

Moving and Handling of People Safety Guidance Note



EAST RIDING

OF YORKSHIRE COUNCIL

Lead Directorate and Service:	Corporate Resources - Human Resources
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Date Reviewed	Comments
March 2013	New Guidance.
April 2015	Reviewed with minor amendments and more emphasis on fallen/falling persons.
September 2018	Reviewed to align the Safety Guidance Document with the training delivery on Moving and Handling of People. Minor grammatical changes made, and moving and handling competency assessment included within Appendix 1 and manual handling risk assessment and plan included in Appendix 2.

Contents

Moving and Handling of People Safety Guidance Note.....	1
1. Background.....	1
2. Foreword	1
3. Implementation	1
4. Roles and Responsibilities	1
5. Training.....	2
6. Safety Services.....	2
7. Arrangements.....	2
8. Moving and Handling Assessment	3
9. Environment.....	3
10. Load (person).....	3
11. Individual Capability/Capacity (staff)	4
12. The Task.....	4
13. Equipment	4
14. Infection Control.....	5
15. Recording and Reviewing the Assessment - (Including the Moving and Handling Plan) ...	5
16. Fallen/Falling Persons.....	5
Moving and Handling Competence/Knowledge Assessment.....	7
Moving Handling Risk Assessment and Plan	12

Moving and Handling of People Safety Guidance Note

1. Background

This safety guidance document on moving and handling of people is part of the Prevention and Management of Musculoskeletal Disorders (MSDs) pack of safety guidance documents and is specific to assisting persons in order that they can participate in services offered.

2. Foreword

In accordance with the Council's Corporate Safety Policy, the Council is committed to pursuing continual improvements in health and safety. This safety guidance document supports this commitment and forms part of the Council's Health and Safety Management System.

3. Implementation

Directorates are responsible for the implementation of this safety guidance document, and communication of its content as appropriate.

This safety guidance document is available on the Safety Services intranet page and, where employees do not have access to the Council's intranet, via their Line Manager/Headteacher.

The Council relies on the co-operation of all employees, for the successful implementation of this safety guidance document.

A review of this safety guidance document will be undertaken two years after its implementation, or where changes in legislation/working practices deem this appropriate.

4. Roles and Responsibilities

Directors and Heads of Service

Directors and Heads of Services are ultimately responsible and accountable to the Chief Executive for ensuring this safety guidance document is issued to their management team.

Managers and Headteachers

Managers and Headteachers are responsible for achieving the objectives of this safety guidance document where relevant to their area of service delivery and are responsible for ensuring that:

- The information contained within this safety guidance document is implemented and complied with;
- Risk assessments are completed taking into consideration the arrangements section of this document;
- Control measures (safe systems of work) are introduced to reduce any potential risks to a reasonable level;
- Relevant information, instruction and training is provided to staff to enable them to undertake their job safely and without risk;
- Provision and maintenance of equipment required for the moving and handling of people.

Managers must ensure that the changes required from any assessment are implemented, and that the assessments are made available to employees carrying out the tasks. They are also required to ensure that adequate and sufficient training, safe systems of work, and resources will be given to employees in the safe handling of persons.

Employees

Employees must ensure they carry out assigned tasks and duties in accordance with information, instruction, training and agreed safe systems of work. Specifically they must ensure:

- This safety guidance document is complied with;
- They participate in the completion and review of risk assessments;
- They cooperate to enable their Manager/Headteacher to formulate and implement effective management systems;
- They undertake training in techniques and equipment available to support the moving and handling of people;
- They report defective equipment;
- They inform management where they have any concerns relating to their health and safety or that of others;
- Notify Manager if they feel there are gaps in their knowledge which affect their ability to complete moving and handling tasks;
- Notify Manager of changes to their own health;
- Their own health and safety and that of others are not put at risk by their actions.

5. Training

Staff training needs must be identified and delivered in accordance with their job specification and their area of service delivery.

All training must be recorded in the individual's training record and refreshed

on a two yearly basis. Annual checks should also take place to assess employee's competency in the area of moving and handling of people. (See Appendix I competency assessment.)

6. Safety Services

The primary function of Safety Services is to support the Council and its employees by providing professional, authoritative, impartial advice on all aspects of health, safety and wellbeing. Where Managers/Headteachers require further assistance, Safety Services will advise on achieving compliance with this safety guidance document.

7. Arrangements

Risk Assessments

The key to complying with both health and safety legislation and the Care Act is the requirement to carry out a thorough risk assessment, prior to services being commenced.

This assessment (see Appendix 2 moving and handling risk assessment and plan) must be carried out by a competent individual who should have the relevant, skills, knowledge, training, and experience in moving and handling of people relevant to their specific service area.

Only competent persons who have the relevant skills, knowledge, training, and experience in moving and handling of people should carry out an assessment of need.

Where moving and handling champions are in place, such as in "Adult Provider Services" they will provide additional support on the development of risk assessments.

Where additional support is required on risk assessments and/or where persons with complex needs are identified, then a

referral must be put forward to the Occupational Therapy Team or other relevant professionals.

Risk assessments should be reviewed annually, or if there is reason to suspect that the assessment is no longer valid, or if there has been a significant change in the work activity, including techniques or equipment.

8. Moving and Handling Assessment

Assessments should incorporate the manual handling core elements of environment, load, individual, task and equipment (ELITE) as recommended by the HSE:

- E - Environment
- L - Load (person to be moved)
- I - Individual (capability of the person(s) carrying out the task)
- T - Task
- E - Equipment

Set out below is an explanation of the factors to be covered in each element.

9. Environment

The following factors must be considered:

- Space availability - too much furniture? Can some be temporarily relocated to other rooms;
- Good housekeeping ensuring that routes are kept clear, free from obstruction and generally safe for workers and service users. Poor levels of cleanliness may have a negative impact on infection control;
- Good quality level flooring to minimise slip and trip hazards;
- Heating - very cold draughty buildings will affect activity as will premises

which are too warm and without air flow;

- Noise - to effectively communicate with the service users minimise distraction such as turning down televisions, etc;
- Lighting - levels may need to be brighter for some activities;
- Pets/family members who may intimidate or antagonise carer's medical conditions.

10. Load (person)

The movement and handling of people may present potentially higher risks to handlers than static loads, as it may not be possible to change the circumstances and the working environment as well as the load being unpredictable.

When handling people, the handler must consider the following, in addition to the basic handling guidelines:

- Weight.
- Body Shape.
- Height.
- Cognitive ability.
- Pain and discomfort.
- Communication skills.
- Individual preferences.
- Fear/anxiety.
- Skin integrity/ medical history.
- History of falls.
- Weight bearing ability.
- Other mobility restrictions.

Some service users may become distressed or agitated when being moved. Others, although willing to assist at the start of manoeuvre, may suddenly find themselves unable to continue.

A natural reaction, when assisting a service user to walk, for example, is to try to prevent them from falling, which may

result in injury to the employee of service user.

A service user's needs and abilities can change for a variety of reasons which could result fluctuating ability. Therefore it is good practice to continually any assessments such as moving and handling plans which must remain a "live working documents". These must then be communicated and made available for all employees caring for the service user.

11. Individual Capability/Capacity (staff)

Musculoskeletal disorders should be taken into account for those who perform manual handling activities. Consideration should be given to:

- Capabilities and conditions that may affect or inhibit, including pregnancy, history of back trouble and known medical conditions.
- Training received - in use of available equipment, manual handling techniques both generic and specific for handling persons.
- Level of competence of individuals.
- Staffing levels on duty.
- Capability of individuals undertaking the task.

Where more than one employee is required to undertake a moving and handling task the same techniques should be used wherever possible in the accordance with the Councils training requirements. This will reduce resistance from service users and therefore reduce the potential risk of injury to both parties.

12. The Task

A good assessment will cover both daytime and night-time care, focusing in on key moves including:

- Transfer between surfaces, ie bed to chair.
- Moving around environments.
- Toileting/washing.
- Outside activities.
- Social activities.
- Travelling on transport including mobility aids.
- Emergency procedures.
- Recommended methods of movement for the relevant tasks such as sitting, going to the toilet, bathing, transfers and movement in bed.
- Details of equipment used.

13. Equipment

Equipment use should be based on findings from the risk assessment and aim to reduce the risk of injury to service user and carer. It is good practice that equipment is specified on a moving and handling plan, however where hoist are required these **must be** documented on the moving and handling plan in order to comply with the HSE's requirements [HSE Getting to grips with hoisting people](#) which can be accessed by following this link.

Manufacturer's instructions should always be available for employees to refer too. If these are not available then employees **must** inform their Line Manager/ champion and must not use any

equipment they are not familiar with or competent in its use.

Where a service user refuses to use the equipment after effective communication and demonstration then employees **must** inform their Line Manager/champion and refer back to the initial assessor for re-assessment and further support.

Equipment must be inspected appropriately before use and maintenance records should be kept in accordance with health and safety legislation. Any defects must be reported immediately and necessary action taken.

14. Infection Control

To reduce the spread of infection, it is essential that good hygiene procedures are established and maintained at all times. When assisting with personal care, gloves and aprons should be used and disposed of prior to assisting another person or leaving the premises.

If setting up a new provision for a service user a full inspection should be completed on the equipment and its cleanliness.

