *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985*

## **2. Definitions**

The Manual Handling Operations Regulations 1992 define a manual handling operation as the 'transporting or supporting or supporting of a load (including lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or bodily force'. The load as defined by the regulations guidance notes as being an object, person or animal.

## **3. Duties**

### *3.1 Employers*

Aspects Care Ltd has a duty to avoid manual handling operations that involve a risk of injury to employees, so far as is reasonably practicable.

Aspects Care Ltd has an absolute duty to assess reasonably foreseeable significant manual handling risks where avoidance is not possible. This will be achieved by means of a suitable and sufficient risk assessment.

Aspects Care Ltd will reduce the risk of injury, following a risk assessment to the lowest level reasonably practicable.

Date Policy Implemented December 2009 – by Paul Graham – Registered Care Manager  
Reviewed in line with Mental Capacity Act 2005  
Policy reviewed August 2022 by Rebecca Gritton- HR Manager

Risk assessments will be monitored, to ensure that staff are not unduly exposed to reasonably foreseeable risks and reviewed accordingly.

Aspects Care Ltd will provide information to employees undertaking manual handling operations with general indications of the load and precise information where possible.

Aspects Care Ltd will provide employees with information, supervision and training regarding manual handling operations and the risk faced.

## 2. *Employees*

Aspects Care Ltd Employees have absolute duties to:

- Take reasonable care of their own Health and Safety and that of others
- Co-operate with their employers in discharging their duties under the legislation, policy and procedures and risk assessments
- Make use of appropriate equipment provided in accordance with their training and instruction and always work as trained to do so
- Follow appropriate systems of work laid down by their employer to promote safety during the handling of loads

## 4. **Responsibilities**

### 4.1 *Director of Service*

- Ensuring that the Policy is implemented Company wide
- Allocating resources to meet the needs identified

### 4.2 *Registered Care Manager*

- Ensure that staff are aware of their responsibilities under this policy
- Identify training needs for their staff. Allowing time to attend training and to implement specific requirements of this policy. Staff are also required to attend annual refresher training and on the job training
- Co-ordinating the activities of their staff to ensure co-operation and consistency of approach

- Ensuring that risk assessments are reviewed on a regular basis with the staff, appropriate to the level of risk, when there has been a significant change or when a reported or suspected injury
- Monitor the implementation of this policy in areas under their control by reference to risk assessments completed and training targets achieved

Providing a case for resources as necessary

### 3. *Deputy Care Managers/Care Coordinators*

- Ensure they are aware of all manual handling operations with a reasonably foreseeable risk of injury undertaken in their area
- Avoid Manual Handling Operations which involve a risk of injury to employees so far as is reasonably practicable
- Ensure that risk assessments of manual handling operations are carried out and recorded by competent assessors where manual handling operations cannot be avoided. An ergonomic approach should be taken considering the inherent risks of the Task, Individual, Load and Environment and the relationship between them
- Implementing control measures and reducing risk from manual handling operations so far as is reasonably practicable following the Ergonomic model
- Monitoring the effectiveness and compliance of control measures taken to reduce the risks associated with the manual handling operations
- Ensure that risk assessments are reviewed on a regular basis, appropriate to the level of risk, when there has been a significant change or when a reported or suspected injury
- Ensure that Employees are provided with appropriate training and information in manual handling risks and the principles of safe handling, in compliance with the training scheme (See Section 6)
- Keep and maintain training records
- Maintain an inventory of moving and handling equipment for their area. Liaise with Finance Personnel over servicing, inspections and repair of equipment. Control the movement of equipment in their area by regular

inventory checks and making sure all equipment is marked and recording loans from their area.

- Provide employees with general indications, or where practicable precise information as to the weight and nature of the load where the absence may constitute a risk.
- Provide copies of risk assessments to their staff
- Ensure that nominated *key workers* are competent assessors and trainers are available and are allocated time to carry out their role and always work as trained
- Manage manual handling operations where reasonably practicable, to ensure that throughout the shift or working day employees are managed such that static or poor posture is minimised and users are allowed adequate breaks or changes of activity
- Report and investigate incidents or injuries associated with moving and handling and implementing remedial action. (Request assistance from the moving and Handling Specialist where appropriate).

#### 4. *Employees*

Employee duties are highlighted in Section 3.2 of this policy. However, specifically employees will:

- Not undertake manual handling activity when a reasonably practicable alternative exists and where they have not been trained to do so
- Make proper use of equipment provided for their safety as and only if trained. Inform managers about any physical condition suffered by them which may be reasonably considered to affect their ability to undertake handling activities
- Check equipment before use; set aside, label and do not use equipment that is faulty
- Report injuries, accidents, incidents and near misses involving handling activities (however trivial) and complete incident report form as necessary as soon as possible
- Report any problems or concerns that they believe may be related to manual handling early either directly to line management or through other appropriate channels

- Follow safety procedures, safe systems of work and use clothing and equipment provide for the purposes of minimising the risks associated with handling activities
- Seek advice from their Care Coordinator in any situation where they are unsure of the correct procedure to adopt prior to conducting the activity.

*Failure to comply with these responsibilities will lead to disciplinary action being taken.*

*Mandatory Induction Training and updates form part of the Employees' Contractual Duties. Any employee failing to attend the training at the necessary intervals will be in breach of their Contract of Employment. Consequently, in the event of an accident to themselves, staff or patient, they could be considered to have acted irresponsibly. (Refer to Section 6 of this policy).*

#### 4.5 Risk Assessors

A manual handling risk assessor is an appointed member of staff who has achieved the Aspects Care Ltd attainment level as a manual handling risk assessor. Risk assessors will carry out risk assessments as trained on behalf of and in doing so assume no additional legal liability for the conduct and outcome of the risk assessments. This remains the responsibility of the Director of Service – Paul Graham.

Risk assessors will:

- Identify Manual handling operations undertaken in their area
- Perform a pre- assessment walkthrough of all manual handling operations, prioritising risk based on the hazard and likelihood
- Liaise with the line manager regarding possible avoidance solutions or immediate reduction measures, record action and re score risk as appropriate
- Complete a risk register to prioritise risk
- Undertake detailed risk assessments as per priority suggesting suitable control measures
- Periodically monitor assessments remain accurate and control measures being followed, as appropriate to the level of risk

However, a key component of future competence is experience and continued development. Upgrading knowledge over time will also be a key component of their continuing ability as an effective manual handling risk assessor. Therefore Manual handling risk assessors will subsequently receive support from suitable trainers who will be available to field any queries, review random assessments and pass on any 'new' information to ensure that a standard is maintained.

## *5. HR Department*

HR Personnel will on occasions be trained as a manual handling risk assessors in either load or people handling environments. These staff members can:

- Undertake risk assessments as outlined above (section 5.5)
- Provide a link between the management and staff in their area
- Assess the competency in technique of all new staff who work in that area. Provide manual handling training.
- Keep and maintain accurate training records providing copies to the Care Coordinator
- Care Coordinators in the establishment and maintenance of high standards in manual handling

As mentioned, a key component of future competence is experience and continued development.

## **5. Training**

No employee should be expected to undertake moving and handling unless the manager is satisfied that the individual has been trained the do so to reduce the risk to the lowest level reasonably practicable.

### *5.1 Human Resources Department:*

Will provide manual handling information during induction and arrange for Health & Safety Training.

## **6. Staff**

### *6.1 Permanent Staff*

Training will be compulsory to all staff who are required to move and handle service users or loads.

Date Policy Implemented December 2009 – by Paul Graham – Registered Care Manager  
Reviewed in line with Mental Capacity Act 2005  
Policy reviewed August 2022 by Rebecca Gritton- HR Manager

New employees will attend manual handling training during their Induction Training. The objective of the training is to provide a primary awareness of load and service user handling requirements. Attendance at this course does not imply expertise or competence. This must be followed as soon as is reasonably practicable with needs-based training, if appropriate, to the risks they are exposed to, provided by the IOSH Accredited Director.

All staff will receive update/refresher training. This is a mandatory requirement and is to be attended on a yearly basis.

Specialist training in relation to specific risks or in relation to rehab following an injury will be provided by either a relevant physiotherapist or a *Moving and Handling Trainer*.

Training staff in the use of equipment will be provided by the manufacturer/supplier or a Moving and Handling Trainer.

### *6.2 Temporary Staff*

It is not always reasonably practicable to place temporary or agency staff through an induction programme; however consideration must be given to all non-permanent staff. The previous history of the individual with regard to manual handling injury may be unclear; therefore the line manager should make no assumption about the manual handling competency of such staff. Aspects Care Ltd should consider, so far as is reasonably practicable, local assessments mechanisms to ascertain the competence of temporary staff who handle patient or non patient loads. In practicality this will often be the responsibility of the line manager.

### *6.3 Risk Assessors*

New risk assessors will be trained to the Aspects Care Ltd attainment level. Scheduled refresher training for key identified workers will be delivered by appropriately skilled and trained staff.

### *6.4 Directors*

Directors will be trained to make them aware of their responsibilities in the risk management process.

## **7. Equipment**

Mechanical equipment should be provided where it will reduce the risk of injury to the lowest reasonably practicable level.

Date Policy Implemented December 2009 – by Paul Graham – Registered Care Manager  
Reviewed in line with Mental Capacity Act 2005  
Policy reviewed August 2022 by Rebecca Gritton- HR Manager



The registered care manager must be consulted regarding the selection and suitability of equipment. Trials will be arranged where feasible and the users involved.

All equipment purchased or used must:

- Conform to relevant safety standards
- Be serviced and maintained in line with manufacturers' recommendations and records will be kept by estates
- Be marked to aid identification and ownership

Staff will not use equipment unless they have been trained in its use.

## **8. Arrangements**

The Care Coordinator's will provide a report listing staff by name who have been absent from work due to a musculo-skeletal problems to the Registered Care Manager. The report will include the following statistical information:

- Total time off work
- Whether the absence was work related
- Costing of absences

### **8.1 Care Coordinator's**

Will provide the following statistical information to the Directors/Registered Care Manager an annual report on incidents due to moving and handling;

Information will include:

- Dates of incidents and locations and details of staff involved
- Description of incidents
- Whether the incidents were RIDDOR reportable

The Care Coordinator may be asked to investigate and report on manual handling accidents and recommend remedial action.

## *8.2 Health and Safety Officer*

The Health and Safety Officer will:

- Monitor activities under this policy
- Recommend such remedial action as they deem appropriate
- Assist in the development of Policy and Training Programmes

## **9. Occupational Health Support**

Occupational Health Support may be provided after appropriate consultation with HR, and where necessary a physiotherapist to ensure continuity of care of the employee in relation to problems associated with manual handling.

If an employee experiences musculo-skeletal problems during the course of their employment, that may be associated with manual handling, they should be encouraged by their line manager to seek advice from a health care professional.

Employees should inform their line manager if they have a change in health status, including pregnancy that affects their manual handling capacity. The line manager will refer them to risk assessor for an assessment.

If an employee has sickness and absence due to an injury as a result of manual handling, they may be referred to an Occupational Health Physician for assessment.

The employees and line manager will be given advice to ensure the working environment is assessed, rehabilitation monitored, and an assessment undertaken of fitness to return to work.