

Newcross Healthcare Solutions Limited

Moving and Handling Policy for Homecare and Complex Care

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Policy Statement:

Newcross Healthcare Solutions Ltd recognises that a duty of care exists to service users and members of staff.

Each person who needs assistance with moving and handling will be individually assessed by a competent member of staff taking into account their individual needs, capabilities and circumstances. A balanced approach will be followed which considers the person's human rights as well as the need to protect staff from injury. A problem-solving approach will be adopted which considers the use of a variety of handling methods and equipment to reduce the risk of injury. The independence of the person will be encouraged at all times. Where a decision is made in respect of someone who lacks capacity, it will be taken in their best interests. (Mental Capacity Acts for England 2007, and Scotland 2005)

Moving and handling equipment may not always be required and moving and handling techniques may be used based on an individual risk assessment provided that they follow safe handling principles as set out in the Manual Handling Operations Regulations 1992, as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002 and Manual handling. Manual Handling Operations Regulations 1992 Guidance on Regulations.

Our aims are:

- As far as is reasonably practicable to ensure the health and safety of service users, employees and others in relation to moving and handling;
- To ensure employees are suitably trained and competent in Moving and Handling practices
- To work with our clients to ensure that systems of work and the working environment are as safe as possible, in conjunction with the policies and procedures of local CCGs, trusts and councils we provide services to throughout the country.
- To remove or reduce the risk of moving and handling injuries through risk assessment and the promotion of safe practice.
- Hoists, sliding aids and other specialised equipment should always be used where they are supplied.

Scope of the Policy:

This Policy applies to ALL Employees who work in Complex Care.

Training:

Employees are required to undertake practical moving and handling training prior to commencing employment. Training may be undertaken through “in house” training with Newcross, or may be undertaken elsewhere but the course date must be within the last 12 months of starting work.

In house training is provided by Newcross clinical trainers who have complete ‘train the trainer’ training through an accredited external training provider.

Employees, who have no previous care experience or have not undergone Moving and Handling training within this timescale, will be required to undergo a full practical course and period of “shadowing” before commencing unsupervised work.

On-going Training:

All Newcross employees are required to attend Moving and Handling Training updates every 12 months. Employees who have not completed a suitable course will automatically become inactive at 13 months after the previous training is completed. Employees may undergo internal training by DVD update alternate years, but **MUST** complete a practical course prior to joining and then every 24 months. After DVD training, staff must complete a competency question and answers test. The local branch will identify staff due for training one month before the course is due and contact members to book onto a course. We do not charge our staff for their induction or DVD update.

The Moving and Handling training programme consists of both theory and practical elements including:

- Legislation
- Manual Handling definition
- Causes of injury (spinal awareness)
- Ergonomics and principals of safe Manual Handling
- Hazard Reporting
- Manual Handling Risk Assessment
- Client Load handling criteria
- Choice of equipment
- Communicating with patients and co-workers
- Practical safe handling techniques

Current M&H course Learning outcomes

- Understand the basic legislation of the manual handling operations regulations 1992, and the employer and employee duties of these.
- To learn how to use (E)LITE as a tool for a risk assessment.

- To understand the basic functions of the Spine
- To learn effective moving principles
- To understand hazards associated with manual handling, common back injuries and appropriate back care.
- Discuss controversial techniques and the outcomes of poor practice
- To learn and demonstrate safer people handling techniques.
- To identify the different type of manual handling equipment and its correct usage.

The Moving and Handling training will educate and train staff on safe handling of service users. When undertaking Moving and Handling procedures within complex care, employees must follow the guidance within the individual's risk assessment and care plan.

Health and Safety:

Risk Assessments

As part of the risk assessment the risks and benefits to the person will be balanced against the need for staff safety. The rehabilitation and developmental needs of the person will also be considered as part of this process. The person and, where appropriate, those acting on their behalf, will be actively involved in the moving and handling assessment and decision-making process

A balanced approach to managing the risks from patient handling should consider:

- care workers are not required to perform tasks that put them and their clients at risk unreasonably
- client's personal wishes on mobility are respected wherever possible
- client's independence and autonomy is supported as fully as possible

When performing risk assessments of moving and handling tasks or situations (which may be in someone's home), specialist support and advice can be obtained if this is required from the organisation's Moving and Handling Trainers or complex care lead nurses.

Where the service user has manual handling equipment in place in the home they will previously have had a moving and handling assessment undertaken by an appropriate healthcare professional. When accepting a new referral, the assessing person must take into account the manufacturers guidelines, advice and instruction from appropriate healthcare professionals and the individual needs of the service user, when deciding the appropriate number of staff required for the task. (see references for further sources of guidance on moving and handling).

Newcross complex care lead nurses will conduct a risk assessment prior to the commencement of the service user's package commencing, making a clear, written record of the assessment and communicate its findings to all staff involved in the service users package.

Newcross complex care lead nurses will be responsible for reviewing risk assessments at appropriate intervals, and making arrangements for the risk assessment to be repeated if

they are no longer valid due to changes in health, environment or the work situation. If they have any concerns with regards to the service user's mobility they should request a mobility assessment through the GP.

All equipment must be checked and serviced 6 monthly. If Newcross employees identify equipment that may be faulty or unsafe, the equipment must not be used and the issue reported to the Business Centre Manager (BCM) and complex care lead nurse to ensure actions are taken to have the equipment repaired, serviced or replaced (note the responsibility to service equipment will lie with the organisation providing the equipment e.g. community services).

All accidents or incidents must be reported immediately to branch/BCM or central support line if outside of office hours, and where applicable the service users case manager/Local authority.

All accidents and incidents must be logged on the Newcross incidents and complaints (ICE) system and the incident must be investigated.

Where appropriate - a notification should also be raised to the regulator (CQC/Care Inspectorate/CSSIW).

If any injury results in an employee's inability to work for more than 7 days, the incident must be reported to RIDDOR and to our insurers via the Clinical Governance team

If any Newcross employee has any concerns or queries relating to moving and handling they should contact their local BCM who will put them in touch with a Moving and Handling trainer or complex care lead nurse.

Maximum weight limits

The Manual Handling Operations Regulations 1992 set no specific requirements such as weight limits. An ergonomic approach based on a range of relevant factors should determine the risks, however, Hunt (2017) recommends maximum limits of 16kg for women and 25kg for men.

Efficient movement principles of manual handling

There are some basic efficient moving principles that everyone should consider prior to carrying out a manual handling operation:

- Prepare the mind. Know what the task involves, when, where, who, why, what? (using the ELITE assessment tool)
- Dynamic stable base. With our feet set a reasonable distance apart we gain a stable base. When the feet are also positioned in the direction of movement, we are ready to 'move on' thus; Dynamic
- Soft knees and hips. Bending our knees prepares our body for movement and allows our centre of gravity to remain within our base.
- Spine in line. S shaped spine means Safe, Strong, Secure & Stable. Weight is evenly distributed through the discs.
- Breathing. We need oxygen to survive, our muscles need oxygen too. A good breath prior to the move creates a girdle effect on the abdominal muscles therefore supporting the spine.

- Load close & not too high. Keeping the load or the patient close to you brings their centre of gravity closer to yours reducing the amount of pressure applied to the discs. Keeping the load low stops you from using your arms and shoulders to 'lift'.
- Head leading. Lifting the head brings the spine into its natural 'S' shape and helps to open up the airways allowing natural breathing. With the head facing the direction of movement, we can of course see where we are going; our body will naturally follow our head
- Avoid twisting the body as much as possible by turning your feet to position yourself with the load.

Employee Responsibilities:

Employees have a legal duty to take reasonable care of their own health and safety and that of others who may be affected by what they do or do not do. Staff must therefore: :

1. Adhere to this Policy and any associated risk assessments.
2. Co-operate in the regular review of the risk assessments and control measures to ensure that they are valid and are being effectively implemented and/or updated as required.
3. Take reasonable care of their own safety, health and welfare and that of others when conducting manual handling and people handling activities.
4. Attend mandatory manual handling/moving and handling training sessions.
5. Implement the principles of good manual handling and other techniques as taught at training.
6. Make themselves aware of the safe working loads of equipment /furniture within their area.
7. Inform their line manager of any reason (e.g. musculo-skeletal injury, illness or pregnancy), which might affect their ability to perform manual handling and people handling tasks or increase the risk presented.
8. Work within their capabilities and limitations and not carry out any activity or use any equipment for which they have not received training.
9. Report any defects in equipment/machinery or the place of work and any unsafe systems of work to their line manager.
10. Report accidents, incidents and any difficulties arising (e.g. significant pain) with regard to manual handling and people handling tasks in line with local procedures.
11. Ensure their clothing and footwear is appropriate for their work

Correct manual handling principles

As an employee, you must make full use of any safe system of manual handling your employer puts in place.

Every consideration must be given to the hierarchy of measures to reduce the risks of manual handling:

- avoid hazardous manual handling operations so far as is reasonably practicable;

- assess any hazardous manual handling operations that cannot be avoided;
- reduce the risk of injury so far as is reasonably practicable.

You must also review your assessments if they become out of date or if the tasks they refer to change.

All Employees have general health and safety duties to:

- follow appropriate systems of work laid down for their safety
- make proper use of equipment provided for their safety
- co-operate with their employer on health and safety matters
- take care to ensure that their activities do not put others at risk

Risk assessment:

A thorough Manual handling risk assessment following the MHOR recommendations **LITE** - (load (patient), Individual, task and environment) must be made prior to every activity.

L – Load. This means considering the object or person that is being moved, and looking at how this may affect health and safety. For example, is the load particularly heavy, bulky, hard to grasp or unstable?

Is the person confused or uncooperative, in pain, has vulnerable pressure areas/poor skin condition, Is unable to assist, Has sensory loss (deafness, blindness).

Has cognitive impairment*

I – Individual. This means considering the person who will be carrying out the manual handling activity, i.e. you or another colleague. For example, how strong, fit or able is the person? Are they capable of manual handling alone? Do they need assistance?

T – Task. This means considering the manual handling activity itself, i.e. the lifting, lowering, carrying, pushing or pulling, and looking at how it may affect your health and safety. For example, does the task involve repetitive movements, strenuous movements, long distances, or uneven weight distribution?

E – Environment. This means considering the area in which the load is being moved, and looking at how this could make the manual handling task unsafe. For example, are there any space constraints? Is the floor slippery or uneven? Is there sufficient lighting? Are there any trip hazards?

In addition

E - Equipment (ELITE)

All employees are required to make a visual check prior to use of any equipment to ensure:

- It is clean and intact
- There is no sign of damage or wear and tear

- That any slings/hoists clearly indicate the maximum load bearing for safe use, and are appropriate for the hoist being used.

** These are examples only and in no way attempt to cover all risk encountered during therapy treatments, a full assessment of the individual needs are to be considered.*

All moving and handling equipment is checked and maintained every 6 months, or more frequently according to the manufacturer's recommendations and any legislation/regulations such as LOLER.

Healthcare professionals and care staff are trained to monitor equipment and must notify their BCM ahead of the scheduled service date. Where faulty or unsafe equipment is identified- care staff are trained to suspend the use and report the fault to their line manager/BCM.

Monitoring and Review:

To review moving and handling techniques- complex care lead nurses and field team leaders complete practical supervisions and 1-2-1 reviews with employees alternately every 3 months.

In addition, BCM's and Lead Nurses complete scheduled and unannounced spot checks and the Head of Clinical Governance and Quality and Audit Manager may carry out audits of training

To ensure care is being delivered in line with the care plan and risk assessments, care notes are regularly reviewed by complex care lead nurses and field team leaders. They will advise on any changes in the quality of care to guarantee we fulfil service user requirements and positive outcomes.

Other Health & Safety regulations that have relevance to Manual Handling include:

- The Workplace (health, safety & welfare) Regulations 1992
- The Health and Safety (miscellaneous Amendment) Regulations 2002
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Lifting Operations And Lifting Equipment Regulations 1998 (LOLER)

PUWER states that employer must provide suitable equipment that is maintained in an efficient working order and good repair and provide information, training and instruction in its use.

In addition to the above, **LOLER** requires employers to have lifting equipment Serviced and inspected at regular (6 month minimum) intervals

EMERGENCY SITUATIONS

- All manual lifting of a person where employees take the full body weight or most of the person's weight must be eliminated in all but life threatening and emergency situations. Whenever possible, equipment should be used.
- Some situations are foreseeable e.g. person with a history of falls or collapse. All foreseeable emergency situations must have risk assessments in place and suitable and sufficient control measures agreed to reduce injury risks.
- The manual lifting of a person is high risk and considered as a last resort. In life threatening or emergency situation, when there is no other option available, a total of 7-8 people will be required to assist depending on the situation.
- If an unforeseen emergency situation occurs in an area without suitable equipment and/or insufficient employee numbers, a risk assessment must be completed after the event and suitable control measures established for the future

References:

Manual Handling Operations

Regulations 1992, as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002 accessed at

http://www.hse.gov.uk/foi/internalops/ocs/300-399/313_5.htm

Manual handling. Manual Handling Operations Regulations 1992. Guidance on Regulations L23 accessed at <http://www.hse.gov.uk/pubns/priced/l23.pdf>

Hunt S 2017 A Guide to Manual Handling and Lifting Techniques accessed at

<http://www.workplacesafetyadvice.co.uk/guide-manual-handling-lifting-techniques.html>

Further information can also be found at:

Moving and handling Advice guides Royal College of Nursing accessed at

<file:///C:/Users/Juliette%20Millard/Downloads/Moving%20and%20handling.pdf>

HSE Getting to grips with hoisting people accessed at

<http://www.hse.gov.uk/pubns/hsis3.pdf>

ACAS correct manual handling principles

http://www.acas.edu.au/cypertots_toolbox/toolbox12_11/shared/resources/html/res_correctmanhand.htm

The following legislation may be relevant for assessing moving and handling risks:

- Health and Safety at Work etc Act 1974 (HSWA)
- 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)
- MHRA Safe use of bed rails December 2013
- MHRA patient safety alert Stage One: Warning Risk of death and serious harm by falling from hoists 28 October 2015