15. Recording and Reviewing the Assessment - (Including the Moving and Handling Plan)

The findings of the assessment and subsequent plan should be recorded in sufficient detail identifying specific equipment for example, make and type of sling, size, loop fittings it should be used on and technique. Identify how many staff are required to assist and what level of assistance is required, supervision level (minimum/moderate), manufacturers guidelines should be readily available to staff. If a specialist piece of equipment is used Managers **must** ensure that employees have received the necessary training.

Any information or changes **must be** communicated with all persons involved in the care to ensure a consistent and safe service delivery.

Any service user specific assessments **must** be reviewed following:

- Changes in physical or mental health.
- Concerns from service user or a relative on their care.
- New location of care.
- Recommendations from medical team and/or occupational therapy.
- Change of equipment.

16. Fallen/Falling Persons

On no account should an individual pick up another person from the floor. If the fallen person is uninjured and capable then an assisted recovery is permissible in accordance with equipment available.

Lifting equipment which is available to staff includes 'Raizer Lifting Chairs and 'Manger Camel inflatable chairs' which can be used for service users with sitting balance and the ability to do a 90 degree standing transfer (sitting to standing). A hoist can be used for those who have previously been assessed, have a personal sling and a suitable mobile hoist is available. Prior to any assisted recovery a first aid check must be completed and if at any stage during the recovery the fallen person shows signs of pain then the emergency services should be contacted. Employees cannot utilise the equipment unless they are trained, competent and physically able to do so. Any person who has multiple falls should be advised to participate in a falls assessment which will assess the individual and environmental factors to develop a reduction plan.

If a person is falling, again consideration must be given for personal safety and on no account should you reach and stretch to prevent a fall, research has identified a considerable number of musculoskeletal

injuries. If at all possible minimise the risk by moving objects or making a soft landing. If you are in physical contact with a service user who is falling then act within training techniques if comfortable to do so.

Moving and Handling Competence/Knowledge Assessment

Guidance Notes

It is the expectation that all staff have an awareness, knowledge and understanding of the policies, procedures and good working practice in relation to the moving and handling of people. The assessment process can be used as the annual supervisory competency check, post event (Incident/Accident) or to identify any gaps in knowledge or practice.

This document has being devised in order to replace the Workplace Moving and Handling Competency Assessment (Previously completed by the Champion/Manager) and the Competency Worksheet (Previously completed by the staff member). Champions/Managers can facilitate group or individual sessions prior to the tool been completed for less experienced staff or alternatively existing staff can complete the tool and the Manager/Champion can identify that the staff member has sufficient knowledge or identify any gaps.

The staff member should complete Section 1 of the form and hand it to their nominated Champion/Manager. The Champion/Manager will then initial the box to the right hand side of the answers once they are satisfied the answer sufficiently covers the sufficient knowledge required. Section 2 is then to be completed by the Manager/Champion and will consist of the staff member demonstrating competence in a range of different activities and techniques appropriate to their specific job role.

**Moving and Handling
Competence/ Knowledge Assessment (Reviewed January 2018)**

Employee: _____ **Moving and Handling Champion/Manager:** _____

Establishment: _____ **Date:** _____

Section I - To be completed by Employee

1. Do you have any issues or concerns with regards to any aspects of moving and handling?
2. CSC operate a no lifting policy, however assisted move techniques may be required. Please confirm that you have read and understood the Moving and Handling Safe System of work policy. Please provide date completed.
3. Where are the risk assessments kept within your workplace and how do you ensure that you are familiar with these and follow them accordingly?
4. In terms of ELITE, what do you need to take into consideration when risk assessing each of the following factors.
Environment: (space....)
Load
Individual
Task
Equipment
5. What is a moving and handling plan and what information should it contain?
6. Why is it important to have a moving and handling plan?

7. You are asked to hoist a new client and you can't find a moving and handling plan, what would you do?

8. What parts of the body (carer) are most prone to getting damaged during moving and handling, how can this be avoided?

9. Name three unsafe moves and explain why they should not be used.

10. In what circumstances would you contact the Occupational Therapist and, how?

11. Who would you inform if you had any issues or concerns with regard to any aspects of moving and handling?

12. When completing a visual check on a wheelchair, what would you be looking for and who would you report any concerns or issues to?

13. When completing a visual check on a sling, what would you be looking for and who would you report any concerns or issues to?

14. Provide a basic knowledge of the different types of slings and their use.

15. What environmental issues do you need to take into consideration when taking a client out into the community in a wheelchair?

16. What options do you have if a service user begins to fall while assisting them to walk?
17. What should you never do and why?
18. What is the process for reporting and recording accidents/incidents in relation to moving and handling?
19. Describe how to use the Manger Camel and the Raizer Lifting Chair and who these are suitable for.
20. Why is it important to get the service user to do as much as possible for themselves?
21. Describe the different types of equipment available to assist people with mobility issues.
22. How can you promote a person's dignity when assisting with moving and handling?
23. What options have you got if a client falls on the floor and is struggling to get up?
24. Have you read and understand the Health and Safety Executive "Getting to grips with Hoisting People" information sheet?
25. How often should lifting equipment be checked and inspected? How may you know if checks have been carried out?

Section 2 - To be completed by Champion / Manager

Delegate to demonstrate a minimum of five moving and handling transfers/assisted techniques during workplace observation. The candidate should be assessed using all the equipment that they are expected to use. (Please note that this part of the form can be changed to reflect the techniques/equipment in the establishment.)	C ✓ Or ×	Date	Staff Initial	Champion/ Manager Signature
Pushing/ pulling wheelchair				
Transfers (sit to stand-forward step, backward step etc)				
Ability testing				
Assisted walking (various ways)				
Slide sheets/roller sheets				
Mobile hoist				
Ceiling track hoist				
Standing hoist				
Emergency lowering hoist				
Move service user up/down bed				
Positioning and securing sling				
Turning service user				
Patient turner				
Steady Eddie				
Bath hoist/ lift / adjustable height bath				
Transfer board				
Handling belt				
Assisting service user from the floor				

Summary / additional information / areas for development. *(Continue on separate sheet if necessary)*

I have undergone the above moving and handling competency assessment and confirm that I believe I have the skills, knowledge and ability to undertake moving and handling tasks within the workplace.

Candidate:
Date:
Signature:

I have observed the above named candidate and can confirm that they demonstrated the relevant skills, knowledge and ability with regards to the competency and knowledge assessment.

Assessor:
Date:
Signature:



APPENDIX 2



Moving Handling Risk Assessment and Plan

Date:		Reassessment due:		Consent to engage in assessment: Yes / No / Best Interest
AIS:		Assessor:		
NHS No:		Signature:		Client / Rep signature: _____
Name:				
DOB:		Job title:		Date: _____
		HCPC Registration no:		
Address:		Demonstrated to:		
Environmental assessment:		Home / School / Residential / Day Centre / Other _____		

Reason for assessment		
Medical history / Social situation	Height:	Weight:
Weight bearing ability Fully / Partially / None / Variable weight bearing	Ability to use each limb (F - Full, P - Partial, N - None):	
	Right RUL – F / P / N RLL – F / P / N	Left LUL – F / P / N LLL – F / P / N
Please list: a. b. c.		

Considered risks: Weight Body Shape Fear Behaviour Cognitive Pain Skin/others History of falls Environment Communication Sensory
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Risks identified Please list: a. b. c.	Date and Risk score (see matrix):	
	Prior	Post

Agreed Recommendations:

Client's name:

Date:

Moving and Handling Plan

KEY: Level of assistance should be described as: Supervision, minimum or moderate assistance of one person/two people (*if deemed maximum consider alternatives*)

Movement in Bed			Sling Size and Type		
No of Staff			Hoist Type		
Equipment			Strap positions		
			Shoulders		
Level of Assistance			Hips		
		Legs			

On / Off the Bed			Sling Type		
No of Staff			Hoist Type		
Equipment			Strap positions		
			Shoulders		
Level of Assistance			Hips		
		Legs			

Mobility			On / Off the chair		
No of Staff					
Equipment					
Level of Assistance					

Toileting			Bathing / Personal Care		
No of Staff					
Equipment					
Level of Assistance					

Clients name:

Date:

Sit to Stand			Raise from Floor		
No of Staff					
Equipment					
Level of Assistance					

Dressing		
No of Staff		
Equipment		
Level of Assistance		

Risk Matrix

Potential outcome	1 Negligible	2 Minor	3 Moderate	4 Major	5 Catastrophic
Likelihood	1 Inconceivable	2 Unlikely	3 Possible	4 Likely	5 Certain

Outcome (non-provision) / Likelihood	Negligible	Minor	Moderate	Major	Catastrophic
Inconceivable Could only happen in exceptional circumstances	1 LOW	2 LOW	3 LOW	4 MEDIUM	5 HIGH
Unlikely Conceivable it could happen	2 LOW	4 LOW	6 MEDIUM	8 HIGH	10 EXTREME
Possible Might happen at some time	3 LOW	6 MEDIUM	9 HIGH	12 EXTREME	15 EXTREME
Likely Will probably happen in most circumstances	4 MEDIUM	8 HIGH	12 EXTREME	16 EXTREME	20 EXTREME
Almost Certain Is expected to happen in most circumstances	5 HIGH	10 HIGH	15 EXTREME	20 EXTREME	25 EXTREME
RISK RATING = OUTCOME x LIKELIHOOD 1 - 4 = LOW 4 - 6 = MEDIUM 5 - 12 = HIGH 10 - 25 = EXTREME					

Clients name:

Date: