

**CAERPHILLY COUNTY
BOROUGH COUNCIL**

Manual Handling Policy

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NOTE

Wherever the designation Manager is used throughout this policy, it is taken to mean Head of Service, Head Teacher, Line Manager, Supervisor, and Officer in Charge or anyone who has a responsibility for employees through their work.

1.0 SECTION 1 – POLICY STATEMENT

- 1.1 Caerphilly County Borough Council recognises that its employees are invaluable assets and recognises that it has a responsibility to ensure all reasonable precautions are taken to provide and maintain working conditions that are safe, healthy and comply with statutory requirements and codes of practice.
- 1.2.1 This policy has been developed to reflect Caerphilly County Borough Councils commitment in ensuring the health and safety at work of its employees with specific emphasis on Manual Handling Operations.
- 1.2.2 The policy is in compliance with the Manual Handling Operations Regulations 1992 (MHOR), Lifting Operations, Lifting Equipment Regulations 1998 (LOLER) and the Health and Safety at Work etc, Act 1974 (HASAWA).
- 1.2.3 The Council's aim is to ensure that all reasonable steps are taken to protect the health and safety of its employees who as part of their duties are involved in manual handling operations.
- 1.2.4 The Council recognises that health and safety hazards may arise from such activities, therefore it is the intention, so far as is reasonably practicable, that any risks be reduced to a minimum.
- 1.2.5 Manual lifting will take place only in situations where suitable control measures have been introduced to reduce the risk to the lowest level possible, in emergency situations or where no other alternative can be found.

2.0 SECTION 2 – SCOPE OF THE POLICY

- 2.1 This policy has been agreed with the Trade Unions and will apply to all employees except those whose terms and conditions are governed by School Governing Bodies who have not accepted the procedure. Where the School Governing Body has accepted the procedure, the provisions shall apply to those employees.
- 2.2 The effective date of the policy is ??????????.

3.0 SECTION 3 – KEY PRINCIPLES –

In accordance with the regulations, Caerphilly County Borough Council aims to develop and implement an ergonomic approach to manual handling.

The Manual Handling Operations Regulations (MHOR) require a three stage approach to be adopted:

- Manual handling operations are avoided wherever possible
- Suitable and sufficient assessments are made of all manual-handling operations, taking into account all relevant factors i.e. task, load, individual capability and the working environment.
- On the basis of the assessment, appropriate steps are taken to reduce the risk of injury to the lowest level reasonably practicable.

Risk assessments should be recorded and readily available, they will be reviewed if there is reason to suspect it is no longer valid and when accident/ absence statistics show that the original control measures were not sufficiently effective.

The Lifting Operations, Lifting Equipment Regulations (LOLER) requires that equipment used to move and handle loads will be maintained in good working order and equipment used for moving people will be serviced by a competent person and records kept, every six months.

In order to achieve **minimal** lifting Caerphilly County Borough Council aims to ensure that:

For inanimate loads (boxes, crates, plant, tools, furniture etc.):

- Where the manual handling of a load carries a foreseeable risk of injury, a risk assessment is undertaken and the findings recorded
- Suitable control measures must be introduced to reduce the risk to the lowest level reasonably practicable
- Employees are trained in manual handling skills
- Basic ergonomic skills are applied to the task as a vital measure in reducing the risk to the lowest level possible
- Where a load is required to be lifted from above shoulder height, a stand or suitable means of access should be used
- Carrying distances should be minimised

For people:

- Handling that involves manually lifting the whole or large part of the persons weight is eliminated in all but emergency situations
- People and children are encouraged to assist in their own transfers whenever possible
- Assessments are undertaken, recorded, and reviewed. Handling plans are available to employees
- Handling aids are used whenever they assist in reducing risk (if this is not contrary to the clients needs)
- Employees are trained in manual handling skills

4.0 **SECTION 4 – Definitions**

Manual Handling means: the transporting of a load, including lifting, putting down, pushing, pulling, carrying or moving by hand or bodily force.

Examples of identified work processes, which fall in to the manual-handling category, include:

- Moving and handling of material and equipment
E.g. loading and unloading vehicles, moving boxes of stationary, paving slabs, refuse sacks etc.

- Use of tools and machinery
E.g. pushing barrows, pulling trolleys, pushing wheelchairs

- People moving and handling
E.g. Assisting people in and out of chairs, baths, beds and vehicles, in their own homes or residential settings and day centres.

Emergency situations: There are very few situations in which there is not enough time to obtain equipment or to plan a move. These situations are identified as:

- In an area which is actually on fire or filling with smoke
- In danger from bomb, bullet or chemical
- In danger from a collapsing building or other structure
- If a service user is in water and in immediate danger from drowning.

Load: any moveable object or material supported by tools or machinery. This definition includes people or animals

Minimal lifting: to manually lift only in situations where suitable control measures have been introduced to reduce the risk to the lowest level possible, in emergency situations or where no other alternative can be found.

Moving and Handling will be used when referring to individual manual handling risk assessments involving people and clients in the social care environments.

5.0 SECTION 5 – Responsibilities

CHIEF EXECUTIVE OFFICER

The chief executive officer has ultimate responsibility for ensuring compliance with Health and Safety legislation within Caerphilly County Borough Council.

Directors

Directors will be responsible for ensuring the effective implementation of directorate policy. They will ensure adequate resources are made available.

Heads of Service

Heads of service have the responsibility for making sure that their employees comply with the Manual Handling Operations Regulations ensuring that:

- 1 Hazardous manual handling operations are avoided
- 2 Where manual handling cannot be avoided, risk assessments are undertaken and appropriate action is administered as a result of that risk assessment;
- 3 The risks of injury whilst carrying out manual handling operations be reduced
- 4 Managers are adequately trained and competent to undertake manual handling risk assessments within their area of responsibility. Assessments to be reviewed at least six monthly or when circumstances change in any way.

Line managers and supervisors

Line managers and supervisors will be responsible for ensuring that:

- 1 Assessments are undertaken, recorded monitored and reviewed
- 2 Sufficient personnel and resources are identified to meet the requirements of the legislation
- 3 They are aware of current practice and techniques
- 4 Employees are adequately trained in manual handling to reduce the risk of injury
- 5 Employees have access to all the information required to enable safer moving and handling
- 6 Employees are made aware of the risk assessments for inanimate loads
- 7 Arrangements are made for new employees to attend a course in safer handling as soon as possible
- 7.2 New care staff must attend a two day moving and handling course prior to activities involving the moving and handling of service users
- 8 Record of training and any subsequent training are maintained
- 9 Safe working methods are followed and procedures enforced
- 10 An audit of manual handling equipment is undertaken and recorded
- 11 Lifting equipment is serviced regularly and records kept
- 12 Equipment is maintained in safe working order
- 13 Equipment is available for employees to use
- 14 Where uniforms/work clothes are provided they will not restrict staff movement or posture whilst carrying out handling procedures
- 15 Corporate policy and procedures are communicated to all employees.

Health and Safety Officers

Will support the policy by:

- 1 Providing basic advise on manual handling to Head Teachers, Managers, Heads of Service etc, to enable them to conduct induction training.
- 2 Undertaking an annual audit of manual handling risk assessments within their specific areas of responsibility
- 3 Assist in the investigation of accidents resulting from manual handling if necessary.
- 4 Advise on workplace adjustments and appropriate equipment to reduce the risks from performing manual handling tasks.

Each employee of the Council

Each employee of the council will be required to:

- 1 Utilise appropriate equipment, where provided, in order to reduce the risks associated with a manual handling operation. The equipment will be used for its intended purpose and in line with any information, instruction and training the employee has received.
- 2 Undertake manual handling operations in the way in which he has been shown.
- 3 Check equipment prior to using
- 4 Inform managers of equipment which is broken or faulty
- 5 Inform his/her manager of any condition from which he is suffering that may affect his ability to undertake manual handling operations safely e.g. pregnancy, back problems, musculo- skeletal disorders
- 6 Conduct a personal risk assessment before they perform a task. This is an assessment carried out by a person to examine the risk to themselves and others who may be affected by an action. If necessary they must communicate their findings to others.
- 7 Advise managers of loads which they believe to be too heavy, bulky, unwieldy, unstable, unpredictable or intrinsically harmful for them to handle, giving reasons.
- 8 Identify and alert managers of any new activity, equipment or change in circumstance that requires a risk assessment.
- 9 Bring to the attention of line managers any training needs they may have
- 10 Ensure that clothing and foot wear will not be restrictive to the movement and posture required for safe handling
- 11 Ensure footwear will be protective offering good grip and support. Clogs mules, open toed and heeled footwear should not be worn.
- 12 Care staff should remove name badges, pens and buckles that may injure clients or prevent safe handling.
- 13 Be fully conversant with the current manual handling policy
- 14 Comply with Caerphilly County Borough Councils policy on incident accident reporting and report all incidents however small.

Occupational Health

- 1 Pre-employment health assessment – prospective employees, where manual handling is a requirement of their job duties, who declare a history of back pain or musculo-skeletal disorder will be medically assessed by the occupational health physician.

This assessment will be undertaken in line with the Disability Discrimination Act 1997.

- 2 Management referrals – employees who have been absent with or report with occupational back pain or injury will be referred to the occupational health department by their line manager

The occupational health department will have written protocols that enable these employees access to guidance and support. These will include:

- *Information and guidance from the Back Care advisor*
- *Rehabilitative programme for phased return to work*

Back Care Advisor

Will support managers in their statutory obligations in relation to the Manual Handling Operations regulations and will:

- *Advise and assist in the formulation and review of policy and procedure in relation to moving and handling*
- *Advise managers on general and specific moving and handling issues*
- *Advise on difficult moving and handling situations within specific environments*
- *Investigate and report on any serious accident relating to moving and handling*
- *Advise and guide in response to directorate needs*
- *Provide advise and information on back care issues*
- *Work with Occupational Health to facilitate return to work for employees experiencing back problems*
- *Advise on work place adjustments to prevent the onset of back or musculo skeletal disorders.*
- *Facilitate and advise on appropriate manual handling training for various employee categories*

Occupational Therapists

The role of the Occupational Therapist is specific to the Directorate of Social Services, their role and responsibilities will be added as an appendix.

6.0 **SECTION 6 – Training**

Manual handling training at the appropriate level will be mandatory for all employees. It must include risk management as appropriate.

Caerphilly County Borough Council Health and Safety unit will facilitate appropriate training for office and ex-manual workers and all employees involved in the assessment or undertaking of manual handling tasks.

Training and instruction in safer handling principles and techniques will occur in conjunction with other control options. Training alone is not effective in the controlling of risks; organisational and ergonomic factors must also be considered.

All employees must be made aware of dangerous and unsafe practices

Training will be tailored to meet service requirements, and be job specific according to the level required.

Manual handling training will follow the standards and criteria set out in the All Wales Local Government Manual Handling Training Passport and Information Scheme. An appropriate training provider will deliver this training.

New employees will attend manual handling training as soon as possible, new care staff will attend a two day manual handling course prior to undertaking activities involving moving and handling service users.

Prior to any physical training taking place, an employee must complete a Health Questionnaire. Employees must also be aware that if they suffer any discomfort during this training, this must be reported to the trainer immediately.

Records of training undertaken will be held on individual employees files. It will be the responsibility of the trainer to provide a record of attendance together with an individual record of each module completed to the relevant personnel department.

Training will be ongoing and relevant to manual handling requirements, updating on an annual basis.

Feedback must be provided to management on attendance and ability of delegates to participate and any ongoing training needs

Full records of training must be kept, including as a minimum:

- Printed names and signatures of trainer/participant
- Participants job title and place of work
- Participants date of birth
- Date and place of training
- Duration of session
- Content
- Handouts
- Full/partial participation
- Refusal/inability to attend
- Equipment or aids used

Practical training must be safe and sufficiently supervised. Consideration must be given to:

- The baseline knowledge of the participant
- The size and layout of the training venue
- The equipment available to facilitate practical training
- The manoeuvres to be performed

Ideally there will be a maximum ratio of 6 participants to 1 trainer when practical manoeuvres are being performed.

All training undertaken will ensure that the employee:

- Understands spinal mechanics and function
- Understands the principles of normal movement
- Recognises the need for good back care and understands the risk factors for back pain
- Understands the current legislative requirements
- Understands the reasons for doing the job using the method that minimises risk
- Recognises risks and devises the best course of action
- Safe management of inanimate loads
- Problem solving
- Understands the correct application of manual handling techniques
- Knows and understands the local manual handling policy, the employers standard instructions or operating procedures and can perform the tasks in this way.
- Has sufficient time to practice and demonstrate their practical skills under close supervision.

Contractors and voluntary agencies will be made aware of the manual handling policy and information and risk assessments will be available to them.

7.0 SECTION 7 – Accident /incident reporting

Refer to the Corporate Health and Safety Policy and Procedures.

Accident report forms should be completed at the time of the accident/incident or as soon as possible afterwards.

Where appropriate the form should be submitted with additional information, for example witness statements, risk assessments etc.

The form should be completed fully.

Managers and supervisors should note that if they are unsure whether or not an incident is reportable under RIDDOR then the relevant Health and Safety Officer should be contacted.

8.0 SECTION 8 – Risk Assessment

It is a requirement of the Manual Handling Operations Regulations 1992 that manual handling tasks which involve risk should be eliminated. Where it is not reasonably practicable to do so a risk assessment should be undertaken and action taken to reduce the risk associated with the task.

The Regulations do not set specific requirements such as weight limits. The Ergonomic approach shows that such requirements are based on too simple a view of the problem and are likely to lead to erroneous conclusions. Instead an ergonomic assessment based on a range of factors is used to determine the risk of injury and point the way to remedial action.

A Manual Handling Risk assessment form is provided for inanimate load handling tasks and generic people moving tasks. A separate people Client Moving and Handling Risk Assessment Form is to be used for named /individual Client handling tasks.

It is intended that the Client Moving and Handling Risk Assessment form can move with the service user between establishments and agencies, ensuring continuity of care.

In addition to formal documented risk assessments every employee should be aware that they must conduct a personal risk assessment before they perform a task. This is an assessment carried out by a person to examine the risk to themselves and others who may be affected by an action. If necessary they must communicate their findings to others.

9.0 SECTION 9 -

MANUAL HANDLING ASSESSMENT FORM

GUIDELINES FOR USE

This form can be used for assessing inanimate load handling tasks or generic client tasks.

The Manual Handling Operations Regulations 1992 require that tasks that involve risk should be eliminated. When this is not possible a risk assessment must be carried out to reduce the risks associated with that task to the lowest level that is reasonably practicable.

HAZARD Something with the potential to cause harm, or a situation with the potential for harm or damage.

RISK Is the combination of the likelihood and severity of a specified hazard occurring.

The Manual Handling Operations Regulations 1992 support the Health and Safety at Work etc. Act 1974. A breach of these statutory requirements is a criminal offence.

ACCOUNTABILITY Lies with the Chief Executive Officer.

RESPONSIBILITY day-to-day responsibility of managing risk lies with Head teachers, departmental/team managers.

The person carrying out a manual handling risk assessment (assessor) should be a competent employee/consultant who has undergone appropriate training in Manual Handling Risk Assessment. The risk assessment should be reviewed in accordance with the specified review period, whenever there is a change or following a manual-handling incident.

The objective of risk management is to identify and reduce the **LIKELIHOOD** of incidents occurring that could have significant consequences for employees, customers, service users or the Authority, so far as is reasonably practicable.

There are no absolute values for incidents, but effective risk assessment, applying appropriate control measures and monitoring those measures, together with training, can help minimise injury and /or other losses. The risk Matrix will help with this process.

The completed form must be accessible at all times

FILLING IN THE FORM

SECTION A:

- Primary location, e.g. premises/community
- Secondary location e.g. residential/care facility, classroom, office
- Precise location, e.g. side room, store cupboard, corridor

SECTION B: Description of the Manual Handling Task

Write down the step-by-step details of the task for which the assessment applies, e.g. moving heavy equipment, moving people etc.

Personnel involved:

Identify the employees that are likely to be involved in the task, remember to consider new and inexperienced employees. Family carers must also be considered when considering service user handling.

SECTION C: Current Risk Control Measures

List control measures currently in use e.g. employee-training, information/protocols.
List any equipment already in use in the appropriate column.

SECTION D: Assessment of Risk

Consider the headings Task, Load, Individual Capability and Environment. Tick the box that most accurately reflects what is involved in the manual-handling task.

SECTION E: Frequency of Task

Record the estimated number of times the task takes place during one working day. The frequency of the task may identify the need for additional control measures, e.g. more appropriate equipment, additional hoisting equipment etc. Make reference to the number of employees involved in the task.

SECTION F: Initial Risk Rating

Refer to the risk matrix

SECTION G: Additional Risk Control Measures Required

This part of the form is used to determine and justify the need for additional risk control measures. There will be occasions when the additional control measures required may take some time to implement. The request for these controls should form part of the Action Plan (agreed with the manager). The new Risk Rating Number will quantify the projected reduction in risk.

SECTION H: Action Plan Agreed with the Manager

The Action Plan is documented confirmation that the additional risk control measures have been identified and agreed with the manager. This should identify the expected completion date and confirm when controls have been implemented. A final Risk Rating Number should then be calculated.

10.0 SECTION 10 – Audit and review

The function of Audit and Review is to discover whether there are systems in place, if they are adequate and are being use.

The Council's Health and Safety Officers will carryout an annual audit of risk manual handling risk assessments within their specific areas of responsibility. Assessments that have not been reviewed will be brought to the attention of the relevant manager.

Managers will monitor practice within the workplace and correct employees that do not practice safely.

If unsafe practice continues the manager must investigate and ensure the employee receives a manual handling training refresher course as soon as possible. This must be documented on the individual employees personal training file.

Accidents/incidents that result as a consequence of manual handling tasks or activities will be identified and recorded. Accidents will be investigated and appropriate action taken; risk assessments will be reviewed and adjusted accordingly to prevent reoccurrence.

11.0 SECTION 11 – Health Questionnaire

MANUAL HANDLING TRAINING HEALTH QUESTIONNAIRE
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During the training course you will be required to participate in object and/or people handling techniques. You will also carry out a number of practical exercises. In order for the trainer to train you safely and provide guidance pertinent to you personally they will need to know about any pre-existing condition you may have. The information given will be treated in confidence.

If you knowingly give incorrect information the Council can bear no responsibility for any resultant pain or injury.

You are required, therefore, to place a tick in the box adjacent to any factor that could affect the way in which your training is provided. Once completed please sign and date below.

- 1. I suffer from back, neck, or shoulder pain or injury

- 2. I am receiving treatment for a condition that may affect my ability to engage in physical activity without pain or injury

- 3. I am pregnant

- 4. I have given birth in the last six months

- 5. I am breast-feeding

- 6. None of the above applies

Signature:

Date:

- If you have answered yes to any of the questions 1-5 the trainer may seek further information from you in confidence.

- If necessary advice will be sought from the Occupational Health Department

- **Should you suffer any discomfort or injury during the training you must report this to the Trainer immediately**

PROCEDURES – FALLING PERSON

This instruction applies to non-life threatening situations. If a person has a history of falls then appropriate control measures should be in place.

If a person/pupil begins to fall when being assisted by a carer it is not safe to catch them.

- DO NOT try to restrain or catch the person
- Carer to release the hold on the person
- Move behind the person
- Open hands and step backwards
- Allow the person to slide to the floor

Basic first aid principles now apply, check the safety of the area then person:

Airway)
Breathing) Act according to findings **Dial 999 if no breathing/no pulse**
Circulation)

Maintain Airway

Check for fractures – call ambulance if fracture suspected, make the person as comfortable as possible without moving them.

If no obvious injury there are three alternatives for moving the person with little or no risk of injury:

1. Person is encouraged to get up unaided
2. Use of an Emergency lifting cushion
3. Hoisting

DO NOT physically lift the person from the floor
Do not rush the person to stand
Assess the level of coherence/understanding
Call for assistance to move the person from the floor
Assess the persons' level of physical capability

If the person is able then they should be encouraged to get from the floor unaided

All Areas where there is a possibility of persons falling and needing assistance appropriate risk control measures must be identified and implemented.

Equipment must be fit for purpose e.g. hoisting equipment must be capable of hoisting from the floor and slings must be compatible and suitably sized.

An incident report form must be completed as soon as possible after the fall and any moving and handling risk assessment reviewed.

If the person is uninjured, it is not acceptable to call the ambulance service simply to lift a person from the floor.

<p style="text-align: center;">Person Specification – Manual Handling Trainer in Inanimate Load Handling (foundation level)</p>
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- Must have attended a post basic course in moving and handling, including an element of training
- Should be able to demonstrate knowledge of relevant legal influences in the field, an understanding of the ergonomic principles involved, and of the risk assessment processes required
- Must be able to demonstrate a practical problem solving approach to moving and handling issues
- Be physically capable of demonstrating good practice
- Must promote minimal lifting, use of equipment and ergonomic changes to minimise risks to employees.
- Should demonstrate efforts to keep abreast of developments in the field, by attendance at meetings, conferences and seminars and ideally be a member of National Back Exchange

<p style="text-align: center;">Person Specification – Manual Handling Trainer in Client Handling (foundation level)</p>
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- Must have a recognised, relevant healthcare or social care qualification, to a minimum NVQ level 3, or equivalent.
- Must have attended a post basic course in moving and handling, including an element of teaching
- Must have experience in a social care setting
- Should be able to demonstrate knowledge of relevant legal influences in the field, an understanding of the ergonomic principles involved, and of the risk assessment processes required.
- Must demonstrate a practical problem solving approach to moving and handling issues
- Be physically capable of demonstrating good practice
- Must promote client independence, minimal lifting, use of equipment and ergonomic changes to minimise risks to employees
- Should demonstrate efforts to keep abreast of developments in the field, by attendance at meetings, conferences and seminars and ideally be a member of National Back Exchange