

Adult Social Care and Health

MOVING AND HANDLING POLICY AND PRACTICE GUIDANCE

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Executive Summary

This Moving and Handling Policy and Practice Guidance is intended for all adult social care staff and students who may be involved in the moving and handling of adults or the manual handling of inanimate loads, all persons undertaking moving and handling activities at the explicit request of the Council, any agencies or contractors used by the Directorate, and also managers and directors who oversee or have responsibility for any service or team which may undertake moving and handling operations.

Moving and handling activities can pose a serious risk to individuals' health and wellbeing, and there is legislation which specifically relates to these risks and how they can be managed.

This policy includes an overview of the legislation and national guidance relating to moving and handling, including risk assessment, equipment and training, and the roles and responsibilities of KCC staff.

The guidance includes further detail on staff roles and responsibilities, a detailed section on risk assessment and guidance on clothing and jewellery.

SUMMARY OF CHANGES

Version 3	Directorate Name change
	Remove reference to Disabled Children's Residential Short Breaks
	Addition to s.1.7.3 -Responsible Managers must ensure Trained Trainers who have not completed refresher training within 18 months of previous training do not carry out training until refresher is complete.
	Addition to 2.4.2 Trained Trainers are responsible for booking themselves onto training in order to maintain the appropriate level of competency and must keep training records up to date and recorded on the appropriate KCC system
	1.9.6 KCC staff who prescribe bed rails for clients should adhere to the Kent Community Health NHS Foundation Trust 'Policy and risk assessment for the requisition, issue and use of bed rails in the community including the community hospitals'
	Section 3 New Risk Assessment forms accessed on KNet until available on Mosaic
Version 4	<p>Updated terminology throughout document – Jane Miller, Principal Occupational Therapist.</p> <p>Section 1.5 refers to Reporting of Injuries Diseases and Dangerous Occurrence Regulation 2003, has been corrected to 2013.</p> <p>Section 3.3 – expanded on inspections of lifting equipment, to include inspection by a qualified person and inspection or new, moved or worn equipment</p> <p>Personal Protective Equipment at Work Regulations 1992 amended to new regulation The Personal Protective Equipment at Work Regulations 2022 (from April 2022 – David Nicholson, Health and Safety Advisor.</p>

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1 POLICY

1.1 Principles

- 1.1.1 This policy is intended to support staff in reducing the likelihood of injury among Kent County Council (KCC) employees resulting from moving and handling operations, and to help support the organisation in meeting its statutory obligations. It will help ensure Safe Systems of Working (SSWs) are in place and staff are carrying out their duties in a safer working environment.
- 1.1.2 KCC Adult Social Care and Health Directorate (ASCH) recognises its legal responsibilities under the Health and Safety at Work etc. Act (HSWA) 1974, the Manual Handling Operations Regulations (MHOR) 1992 (as amended 2002) the Provision and Use of Work Equipment Regulations (PUWER) 1998 and the Lifting Operations and Lifting Equipment Regulations (LOLER) 1998.
- 1.1.3 The aim of the legislation is to reduce the risk of injury. In accordance with the requirements of MHOR, the ASCH Directorate will, as far as is reasonably practical, avoid the need for staff to undertake any hazardous moving and handling operations. Where hazardous moving and handling operations cannot be avoided, an ergonomic risk assessment must be undertaken with the aim of removing or reducing the risks to the lowest level reasonably practicable.

1.2 Scope and objectives

- 1.2.1 This policy and practice guidance applies to:

- all ASCH staff involved in the moving and handling of adults or the manual handling of inanimate loads
- all persons undertaking moving and handling activities at the explicit request of the Council
- any agencies or contractors used by the Directorate

- 1.2.2 The objectives of this policy and practice guidance are to outline:

- the responsibilities of all staff to comply with the requirements of the Manual Handling Operations Regulations 1992 (as amended 2002).
- the risk assessment process for all moving and handling operations where there is a risk of Musculoskeletal injury.
- the strategy for the training of all staff involved in the moving and handling of service users and / or inanimate loads.
- the arrangements for the provision of a safer working environment; including the provision, installation and maintenance of suitable equipment.
- the monitoring arrangements to support the successful implementation of this policy.

- 1.2.3 The policy (Part 1 of this document) sets out the legislative requirements relating to moving and handling and the strategic priorities of the Directorate. The practice guidance (Part 2 of this document) contains further detail, including practical considerations, about roles and responsibilities, risk assessment, equipment, training and performance monitoring and review.

1.3 Definitions

1.3.1 This policy uses the following acronyms:

KCC	Kent County Council
SSW	Safe Systems of Working
ASCH	Adult Social Care and Health
HSWA	Health and Safety at Work Act 1974
MHOR	Manual Handling Operations Regulations 1992 (as amended 2002)
PUWER	Provision and Use of Work Equipment Regulations 1998
LOLER	Lifting Operations and Lifting Equipment Regulations 1998
HSE	Health and Safety Executive
CIEH	Chartered Institute of Environmental Health

1.3.2 And the following terms:

Employer	KCC
Premises	KCC property or other legitimate place of work where the moving and handling operation occurs, e.g. service user's own place of residence.
Load	In the context of this policy, the word 'load' includes people e.g. people living with disabilities
Ergonomics	The study of people in their environment. It aims to fit the job to suit the person by designing tasks, adapting loads and changing the environment.
Assessment of risk	The identification of hazards and the evaluation of the risks involved.
Hazard	Something with the potential to cause harm.
Risk	The likelihood and severity of harm being realised
'Reasonably practicable'	The concept of 'reasonably practicable' lies at the heart of the Health and Safety at Work etc. Act 1974. It means balancing the level of risk against the measures needed to control the real risk in terms of money, time or trouble. However, you do not need to take action if it would be grossly disproportionate to the level of risk. For more information see: http://www.hse.gov.uk/risk/theory/alarpglance.htm .
Manual Handling Operations	Defined by MHOR as: "...any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or bodily force". The human effort may be direct or indirect e.g. turning a person in bed or pushing a wheelchair. Introducing mechanical assistance e.g. a powered hoist may reduce the risks of injury but not eliminate moving and handling, since human effort is still required to move, steady or position the load.
Moving and Handling	Refers more specifically to the health and social care sector, where individuals may require assistance with moving ¹ . This document reflects this terminology.

¹ See for example <http://www.hse.gov.uk/healthservices/moving-handling.htm>

Moving and Handling vs Manual Handling

Manual Handling has a legal definition in the regulations (see above):

Moving and Handling is a term used specifically in health and social care, because of the need to assist individuals with moving, as well as handling inanimate loads.

You may see the two terms used interchangeably. It is important to remember that the Manual Handling Operation Regulations 1992 apply to all moving and handling activities.

1.4 Context

1.4.1 Moving and handling is a key part of the working day for many employees; from moving equipment, laundry, catering, supplies or waste to assisting residents in moving.

1.4.2 Poor moving and handling 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 moved²

1.5 Legislation

1.5.1 The following legislation is the most relevant for assessing moving and handling risks³:

Health and Safety at Work etc. Act 1974 (HSWA)
Manual Handling Operations Regulations 1992 (MHOR) (as amended 2002)
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)

1.5.2 Other relevant legislation includes:

Personal Protective Equipment at Work Regulations 2022 amend the Personal Protective Equipment at Work Regulations 1992 Regulations, to extend employers' and employees' duties in respect of PPE to a wider group of workers.
Workplace (Health, Safety and Welfare) Regulations 1992
Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 2013 (RIDDOR)

² <http://www.hse.gov.uk/healthservices/moving-handling.htm>

³ <http://www.hse.gov.uk/healthservices/moving-handling.htm#know>

1.5.3 There is a more detailed overview of the key legislation below:

<p>The Health and Safety at Work Act etc. (1974)</p>	<p>This act remains the enabling act for all subsequent legislation and sets out responsibilities for both employer and employee. The employer is required to provide:</p> <p><i>‘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’.</i></p> <p>The act requires employees to:</p> <p><i>‘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’</i></p> <p>More recently there has been European wide legislation – the Framework directive on Health and Safety, part of which included the Manual Handling Operations Regulations (1992) with further guidance published Nov 1998; the Management of Health and Safety at work Regulations and the Provision and Use of Work Equipment Regulations.</p>
<p>The Manual Handling Operations Regulations 1992</p>	<p>Manual Handling Operations Regulations (MHOR 1992, as amended 2002) are concerned with any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or bodily force. Human effort may be direct or indirect e.g. turning a young person in bed or pushing a wheelchair. Introducing mechanical assistance e.g. a powered hoist may reduce the risks of injury but not eliminate moving and handling, since human effort is still required to move, steady or position the load.</p>
<p>Provision & Use of Work Equipment Regulations 1998 (“PUWER ‘98”)</p>	<p>These regulations specify requirements of the employer to ensure that all equipment provided for use at work is:</p> <ul style="list-style-type: none"> • Suitable for the intended use • Maintained in a safe condition so that people’s health and safety is not at risk • Inspected in certain circumstances to ensure that it is and continues to be safe for use. Inspection must be by a competent person and a record must be kept.
<p>Lifting Operations & Lifting Equipment Regulations 1998 (LOLER ‘98)</p>	<p>In addition to PUWER above, these are further requirements to maintain the safety of lifting equipment – i.e.: hoists, slings and adjustable height furniture; in particular these regulations specify the time scale for maintenance:</p> <ul style="list-style-type: none"> • New equipment for lifting should be professionally inspected before use for the first unless it has a declaration of conformity, it should also be inspected after assembly and before use at each new location. • Equipment for lifting persons that may be exposed to conditions causing deterioration is thoroughly inspected by a competent person and maintained at six monthly intervals and a record kept of the inspection. This is a legal requirement. • Employees should be trained in use of equipment and in pre-use checks.

1.6 National Guidance

1.6.1 The Health and Safety Executive (HSE) has produced extensive guidance and other resources to support implementation of employer's legal duties, and good practice – including specific to health and social care. This includes:

[Guidance on the Manual Handling Operations Regulations \(as amended\) Moving and handling in health and social care Equipment and safety \(LOLER and PUWER\)](#)
[How the Lifting Operations and Lifting Equipment Regulations apply to health and social care](#)

1.7 Roles and responsibilities

1.7.1 This section gives a brief overview of the roles and responsibilities of managers and staff within ASCH in relation to moving and handling.

1.7.2 The **Corporate Director and Assistant Directors** of the Adult Social Care and Health Directorate have the responsibility to:

Agree Directorate policy and procedures following the normal consultation process
Ensure the policy and guidance is disseminated and the standards and policies outlined are implemented within the ASCH Directorate
Allocate resources to provide compliance with this policy and ensure that competent and specialist advice is available to managers and employees on moving and handling.

1.7.3 **Responsible Managers** have the responsibility to:

Have due regard to the health, safety and welfare of all staff who carry out moving and handling tasks
Disseminate the standards and procedures as outlined within the policy and guidance and ensure their implementation.
Ensure suitable and sufficient risk assessments are carried out.
Be aware of, and monitor, moving and handling operations within their area of responsibility, correct poor practice, and lead by example
Arrange the delivery of regular moving and handling training to nominated trained trainers (annually), ensure they have annual refresher training and keep appropriate records. If a Trained Trainer is not up to date with refresher training (i.e. attended a refresher within 18 months of the previous training), the Responsible Manager must ensure they do not carry out any training until the refresher has been completed.
Ensure all staff undertaking moving and handling tasks have a yearly moving and handling training update from a trained trainer, and keep appropriate records
Identify and support nominated trained trainers in the setting up of safe systems of practice

Ensure that equipment provided is suitable and sufficient and is maintained in accordance with relevant legislation LOLER (Lifting Operations and Lifting Equipment Regulations 1998) and PUWER (Provision and Use of Work Equipment Regulations 1998)

Take appropriate action when moving and handling hazards, accidents or 'near misses' are reported (Please see [accident reporting form HS157](#), [accident investigation form HS160](#) and related guidance)

Ensure that new and expectant mothers are not involved in moving and handling operations which pose a risk to their health and safety. An individual risk assessment must be undertaken for new and expectant mothers in accordance with [KCC Guidance](#).

Request dated evidence of relevant moving and handling training for all agency staff before they undertake moving and handling operations.

1.7.4 **Trained trainers** have the responsibility to:

Ensure safe practice takes place in their workplace.

Provide induction training for new staff in their own workplace wherever possible, or if not, in a similar environment and with similar equipment for both people handling and inanimate loads, before they commence any hazardous moving and handling operations.

Provide all staff with needs-led training and refresher training annually and provide a report to managers on who has / has not undertaken the training. The assessment of competency is based on what is observed on that occasion and the trained trainer cannot guarantee that the member of staff will behave in a competent manner on all occasions. The assessment is a snapshot only. Ongoing monitoring by management is still required.

Promote safe moving and handling practices and contribute to the Directorate's responsibilities for a healthy working environment, including by regularly updating and maintaining individual moving and handling risk assessments in consultation with staff and inform managers of areas of concern.

Provide advice and guidance at local level on complex moving and handling issues. Inform managers of areas of concern, including where this policy is not being adhered to.

Share practice issues and concerns. Trained trainers will be given regular opportunities to feed back practice issues / concerns to the Moving and Handling Review Group which is held every three months.

1.7.5 **All staff** have the responsibility to:

Accept responsibility for their own safety as well as that of the service users and colleagues with whom they work.

Ensure they do not perform any hazardous moving and handling operations which put themselves or others at risk, including the use of mechanical equipment, for which they have not been suitably trained. Undertake training offered, including annual refresher training, in relation to moving and handling assessment and

principles.

Be aware of health and safety issues and the hazards associated with moving and handling tasks including the cumulative effect of repeated moving and handling operations

Co-operate with their managers in the risk assessment of hazardous moving and handling operations.

Follow care plans required by the generic or individual risk assessments and comply with all safe systems of work identified by their managers

Be familiar with and suitably trained in the use of the available equipment within the premises

Be aware of their own limitations, including physical fitness, inform their employer of any circumstances, medical or physical conditions, including pregnancy, that may alter their ability to perform moving and handling tasks

Report all accidents, incidents and hazards involving moving and handling ([Please see accident reporting form HS 157 and related guidance](#))

Report deficiencies in the employer's health and safety protection arrangements, unsafe equipment and/or practices.

Wear clothing that is suitable for safe moving and handling, remove jewelry which could cause an injury to service users or staff and ensure that their fingernails are kept short and smooth.

1.7.6 **Practitioners** must:

Design and/or adapt a support plan, as necessary, to comply with a moving and handling risk assessment reflecting the service user's needs and ensuring safer moving and handling practices are recommended and implemented where possible, and share with their care provider(s) where appropriate.

1.7.7 **Students** must:

have received appropriate moving and handling training from their educational establishment before embarking on a clinical placement.

ensure that they are supervised when implementing moving and handling techniques with service users or inanimate load handling.

1.7.8 **Mentors / clinical supervisors** must ensure that each student:

has received appropriate moving and handling training from their educational establishment when they begin their placement

is aware of the moving and handling equipment available and local procedures used within the workplace as part of their induction to the work area

is supervised when implementing moving and handling techniques with service users or inanimate load handling

1.7.9 For information on the roles and responsibilities of staff and groups other than practitioners, trained trainers, responsible managers and directors in relation to moving and handling, please refer to Appendix 1.

1.8 Risk assessment

- 1.8.1 The Management of Health and Safety at Work Regulations 1999 require employers to make a suitable and sufficient assessment of the risks to the health and safety of:
- employees to which they are exposed whilst they are at work; and
 - non-employees arising out of / in connection with the employer's activities.
- 1.8.2 The Manual Handling Operations Regulations 1992 (as amended 2002) require, where it is not reasonably practicable to avoid the need for employees to undertake manual handling operations at work which involve a risk of their being injured, a suitable and sufficient assessment of all such operations to be undertaken, having regard to the factors set out in Schedule 1 to those regulations.
- 1.8.3 Managers are responsible for undertaking, documenting and reviewing risk assessments. Adult Social Care and Health Directorate will provide risk relevant training to assist with this task. The manager has responsibility for the risk assessment but the task of undertaking the assessment can be delegated to a trained and competent member of staff.
- 1.8.4 This section gives an overview of legislative and organisational requirements relating to risk assessment. More detail about risk assessment, including practical steps and recording, can be found in Section 2.2 of the guidance.

1.9 Equipment

- 1.9.1 The Provision and Use of Work Equipment Regulations 1998 (PUWER) and the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) apply to the use and maintenance of equipment provided for use in the workplace.
- 1.9.2 **PUWER** contain a number of legal requirements for employers, including that equipment must be:
- suitable for its intended use
 - selected with regard to the working conditions and risks to the health and safety of people in the premises, and additional risk posed by its use
 - only used for operations and under conditions for which it is suitable
 - maintained in an efficient state, working order and in good repair
 - marked in a clearly visible manner with any marking appropriate for reasons of health and safety.
- 1.9.3 And that:
- where there is a maintenance log, it should be kept up to date
 - where the use of work equipment is likely to involve a specific H&S risk: its use is restricted to those given the task of using it
 - repairs/modification/maintenance/servicing is restricted to people designated to do so and that they have adequate training
 - people who use, or supervise/manage the use of, work equipment must:
 - have adequate health and safety information and where appropriate, written instructions pertaining to its use

have received adequate training for purposes of health and safety, including training in the methods which may be adopted when using the work equipment, any risks which such use may entail and precautions to be taken.

work equipment or any part of work equipment is stabilised by clamping or otherwise where necessary for health and safety purposes.

work equipment incorporates any warnings or warning devices which are appropriate for reasons of health and safety

1.9.4 **LOLER** contains further legal requirements for employers, specific to equipment used for the lifting and lowering of loads, including that:

it is of adequate strength and stability

it is positioned or installed in such a way as to reduce the risk, as far as reasonably practicable, of the equipment or load striking a person, or of the load drifting, falling freely or being unintentionally released

it is clearly marked to indicate its 'safe working load' (SWL), as well as that of any accessories (and including all potential configurations where this affects SWL)

accessories must be marked to show any characteristics that might affect their safe use

where it is **not** designed for lifting people, but might be used this way in error, it is clearly marked to indicate it should not be used in this way

lifting operations involving the equipment must be properly planned by a competent person, appropriately supervised and carried out in safe manner

it is thoroughly examined and inspected by a competent person (six monthly for equipment used for lifting people), who must then complete a written report

1.9.5 **LOLER** also includes specific requirements in relation to equipment used for lifting people, including that

it is marked to indicate the number of people that can be lifted in addition to its SWL a person using it / carrying out activities from the carrier is prevented from being crashed, trapped, stuck or falling from the carrier.

if a person becomes trapped in a carrier they are not exposed to danger and can be freed

it has devices to prevent the risk of the carrier falling, or if this cannot be prevented due to site / height differences, that the carrier has an enhanced safety coefficient suspension rope / chain, and the rope / chain is inspected by a competent person every working day.

1.9.6 **Moving and Handling in relation to the requisition, issue and use of bed rails in community settings -**

For the purpose of this document the term **bed rail** will be used to cover all other names such as: bed side rails, side rails, cot-sides, and safety sides.

KCC staff who prescribe bed rails for clients should adhere to the Kent Community Health NHS Foundation Trust 'Policy and risk assessment for the requisition, issue

and use of bed rails in the community including the community hospitals' V2.3. This document can be located in the Library of the iRIS4 system (community equipment prescribing system) and is accessible to all staff who have a log-in to the system as a prescriber.

The KCHFT policy should be read in conjunction with MHRA Safe Use of Bed Rails 2013 document.

1.10 Training

- 1.10.1 The Manual Handling Operations Regulations 1992 (as amended 2002) require staff to be suitably trained to carry out moving and handling operations. To achieve this, Kent County Council will provide initial and ongoing training to Moving and Handling Trained Trainers in areas where staff are involved in assessing service users moving and handling abilities and providing advice and practical assistance in order to move service users in a safe and dignified way. The Trained Trainers will be responsible for providing induction and update training to staff in their work area. They will be provided with a Training Pack and Training Records to assist them in these duties.
- 1.10.2 All staff involved in the moving and handling will attend training in moving and handling skills and **all frontline social care staff should undertake basic awareness training in moving and handling**. New members of staff (and existing staff who have changed jobs within the Directorate) will receive relevant training from a Trained Trainer, as soon as possible after commencing / changing employment.
- 1.10.3 **No individual should undertake moving and handling of inanimate loads of manual handling of people without evidence of up-to-date training, whether they be a member of staff, an agency worker, a student or a volunteer**. It is recommended that staff undertake specific wheelchair training if it is appropriate.
- 1.10.4 Training is delivered through a system of trained trainers recruited from the existing workforce who are responsible for initial and update training to staff working in a care setting. There should be a minimum of two Trained Trainers for each establishment / team where staff have to move and handle service users. Staff are required to attend refresher training annually.
- 1.10.5 Staff based in offices and other non-care settings shall either attend a half day Chartered Institute of Environmental Health (CIEH) accredited course in handling of inanimate loads or receive awareness training by other suitable mechanisms such as e-learning.
- 1.10.6 More detail about training requirements, including for agency staff, volunteers and contracted services can be found in section 2.4 of the guidance.

2 GUIDANCE

2.1 Guidance

2.1.1 This guidance contains more detailed information and practical steps which staff should undertake to ensure the health, safety and wellbeing of themselves and others during moving and handling and the manual handling of inanimate loads. It should be read in conjunction with Section 1 – Policy, and contains important information about risk assessment, equipment, training and suitability of clothing and apparel for moving and handling.

2.2 Risk assessment

WHAT are risk assessments, and why are they important?

2.2.1 The purpose of a risk assessment is to:

1. Avoid the need for hazardous moving and handling, so far as is reasonably practicable
2. Assess the risk of injury from any hazardous moving and handling that cannot be avoided, and
3. Reduce the risk of injury from hazardous moving and handling, so far as is reasonably practicable

2.2.2 There are two types of moving and handling risk assessments undertaken within the Adult Social Care and Health Directorate:

for People; and
for Inanimate Loads

2.2.3 The moving and handling risk assessment form for people and the forms for the identification and risk assessment for the moving and handling of inanimate loads can be found on KNet. (see section 3 below)

2.2.4 The Manual Handling Operations Regulations 1992 (as amended 2002) **require**, where it is not reasonably practicable to avoid the need for employees to undertake manual handling operations at work which involve a risk of their being injured, a suitable and sufficient assessment of all such operations to be undertaken

WHEN should a risk assessment be carried out?

2.2.5 A risk assessment must be carried out **prior** to any moving and handling task or tasks being undertaken.

2.2.6 **Risk assessments should also be reviewed at least annually, or whenever a new risk is identified or there is a change in circumstances.**

WHO should carry out a risk assessment?

2.2.7 Managers are responsible for ensuring that suitable and sufficient risk assessments are undertaken and reviewed. Anyone undertaking a moving and handling risk assessment must have been trained and assessed as competent in undertaking one.

HOW to do a risk assessment

2.2.8 This section, in providing an overview of the principles of risk assessment, is intended as useful reference for people who have been trained to undertake risk assessments, and their managers. **However it must not be used as an alternative to being trained in the theory and practice of risk assessments.**

2.2.9 A convenient way of classifying the five key factors that need to be considered when carrying out a risk assessment is 'LITE(E)' which is sometimes also written as 'TILE'.

The LITE (E) Risk Assessment:

2.2.10 Manual handling risk assessment can be divided into the five areas, each of which has factors that influence the Level of risk associated with the moving and handling operation. All of these areas require consideration during the assessment:

L(oad) – 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

I(ndividual 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

T(ask) – 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

E(nvironment) – 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

E(quipment) – is any equipment used:

- Suitable for the task
- Available in all circumstances
- Maintained and inspected and clean

2.2.11 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.

WHAT TO DO once a risk assessment has been completed

2.2.12 Once a suitable and sufficient risk assessment has been completed by a trained and competent member of staff, the following steps should be undertaken:

1. Communicate

For moving and handling of people:

The risk assessment should be incorporated into a service user's care / support plan. It should be shared with the individual, and anyone providing care (both on an unpaid and formal basis)

For manual handling of inanimate loads:

The risk assessment, and the action plan, should be communicated to all staff that may be involved in the task.

This may include affixing a copy to the wall near to where the task is undertaken

2. Implement

The mitigating actions identified during the risk assessment should be implemented to reduce the risk of injury from hazardous moving and handling, so far as is reasonably practicable

This may include making recommendations for specific equipment and/or services to support safe moving and handling

3. Monitor and review

The risk assessment should be monitored, to ensure that:

- It remains a suitable and sufficient assessment of the risks associated with the moving and handling task(s)
- The mitigating actions identified are being consistently implemented

The risk assessment should be reviewed:

- At least annually
- When there is a change in the level of identified risks

Refusal of a moving and handling system:

2.2.13 Where an individual is assessed as having capacity and following the moving and handling risk assessment, declines to accept the safe moving and handling system (e.g. the provision of equipment), the procedure is:

- (i) The Unit Manager discusses the situation with the service user / carer, including the reasons for selecting the method of moving and handling, and documents the discussion.
- (ii) If the service user/carer still declines to accept the safe system identified, the Service Manager and allocated worker will be notified, so they can discuss the situation with the service user / carer and make every effort to reach agreement.
- (iii) If no agreement is reached the allocated worker/ Service Manager will follow the guidance set out in the Risk Management policy.
- (iv) As an interim measure, the support plan will be adjusted to specifically exclude unsafe systems of moving and handling, until an agreement can be reached.
- (v) Following full consideration of the service user's needs and the safety of staff by the Assistant Director, a support plan will be developed in consultation with the service user / carer. The support plan can only be actioned after agreement and sign-off by both the Director of the service and the service user / carer.
- (vi) Where the support plan is adjusted following consultation, the action taken will be put in writing and a copy sent to the service user / carer and all the staff involved in the process, as set out above.

2.2.14 Where the individual is assessed as lacking capacity in line with the guidance set out in the Mental Capacity Act the procedures set out in the Mental Capacity Act policy and guidance should be followed.

Under no circumstances should staff undertake moving and handling operations outside of the relevant risk assessment.

2.3 Clothing and jewellery

- 2.3.1 All staff will wear clothing that is suitable for safe moving and handling operations i.e. will allow for free range of movement and stability. This will include the wearing of:
Trousers or loose skirts (i.e. not short, tight skirts, or tight trousers).
Flat, well supporting shoes with closed-in toes, ideally flat lace up shoes or trainers.
- 2.3.2 Clogs, flip-flops, 'Croc' shoes, sandals, sling-backed shoes or shoes with a high or narrow heel will not be worn for carrying out moving and handling operations.
- 2.3.3 Jewellery which could cause an injury to service users or staff will not be worn e.g. brooches, bracelets, long-chains, large rings, large earrings and facial piercings⁴. Jewellery worn will be discreet and confined to wedding rings, small studs or short neck chains (chokers).
- 2.3.4 Managers will ensure that all staff involved in moving and handling operations are wearing appropriate clothing and footwear and take action when necessary.
- 2.3.5 Where employees cannot wear appropriate footwear for medical reasons, necessary action will be taken by managers to ensure these employees are not placed at risk from injury. This may include referral to occupational health for assessment. Alternatively, if assessed and approved by the Occupational Health Service, managers should consider the provision of safety footwear made specifically for such employees.
- 2.3.6 All staff involved in moving and handling operations will ensure that their fingernails are kept short and smooth.

2.4 Training

- 2.4.1 The Manual Handling Operations Regulations 1992 (as amended 2002) require staff to be suitably trained to carry out moving and handling operations. To achieve this, Kent County Council provides initial and ongoing training to Moving and Handling Trained Trainers in areas where staff are involved in assessing service users moving and handling abilities and providing advice and practical assistance in order to move service users in a safe and dignified way. Trained Trainers provide induction and update training to staff in their work area and are provided with a Standardised Training Pack and Training Records to assist them in these duties.

Moving and Handling Training in a care setting

- 2.4.2 Training in moving and handling is mandatory for all staff involved in the moving and handling of people and / or the manual handling of inanimate loads in a care setting. No member of staff should undertake moving and handling of people without training.

Trained Trainers

Training is delivered through a system of Trained Trainers recruited from the existing workforce who are responsible for initial and update training to staff working in a care setting. There should be two Trained Trainers for each establishment / team where staff have to move and handle service users.

⁴ As an alternative to removal, facial piercings may instead be covered with tape in a manner which ensures they do not catch during moving and handling operations

Trained trainers attend a 5-day course to gain their Certificate of Competence.

The number of Trained Trainers is maintained by running 5-day training courses each year.

Trained Trainers are required to attend the one-day refresher every 12 months and are responsible for booking themselves onto the training in order to maintain the appropriate level of competency.

Trained Trainers must ensure that they keep all training records up to date by recording refresher training undertaken on the appropriate KCC system.

Those who do not attend within 18 months of their last update will no longer be deemed competent to train others. Members of staff on maternity leave, a career break or long term sickness who miss this deadline will be able to undertake training on their return to work.

All trained trainers (non-OT qualified) are invited to undertake the Bariatric one day course.

Staff training

All staff involved in the moving and handling of people must attend training in moving and handling skills. New members of staff (and where existing staff change jobs within the Directorate) must receive relevant training from a Trained Trainer as soon as possible after commencing / changing employment.

Staff must attend refresher training annually. The duration of the training is determined by the environment in which the staff member is working and could range between three hours and a full day. Those who do not attend within 18 months of their last update will no longer be deemed competent to practice and consideration will be given to re-deployment to other duties if appropriate. Members of staff on maternity leave, career break or long term sickness who miss this deadline will be able to undertake training on their return to work.

All staff will be assessed by the Trained Trainer for competence to practice. Staff identified as having insufficient skills, following attendance at a moving and handling training session will be referred for further training. In the meantime their range of duties will be adjusted in accordance with their competency.

Trained risk assessment courses are available. All Team Leaders in direct services must attend to ensure they have the necessary skills to carry out service user risk assessments.

Where staff persistently fail to attend training without a valid reason, this will be logged by the Line Manager and appropriate action taken. This could include re-deployment and / or implementing disciplinary action if necessary. Any action taken will be at the Manager's discretion after consideration of all the relevant factors.

OT qualified practitioners and OT qualified Moving and Handling Trained Trainers must attend a Foundation course if new to their job, or the Advanced course for experienced OTs and OT Trained Trainers in Moving and Handling.

Moving and Handling and Manual Handling training (in a non-care setting)

- 2.4.3 All frontline social care staff must undertake basic awareness training in moving and handling.
- 2.4.4 No member of staff whose duties specifically include the manual handling of inanimate loads should undertake such activities without training.
- 2.4.5 Staff based in offices and other non-care settings must either attend a half day Chartered Institute of Environmental Health (CIEH) accredited course in handling of inanimate loads or receive awareness training via e-learning. The CIEH training carries a recommendation for refresher training every 3 years.
- 2.4.6 Where staff persistently fail to attend training without a valid reason, this will be logged by the Line Manager and appropriate action taken. Any action taken will be at the Manager's discretion after consideration of all the relevant factors.

Training Records

- 2.4.7 All documentation must be completed by the Trained Trainer as soon as is practicable after the session and the training record and competency sheets shall be held in the local office for presentation if required as part of a CQC inspection
- 2.4.8 On completion of the documentation the Trained Trainer shall notify HR Learning & Development of the training date, location and name of staff member trained so that their Delta record of training can be updated. HRLearning&Development@kent.gov.uk
- 2.4.9 Records will be retained for as long as the person undergoing the training remains in the employment of Kent County Council Adult Social Care and Health Directorate and for six years following termination of their employment.

Agency staff

- 2.4.10 All agency staff involved in moving and handling persons must be suitably trained, and it is the agency's responsibility to ensure this. The majority of agency staff used within ASCH are recruited via Connect2Kent by completing a vacancy request form on KNet. The main Connect2Kent number is tel: 0808 2819543 and specifically for care and support workers tel: 01622 236712.
- 2.4.11 There is an agreement with Connect2Kent to ensure that their employees are trained in moving and handling to a standard equivalent to that of ASCH staff
- 2.4.12 Managers must ensure that agency staff are given local induction training when they arrive on site, to ensure they are familiar with the content of this policy and the individual pieces of equipment that they will be using. Examples of poor practice or incidents involving inadequately trained agency staff must be reported to the agency concerned and the appropriate Area contracts manager.

Volunteers

- 2.4.13 Volunteers must receive training appropriate to the tasks they are asked to do. Volunteers must be supervised and not engage in activities which they have not been asked to do or for which they have not been trained.

Contracted Services

2.4.14 A contractor is someone who carries out work or provides goods or services for an organization/individual who is not an employee of that organisation/individual. In respect of works carried out by contractors for SC, a contract / service agreement should outline the terms and requirements of the contract with respect to the training and competency of staff in relation to manual handling operations.

3. Risk Assessment forms

All forms are accessed on KNet

Risk Assessment form for the moving and handling of service users and the Moving and Handling Review Form are located on KNet Social Care policy pages, select Templates, select subject 'Moving and Handling', select category 'Form'.

Risk identification and assessment forms for the moving and handling of inanimate loads are located on KNet Health and Safety document pages 'A-Z list of guidance', select 'Manual Handling'

[Risk assessment forms on KNet are also available on Mosaic.]

4. APPENDICES

Appendix 1 – Roles and responsibilities of other staff

In addition to the roles and responsibilities of practitioners, trained trainers, responsible managers and directors, other staff and groups have important responsibilities in supporting legally compliant practice and the health, safety and wellbeing of staff and others in the carrying out of moving and handling operations:

The Health and Safety and Development Adviser and the Moving and Handling Practice Review Group have the responsibility to:

Develop the training strategy for all staff in moving and handling practice.

Arrange the delivery of specialist training to Trained Trainers in safe moving and handling practice to ensure that the Trained Trainers are competent to deliver training to service provision staff, for both people handling and inanimate loads handling in their working environment. This will include using correct mechanical equipment and small handling aids as necessary.

Ensure that a program of audits are undertaken to ensure that Trained Trainers remain competent in their practice by observing their delivery of training sessions. Findings will be reported to the Moving and Handling Practice Review Group.

The Health and Safety Development Adviser has the responsibility to:

Deliver to (office based staff only) the CIEH accredited training course in the moving and handling of inanimate loads using suitable mechanical equipment where possible.

Trade Union appointed Health and Safety Representatives / Officers have the responsibility to:

Promote safe practices in moving and handling.

Be familiar with the Directorate's policy and standards for moving and handling and be invited to comment on changes to the policy.

Advise employees of their position if they refuse to comply with the guidance in the Moving and Handling Policy.

The Health and Safety Manager with allocated links to the Directorate has the responsibility for overall monitoring and review of the policy and reporting of findings to the ASCH Health and Safety Committee. This Committee may refer findings to other Directorate Health and Safety Groups, as necessary.

Health and Safety Advisers have the responsibility to:

Promote safe practices in moving and handling.

Be familiar with the Directorate's policy and standards for moving and handling.

The Occupational Health Service has the responsibility to:

Carry out appropriate pre-employment screening when requested to identify those persons for whom moving and handling operations would present a particular risk and advise managers of any restrictions.

Review initial assessments if necessary during the employee's period of employment.

Provide early assessment by a qualified occupational health physician following injury as a result of moving and handling.

Arrange a final assessment by an occupational health physician regarding suitability for return to full duties, retraining, redeployment or retirement.

Advise management where trends or developments in occupational back pain/injury are identified. This also applies to any other injuries including those to other joints, muscles, and possible fractures.

Appendix 2 - Agency Staff Moving and Handling Checklist

Information Given	Signature of Agency Worker	Signature of Manager
ASCH Moving and Handling Policy – Location		
ASCH Moving and Handling Risk Assessments – Location and specific risks highlighted		
Generic Moving and Handling Risk Assessments – Location and specific risks highlighted		
Name of Moving and Handling Key Trainer or appropriate other		
Incident reporting system		
Moving and Handling Equipment on the unit <i>(Tick/Complete as appropriate)</i> <input type="checkbox"/> Sling hoist – Type (e.g. Oxford midi) <input type="checkbox"/> Moving and Handling Competency Form viewed <input type="checkbox"/> Bath Hoist – Type (e.g. Oxford) <input type="checkbox"/> Standing aid – type (e.g. Arjo Encore) <input type="checkbox"/> Transfer belt <input type="checkbox"/> Flat slide sheets <input type="checkbox"/> Other – please state		

Agency Worker's Name:

Manager's Name:

Date:

Unit/Location: