

CAERPHILLY COUNTY BOROUGH COUNCIL

Manual Handling and Musculoskeletal Disorders Policy

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Mae'r cyhoeddiad hwn ar gael yn Gymraeg ac mewn ieithiodd neu fformatau eriall ar gais.

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 INTRODUCTION

- 1.1 This policy sets out the arrangements and responsibilities for managing manual handling operations and musculoskeletal disorders within Caerphilly County Borough Council.
- 1.2 This policy is cross-referenced with the following:
- Health and Safety Policy Statement
 - WLGA Manual Handling Passport Scheme Object Handling.
 - WLGA Manual Handling Passport Scheme Manual Handling of People
 - Manual Handling Guidance Documents.
 - Corporate Risk Assessment Policy and Corporate Management Arrangements
 - Display Screen Equipment Policy
 - Employee Well-being Policy

These documents also consider current national guidance such as those provided by the College of Occupational Therapy (2006), The National back Exchange Standards (3rd Edition 2010) and the Chartered Society of Physiotherapy (2008)

2.0 POLICY STATEMENT

- 2.1 The Authority recognises that its employees are its most valuable resource in delivering high quality services to the community and will take all practical steps to ensure the health and safety of Authority employees, contractors, volunteers, visitors to and users of Authority premises and services.
- 2.2 The Authority recognises there are inherent risks associated with Manual Handling Operations and also recognises the link between musculoskeletal disorders and mental health issues. The effective control of the risks from Manual Handling Operations and musculoskeletal disorders will be through elimination of manual handling tasks where reasonably practicable, correct assessment and management of manual handling operations and musculoskeletal disorders as set out in this policy and associated documents. To be effective this policy requires the full co-operation of management and employees at all levels.
- 2.3 In relation to the moving and positioning of people, the authority recognises the needs of people with disabilities, their human right to dignity and independence. When assessing Manual Handling risks, this policy and associated documents strives to strike a balance between the needs and rights of service users/pupils and the needs and rights of the carer, recognising that one does not take precedence over another.
- 2.4 Manual lifting will take place only in situations where suitable control measures have been introduced to reduce the risk to the lowest level possible and in emergency situations or where no other alternative can be found.

- 2.5 Musculoskeletal Disorders (MSDs) can be caused by a range of activities in and outside of work, or a combination of both. This policy outlines the Council's commitment to preventing musculoskeletal disorders at work, as well as the support available to staff who experience MSDs whether or not they are caused by work.

3.0 SCOPE

- 3.1. This policy has been agreed with the Trade Unions and applies to all employees.
- 3.2. This policy will be reviewed every two years to ensure it is in line with current legislation.
- 3.3. The effective date of issue 3 of this policy is *****

4.0 LEGISLATION

- 4.1 This policy along with its supporting corporate management arrangements is designed to ensure the Authority meets its legal obligation as stated in:
- 4.1.1 The Health and Safety at Work etc. Act, 1974.
 - 4.1.2 The Management of Health and Safety at Work Regulations 1999 (as amended).
 - 4.1.3 The Manual Handling Operations Regulations 1992 (as amended).
 - 4.1.4 The Lifting Operation and Lifting Equipment Regulations 1998 (as amended).
 - 4.1.5 The Provision and Use of Work Equipment Regulations 1998 (as amended).
 - 4.1.6 Working with Display Screen Equipment Regulations 2002

5.0 DEFINITIONS

- 5.1 **Manual Handling** is the transporting of a load (to include an object, or person), including lifting, putting down, pushing, pulling, carrying or moving by hand or bodily force.

It is also important to take into consideration the postural or static loading of the body when individuals are undertaking tasks. Such load may be experienced during tasks such as supporting a child to sit on a low school chair, assisting a service user to shower or stooping over a desk. Assessment of static load activities may be undertaken using specialist postural assessment.

5.2 **Musculoskeletal Disorders (MSD's)** are problems involving the muscles, tendons, ligaments, nerves or other soft tissues and joints. The back, neck and upper limbs are particularly at risk. Unlike most other workplace health issues MSDs commonly happen outside the work environment but can then be made worst by work activities. They can impair the ability to work at normal capacity. Prompt reporting of symptoms is required so that the individual gets the appropriate support and help from the Authority for them to manage their condition

5.3 **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 an individual is in water and in immediate danger from drowning.

It should be noted that were these situations are foreseeable e.g. evacuation of a building then plans must be put into place with cover the associated manual handling risk. It is recognised however that in an emergency situation these plans may need to be changed.

5.4 **Load:** any moveable object or material supported by a person, tools or machinery. This definition includes the moving and positioning of people or animals as well as inanimate loads.

5.5. **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.

6.0 RESPONSIBILITIES:

6.1 **The Chief Executive Officer will:**

6.1.1 Be ultimately responsible for ensuring compliance with this policy within Caerphilly County Borough Council.

6.2 **Directors will:**

6.2.1 Be responsible for ensuring effective implementation of this corporate policy and associated management arrangements within their service areas.

6.2.2 Provide appropriate resources for the effective implementation of this policy including provision of training.

6.3 Heads of Service /Line Managers and others who have responsibility for employees will:

- 6.3.1 Ensure this policy is communicated to their employees and that the employees comply with the requirements of this policy and associated Management arrangements.
- 6.3.2 Set up work activities to avoid Manual handling operations, as far as is reasonably practicable. Where manual handling activities cannot be avoided, arrange for risk assessments to be undertaken in line with the applicable management arrangement., Following the assessment appropriate action must be taken, details must be brought to the attention of employees as appropriate, and the assessment must be recorded, monitored and reviewed.
- 6.3.3 Identify individuals able to carry out manual handling risk assessments and ensure that those undertaking manual handling risk assessments are adequately trained and competent to undertake manual handling risk assessments within their area of responsibility.
- 6.3.4 Where required, provide employees with adequate training (including initial and refresher and in the case of people handling foundation, key handler and refresher) to ensure they are aware of current practices and techniques, and confirm that they are physically fit to perform manual handling tasks. Where employees have a medical/ill-health issue (including those which are non-work related), which affects their ability to work safely, they must be referred to Occupational Health.
- 6.3.5 Provide employees with access to all the information and/or equipment required to enable safe moving and handling, ensure the most suitable equipment is provided, an inventory is kept of all manual handling equipment used and that all equipment it is maintained in a safe working order.
- 6.3.6 Keep records of training and any refresher training and ensure that they are maintained in line with record keeping guidelines.
- 6.3.7 Put processes in place to monitor that safe working methods are followed e.g through key/handlers/trainers or supervision.
- 6.3.8 Provide suitable and sufficient personal protective equipment for employees carrying out manual handling operations and ensure that where uniforms/work clothes are provided they will not restrict movement or posture whilst carrying out handling procedures.
- 6.3.9 Identify all those activities that carry a musculoskeletal risk.
- 6.3.10 Inform existing and new employees of the risks of developing MSDs at work, in particular those who carry out high risk jobs/tasks.

- 6.3.12 Inform employees about simple steps they can take to prevent MSDs and minimise the long term impact of new/existing MSDs through the risk assessment process.
- 6.3.13 Provide an accessible and useable system for reporting Musculoskeletal Disorders and encourage employees to report symptoms early.
- 6.3.14 Monitor and review individual cases of MSD.
- 6.3.15 Provide additional support to an employee who is experiencing musculoskeletal disorder symptoms.

6.4 Manual Handling Risk Assessors/Key Handlers will be identified in each service area and be responsible for:

- 6.4.1 Undertaking manual handling risk assessments, within their area of competency, in the workplace and complete a written assessment/safer handling plan in accordance with the relevant management arrangement.
- 6.4.2 Communicate the findings of the manual handling risk assessment and safer handling plan to the manager and all relevant employees.
- 6.4.3 Make recommendations (within their competence) as to equipment, PPE, amended ways of working to reduce any risks identified during the manual handling risk assessment process.
- 6.4.4 Demonstrate manual handling techniques including the safe use of manual handling equipment and promote safer handling in the workplace.
- 6.4.5 Monitor manual handling practice in the workplace.
- 6.4.6 Attend refresher training as is required.

6.5 The Health and Safety Division will:

- 6.5.1 Provide advice and information on legislation or guidance relating to Manual handling and musculoskeletal disorders where requested. Including advice if required (within their competence) on general and specific manual handling and musculoskeletal disorders issues once the manual handling risk assessor has completed the risk assessment. This will include guidance on the most suitable/innovative equipment available at the given time, and on workplace adjustments that may be used to prevent the onset/worsening of back or musculoskeletal disorders.

- 6.5.2 Undertake reviews of manual handling activities and compliance with this policy.
- 6.5.3 Where requested assist in the investigation of accidents resulting from manual handling.
- 6.5.4 Ensure that the Manual Handling Policy is reviewed bi-annually to ensure it is in line with current legislation. Support managers in their statutory obligations in relation to the Manual Handling Operations Regulations.
- 6.5.5 Work with the Occupational Health Physicians, managing attendance teams and managers to develop strategies and monitoring processes to reduce Musculoskeletal related sickness absence and to facilitate return to work for employees experiencing back problems.
- 6.5.6 Advise on manual handling training needs where required and competent to do so in line with the Corporate Management Arrangements and assist with sourcing/arranging manual handling training where required.

6.6 The Manual Handling Assessor/Trainer (Children Handling) will:

- 6.6.1 Provide specialist advice/professional opinion with regards to manual handling/equipment to support manual 'care' handling of children.
- 6.6.2 Provide Specialist assessments / advice in schools to address child/employees needs and reduce risks.
- 6.6.3 Develop and deliver Manual Handling training packages.
- 6.6.4 Document training sessions they have delivered on individual training record forms in line with the WLGA Manual Handling Training Passport and Information Scheme. Ensure that the original form is forwarded to the relevant line manager and a copy retained by the Manual Handling Co-coordinator.
- 6.6.5 Assist in the investigation of incidents and accidents.

6.7 Occupational Therapists (Social Services) will:

- 6.7.1 Carry out and record specialist Manual Handling risk assessments for individual service users.
- 6.7.2 Complete safer handling plans, initially interim (Social Services Manual Handling arrangements Appendix 3) followed by a detailed Therapist Moving and Handling Assessment (Social Services Manual Handling arrangements Appendix 4).

- 6.7.3 Prescribe appropriate manual handling equipment and/or techniques as part of the safer handling plan.
- 6.7.4 Records, as part of the manual handling risk assessment, any residual risks to carers or service users with regards to equipment and/or techniques prescribed, and recommend measures to reduce these risks.
- 6.7.5 Communicate manual handling risk assessments and safer handling plans to all relevant individuals (Care agency managers, Key Handlers, Social Workers) involved with the care package.
- 6.7.6 Ensure that techniques or equipment are demonstrated to relevant individuals.
- 6.7.7 Attend training relevant to their duties.

6.8 Manual Handling Coordinator (Social Services) will:

- 6.8.1 Have strategic responsibility for Manual Handling arrangements within the Directorate, working in partnership with the Health and Safety Team.
- 6.8.2 Provide specialist advice/professional opinion with regards to manual handling/equipment to support service management and OT's.
- 6.8.3 Develop and deliver Manual Handling training packages.
- 6.8.4 Document training sessions they have delivered on individual training record forms, in line with the WLGA Manual Handling Passport Scheme. Ensure that a copy of the form is retained and accessible.
- 6.8.5 Provide Specialist assessments / advice in establishments and/or community to address individual service user/employees needs and reduce risks.
- 6.8.6 Develop Key Handler Service, providing support and advice.
- 6.8.7 Monitor Key Handlers through regular meetings, refresher training and joint visits.
- 6.8.8 Assist in the investigation of incidents and accidents.
- 6.8.9 Attend training relevant to their duties.

6.9 Occupational Health Unit will:

- 6.9.1 Undertake pre-employment health assessments where prospective employees have high-risk manual handling activities as a requirement of their job duties and who declare a history of back pain or musculoskeletal disorders. (As required by the Recruitment and Selection Policy.)
- 6.9.2 When employees are referred to the Occupational Health Department, due to absence or ill-health relating to back pain or musculoskeletal disorders, they will assess the individual and recommendation will made to the Manager as to the action required.
- 6.9.3 Provide access to appropriate therapy sessions and monitor the effectiveness of measures implemented to address musculoskeletal disorders
- 6.9.4 Provide employees and advise management with regards a rehabilitative programme for phased return to work where appropriate.
- 6.9.5 Liaise with Health and Safety Officers to provide adequate information and assistance when specific risk assessments are required due to medical issues.
- 6.9.6 Incorporate non-occupational back pain and other musculoskeletal disorders into the management referral system.

6.10 Employees will:

- 6.10.1 Understand and be aware of the Council's Manual Handling and Musculoskeletal Disorders Policy
- 6.10.2 Undertake manual handling operations in the way in which they have been instructed and trained and as specified in the manual handling risk assessments and any safe working practices.
- 6.10.3 Where provided utilise appropriate equipment in accordance with manufacturers recommendation. The equipment must be used for its intended purpose and in line with information, instruction and training the employee has received.
- 6.10.4 Undertake visual checks on equipment prior to use and ensure that damaged or faulty equipment is not used and that defects are reported to their Line Manager.
- 6.10.5 Inform their manager immediately of any condition from which they are suffering that may affect their ability to undertake manual handling operations safely including those that have non-work related causes e.g. pregnancy, back problems, musculoskeletal disorders,.

- 6.10.6 Where appropriate conduct a dynamic risk assessment prior to commencing a task using the Task, Individual, Load and Environment (TILE) principles. 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 their Line Manager.
- 6.10.7 Advise managers of loads which they believe to be too heavy, bulky, unwieldy, unstable, unpredictable or intrinsically harmful for them to handle, giving reasons.
- 6.10.8 Identify and inform managers of any new activity, equipment or change in circumstance that requires a risk assessment or review of an existing document.
- 6.10.9 Bring to the attention of line managers any training needs they may have.
- 6.10.10 Ensure that personal protective equipment is in good condition and will not be restrictive to the movement and posture required for safe handling.
- 6.10.11 Wear appropriate flat/low heeled footwear that will support, protect and enclose the foot during manual handling operations.
- 6.10.12 Remove name badges, pens, ties and buckles etc that may cause injury or prevent safe handling.
- 6.10.13 Employees are required to complete documentation where appropriate e.g. health questionnaire for Manual Handling Training.