

Manual Handling Policy

Policy information

Policy number:

273

Classification:

Corporate

Supersedes:

V3

Version number:

V4

Date of Equality Impact Assessment:

10/08/2023

Approval information

Approved by:

Health and Safety Committee

Date of approval:

11/09/2023

Date made active:

20/09/2023

Review date:

11/09/2026

Summary of document:

This policy provides a framework for the provision of manual handling systems and processes for Hywel Dda University Health Board (HDdUHB).

Scope:

The scope of this policy is to cover all employees or other persons who may have occasion to visit HDdUHB premises or who may be affected by the actions of HDdUHB employees whilst carrying out their duties. Where employees work in environments not directly controlled by HDdUHB (e.g. staff providing services in the community), or in a varied number of locations (e.g. Estates staff), there is an added emphasis on these persons to take special care of their own health and safety, and for that of others.

To be read in conjunction with:

[010 – Health and Safety Policy](#) – opens in a new tab

[100 – Organisational Induction Policy](#) – opens in a new tab

[113 – Learning and Development Policy](#) – opens in a new tab
[139 – Uniform and Dress Code Policy for All Health Board Staff](#) – opens in a new tab
[195 – Clinical Record Keeping Policy](#) – opens in a new tab
[201 – All Wales Disciplinary Policy and Procedure](#) – opens in a new tab
[608 – Risk Management Framework](#) – opens in a new tab
[674 – Risk Assessment Procedure](#) – opens in a new tab
[767 – New and Expectant Mothers / Birthing Parents Procedure](#) – opens in a new tab
[982 – Incident, Near Miss and Hazard Reporting Procedure](#) – opens in a new tab
All Infection Control Policies

Patient information:

Include links to [Patient Information Library](#)

Owning group:

Health & Safety Advisory Group / Health and Safety Committee
09/08/2023

Executive Director job title:

Director of Nursing, Quality and Patient Experience

Reviews and updates:

V1. New Policy – 2015

V2. Amendments and full review – 14/09/2017

V3. Amendments – 02/11/2020

V4. Amendments and full review – 11/09/2023

Keywords

Manual Handling, Moving and Handling

Glossary of terms

SSoW – Safe System of Work

MHOR – The Manual Handling Operation Regulations 1992

HSE – Health and Safety Executive

PPE – Personal Protective Equipment

Contents

Policy information.....	1
Approval information	1
Introduction	4
Policy Statement	4
Scope.....	4
Aim.....	4
Objectives	5
Legislation.....	6
Definitions	6
Responsibilities	7
Manual Handling Risk Assessments.....	12
Incidents.....	13
Equipment.....	14
Training.....	14
Monitoring and Review	16
Key Performance Indicators.....	16
Occupational Health.....	16
Disciplinary Procedure	17
References.....	17
Appendix 1: Do I Need Specialist Manual Handling Advice?	18
Appendix 2: Manual Handling Investigation Report Form	19
Appendix 3: Flowchart for staff who experience a MH injury or musculoskeletal disorder at work....	23
Appendix 4: Manual Handling Assessment Form	24

Introduction

Manual handling injuries are part of a wider group of musculoskeletal problems. 2020/2021 statistics identified that 477,000 workers were suffering from a work-related musculoskeletal disorder which was 27% of all work-related ill health (longstanding and new). There were an estimated 7.3million lost working days with an average of 15.2 days lost for each case. Human health/social work being the third highest occupation group. Health and Safety Executive, 2022.

The Health and Safety at Work etc. Act 1974 (Section 2) and Management of Health and Safety at Work Regulations 1999 (Regulations 10 and 13) require employers to provide employees with health and safety information and training, with updates as required. This should be supplemented as necessary with more specific information and training and updating on manual handling injury risks and prevention, as part of the steps to reduce risk required by the Manual Handling Operations Regulations (MHOR) 1992 (as amended).

This policy relates specifically to above legislation (and its relation to staff, patients and visitors) and will also comply with the standards as set by the All-Wales NHS Manual Handling Training Passport and Information Scheme (2003) (revised 2020).

Policy Statement

The implementation of this policy will ensure a suitable framework exists within the organisation to manage risks associated with manual handling whilst ensuring legal compliance with all relevant legislation. This, in turn, will protect and promote the health and wellbeing of all employees and service users, whilst providing optimal care for our patients.

Scope

The scope of this policy is to cover all employees or other persons who may have occasion to visit HDdUHB premises or who may be affected by the actions of HDdUHB's employees whilst carrying out their duties. Where employees work in environments not directly controlled by HDdUHB (e.g., staff providing services in the community), or in a varied number of locations (e.g. Estates staff), there is an added emphasis on these persons to take special care of their own health and safety, and for that of others.

Aim

This policy aims to:

- Assist HDdUHB to comply with all relevant legislation.
- Comply with all aspects of the All-Wales NHS Manual Handling Training Passport and Information Scheme.
- Protect and promote the health and wellbeing of all employees and patients.

- Protect other persons who may have occasion to visit HDdUHB premises or who may be affected by the actions of HDdUHB employees whilst carrying out their duties.

Objectives

The objectives of this document are:

- To ensure a suitable framework exists within the organisation to manage risks associated with manual handling activities.
- To ensure that suitable arrangements are in place for systematic audit for manual handling activities.
- To ensure that HDdUHB provides competent persons to advise, assess risk and deliver training as appropriate and to lead the development of the service both locally and nationally.
- To ensure the Manual Handling Clinical Nurse Specialists (MH CNS), Trainers and Workplace Assessors maintain up-to-date knowledge of best practice and equipment by regular training, development, and suitable networking.
- To implement all aspects of the All-Wales NHS Manual Handling Training Passport and Information Scheme.
- To ensure that those with managerial responsibility have appropriate knowledge and skills to be able to identify, assess, reduce, and control risks arising from manual handling activities within HDdUHB.
- To ensure that every effort is made to make those premises which are not within the normal precincts of HDdUHB, in which employees must work, safe and free from risks.
- To ensure suitable systems are in place for managers to monitor and review manual handling arrangements.
- To ensure that all staff have the relevant skills and knowledge of safe manual handling working practices by accessing and attending appropriate training prior to commencing workplace activities.
- To ensure that systems are in place for all staff to attend classroom update training/workplace assessment as appropriate.
- To ensure those providing workplace assessments have access to appropriate training and development to undertake the role in a competent manner.
- To ensure that sufficient and appropriate equipment is provided by HDdUHB, maintained, and used for its intended purpose.
- To ensure the safety of patients and staff is not compromised which may include the limiting/withdrawing of handling activities.
- To ensure that all records of training attendance are kept centrally on the Electronic Staff Record System.

- To ensure systems are in place to access specialist advice from the Manual Handling Team (Please see Appendix 1).
- To ensure that there is a system in place to investigate manual handling accidents, incidents and near misses and that appropriate action is taken to prevent reoccurrence (Please see Appendix 2).
- To ensure that there is a system in place for staff to access advice and support from the occupational health services, in conjunction with the Manual Handling Co-ordinator, in the event of musculoskeletal disorders and or absence from work (Please see Appendix 3).

Legislation

Principal legislation and publications referred to:

- Health & Safety at Work etc. Act 1974
- The Management of Health & Safety at Work Regulations 1999
- The Manual Handling Operations Regulations 1992 (as amended)
- The Provision and Use of Work Equipment Regulations 1998
- The Lifting Operations Lifting Equipment Regulation 1998
- The Guide to the Handling of People, 2011, 6th edn
- The Workplace (Health, Safety & Welfare) Regulations 1992
- All Wales NHS Manual Handling Training Passport and Information Scheme 2003 (revised 2020)
- The Health and Safety (Display Screen Equipment) Regulations (2002)

Specifically

The Health & Safety at Work etc. Act 1974 places a general duty on the employer 'to ensure so far as is reasonably practicable, the Health and Welfare at work of all employees'. Section 2 (1).

These duties include providing:

- Information; Instruction; Training and Supervision to ensure the health and safety of all employees.
- There are further duties placed on the employees which require them to take 'reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions'.

Definitions

The Manual Handling Operation Regulations 1992 (as amended) (MHOR) refers to the moving of loads whether the load is animate or inanimate and apply to the '**Transporting, supporting, lifting, pushing, pulling and carrying of loads**' and places a statutory duty on HDdUHB to control risks

associated with the handling of loads, and where the risks are deemed significant to reduce or eliminate those risks to employees.

The MHOR regulations place a requirement on the employer to:

- Avoid – the need for hazardous manual handling, so far as is reasonably practicable.
- Assess – the risk to staff and clients/loads, where manual handling operation cannot be avoided.
- Reduce – take appropriate steps to reduce the risk of injury to the lowest level reasonably practicable. Develop and implement safe systems of work.
- Inform – All relevant staff of outcome of risk assessment and recommended controls.
- Review – to take place on an annual basis, or if there has been significant changes or it is no longer valid.

Minimal Manual Handling

HDdUHB recognises that the handling of patients and inanimate loads presents a risk of injury to staff, service users and other people, and that MHOR places a statutory duty on HDdUHB to control risks associated with the handling of loads, and where the risks are deemed significant to reduce or eliminate those risks to employees.

In complying with MHOR, HDdUHB considers the total elimination of patient handling to be impracticable. A balance will be sought between the needs and ability of the patients and the safety of staff. Patients must, wherever practicable, be encouraged to assist in handling activities. HDdUHB is committed to developing a minimal manual handling/lifting approach.

In all respects HDdUHB will address MHOR, and its effects, in a reasonable manner having regard to all the circumstances. Risk assessment and planning can eliminate or reduce identified manual handling hazards. However, where assessments indicate there is absolutely no alternative but to lift animate or inanimate loads manually, a more detailed assessment of risk and methods must be undertaken and recorded.

Animate loads – the manual lifting of a patient is eliminated in all but exceptional or life-threatening situations. Patients are encouraged to assist in their own transfers and handling aids should be used whenever they can, in order to help to reduce risks and maintain/increase functional mobility.

Responsibilities

Chief Executive

The Chief Executive has overall responsibility to ensure that HDdUHB complies with health and safety legislation and guidelines and for the organisational arrangements necessary to achieve these aims and will keep HDdUHB informed of developments.

The Chief Executive will delegate strategic manual handling management to an appropriate Executive within HDdUHB. The Chief Executive also delegates to Director of Workforce and OD the responsibility for the effective management of manual handling within their Directorates.

Director of Nursing, Quality and Patient Experience

The Director of Nursing, Quality and Patient Experience is the Executive Lead with responsibility for manual handling. The main responsibilities of this post are to determine overall policy including the organisational development needs of HDdUHB. Included in this role is monitoring and review of the manual handling status of HDdUHB and the taking of appropriate action where deficiencies are identified.

This post shall not have specific responsibility for the management of manual handling within each Service but will be responsible to the Chief Executive for:

1. Determining overall HDdUHB manual handling strategy and performance including the organisation arrangements, policies, instructions and compliance with legislation, guidelines, and strategies.
2. The provision of advice as necessary to General Managers or Service Heads and Senior Managers on aspects of manual handling.

All the above responsibilities will be undertaken by an appropriate Senior Manager, on behalf of the Director of Nursing, Quality and Patient Experience.

Assistant/Associate Directors, County Directors, General/Senior Managers, Clinical Leads, Heads of Service/Divisions are responsible for all aspects of health and safety of staff, patients, and others in areas where they provide a service or under their control. This includes compliance with legislation and the following:

- The implementation of HDdUHB policy to ensure the effective management of manual handling.
- The identification, assessment, and control of manual handling risk, in line with HDdUHB's Risk Management Guidelines.
- Ensuring that equipment, premises, and systems of work are safe.
- The provision of training and information to staff and others, as appropriate.
- The investigation of accidents and incidents, taking appropriate corrective action to prevent a recurrence and reporting details promptly.
- Monitoring and review of manual handling performance.

All Managers have the following responsibilities:

- To attend appropriate training sessions to enable them to be aware of their responsibilities in relation of manual handling to include the risk assessment process.
- To ensure that Manual Handling Risk Assessments are carried out and safe systems of work are devised and implemented.
- To request assistance from the Manual Handling team where significant moving and handling risks are identified or where a patient has complex needs beyond the normal presentation of ward patients, via the Manual Handling Referral Form. For more information on deciding if specialist advice is required, please see Appendix 1.
- That incidents are correctly recorded and investigated, and remedial actions are taken.
- That Workplace Assessors are supported by ensuring that sufficient time and resources are given to allow them to undertake the full range of their duties.
- That Staff are supported by being released to attend all appropriate manual handling training provided by HDdUHB.
- That monitoring and auditing of manual handling activities within their area are undertaken, and any findings are acted upon.
- That all mechanical and handling equipment is regularly maintained in accordance with legislation, and that records are maintained.
- That patients and relatives receive information about HDdUHB's Manual Handling Policy and are made aware that patients and staff will not be placed at risk whilst handling patients.

Manual Handling Manager

Role:

To support Assistant/Associate Directors, County Directors, General/Senior Managers, Clinical Leads, Heads of Service/Divisions and Managers in ensuring that robust arrangements are in place to ensure that risks within their area of responsibility are effectively managed and minimised to a level acceptable to both the service and HDdUHB.

Responsibility:

- To provide evidence-based, competent advice to HDdUHB, enabling HDdUHB to comply with current legislation and relevant standards.
- Maintain an up-to-date knowledge of legislation and current best practice and lead the development of the service both locally and nationally.
- To ensure there are systems in place to enable the Manual Handling team to access advice and support from senior management/clinicians representing all areas of the organisation.
- Undertake regular review of the Manual Handling Policy and develop supporting guidance as necessary.
- To ensure HDdUHB's Manual Handling Policy is implemented through monitoring and audit via the health & safety audit tool, the outcome of which is reported to the appropriate channels.

- Reports will be provided on a regular basis to the appropriate committees.
- To ensure managers have access to advice and support when managing and monitoring the risks associated with manual handling.
- Provide managers and staff with appropriate advice and support when investigating manual handling incidents/accidents/near misses.
- Provide advice and support in complex handling situations.
- Provide advice on equipment/furniture provision and purchase.
- Provide advice on new builds and refurbishments.
- To ensure the development and implementation of appropriate training programmes in line with current best practice and commensurate with the employee role is in place.
- To ensure those providing training/update training have access to appropriate training and development to undertake the role in a competent and confident manner.
- To provide support to the Manual Handling team by ensuring regular team meetings are in place to enable discussion and review of current practice.
- Ensure that the delivery and content of all training is of sufficient standard to ensure compliance with the All-Wales NHS Manual Handling Training Passport and Information Scheme.
- Ensure there is an appropriate system in place to record all manual handling training activity on the Electronic Staff Record System.
- To raise awareness of the services available to staff from the Occupational Health department, staff psychological health and wellbeing service etc.
- To actively promote an organisational climate that encourages the reporting of adverse incidents whilst ensuring that lessons are learnt from events as they occur.

Manual Handling Clinical Nurse Specialist (MH CNS) and Manual Handling Trainers

Role:

To facilitate manual handling provisions through direct delivery, to meet the learning needs amongst the various professions within HDdUHB.

Responsibilities:

- Maintain up to date knowledge of manual handling issues and disseminate through training programmes.
- Assist the Manual handling Manager in the implementation of HDdUHB's Manual Handling Policy.
- Implement, review and deliver training programmes in order to comply with the All-Wales NHS Manual Handling Training Passport and Information Scheme for patient handlers and non-patient handlers as specified.

- Develop and support the workplace assessor network and provide update training on an annual basis and advise as necessary.
- Work with the Manual Handling Manager in the appropriate selection and provision of equipment, furniture, and aids.
- Assist managers in the investigation of manual handling incidents where appropriate.
- Assist with manual handling risk assessments as appropriate.
- Provide clinical advice on complex patients following a patient referral form (MH CNS only) (Please see Appendix 1).
- Undertake manual handling audits on an annual basis of all patient areas and high-risk non-patient areas (for example, Portering).

Manual Handling Workplace Assessors

- Liaise with Manual Handling Team to assist in the implementation of the organisation's Manual Handling Policy and the All-Wales NHS Manual Handling Training Passport and Information Scheme.
- Attend appropriate training sessions to develop the skills and knowledge required to undertake role.
- Attend appropriate update sessions and meetings to maintain an up-to-date knowledge of manual handling issues.
- To undertake workplace competency assessments on an allocated group of staff.
- Time commitment will be dependent on area of work, and numbers of staff requiring assessment.
- Act as a resource for staff to pass on concerns raised in relation to manual handling issues.
- To assist managers in undertaking the manual handling risk assessments, including the monitoring and review processes as required.
- Ensure records of workplace assessments undertaken are forwarded to the Manual Handling Department as soon as is practicable.
- Ensure accurate record keeping is in place regarding training, workplace assessments, and equipment inventory etc, providing copies to the individual managers and to the Manual Handling Department.
- Continue to raise the profile of manual handling in their own areas of work and liaise/co-operate with other Manual Handling Workplace Assessors to provide and receive support.

Employees (Contracted and Honorary) will:

- Take reasonable care for their own health and safety and for that of others who may be affected by their acts or omissions.
- Attend manual handling training sessions organised by HDdUHB commensurate with their role.

- Participate in the risk assessment process.
- Report to managers, and document any incidents, hazards, near misses related to manual handling using HDdUHB's incident reporting procedure. Including non-compliance of other staff with the requirements of this policy.
- Use appropriate manual handling or lifting equipment provided to minimise the risk of injury in accordance with instruction or training received and which is documented in the manual handling risk assessment.
- Inform their manager / supervisor if they become aware of any medical condition and pregnancy which may place them at increased risk when performing any manual handling task. This information, when possible, is to be treated as confidential.
- Report to their manager and/or take appropriate action regarding defects in equipment or where a patient's presentation required specialist manual handling advice.
- Adhere to any policy that affects the provision of safe manual handling operations.

Voluntary Workers Etc (Non-HDdUHB Employees)

HDdUHB will ensure that appropriate training is provided, and that they adhere to any policy that affects the provision of safe manual handling operations.

Individuals such as Suppliers, Service Engineers etc, who work on HDdUHB premises, will:

- Take reasonable care to ensure their safety and that of others in relation to manual handling.
- Report to HDdUHB managers any incidents relating to manual handling.

Manual Handling Risk Assessments

It is a manager's responsibility to ensure that manual handling risk assessments are undertaken within their area of responsibility and that safe systems of work are devised, implemented, and communicated to all relevant staff. Managers who supervise staff, or a delegated competent person, must undertake manual handling risk assessments.

Training, guidance, and support in undertaking manual handling risk assessments is available from the Manual Handling Co-ordinators and trainers. All those undertaking such assessments must have the necessary knowledge and skills to do so. Advice may also be sought from the Health, Safety and Security Department.

In order to implement a suitable and sufficient process the following tools will be used:

Generic Manual Handling Risk Assessment Form (Please see Appendix 4).

Generic risk assessment should be undertaken and reviewed annually or when changes in work activities occur. Review should also take place whenever there is a reason to suppose that the

assessment is no longer valid e.g. because the working conditions, the personnel carrying out the operation, the manual handling operation itself has changed, or following a near-miss incident or personal injury.

Upon completion, records of the risk assessment should be retained locally at department level. Any workplace redesign, equipment and training needs identified will be incorporated into an action plan, which will be implemented so far as is reasonably practicable. It is the responsibility of the manager to ensure that action is taken, and that action should ensure the risk is reduced to its lowest practicable level. Unresolved risks need to be reported via the directorates' risk management system, to be included into HDdUHB risk register. A copy of the action plan should be forwarded to the Manual Handling Manager.

Tasks requiring a safe system of work should have a documented procedure. This should be kept in an accessible place and reviewed annually along with the risk assessments.

Managers should carry out a systematic review of the risk assessments on an annual basis or sooner as appropriate (e.g., following incident or accident).

Individual Patient Manual Handling Risk Assessment Form

Completion of the patient handling assessment, either on paper records or on the Welsh Nursing Care Record (WNCR), will be the responsibility of the registered practitioner, directly involved in that patient's care, excluding medical staff. The handling plan will ideally be kept at the end of the patient's bed and should be easily accessible to those needing to assist the patient. This information needs to accompany the patient to other departments e.g., Radiography, Theatre.

The re-assessment of individual patients should occur daily/weekly, or as appropriate, or if there is a change in their condition, or if there is a change of clinical area.

Incidents

Following a near miss, incident, or accident, the Datix Form should be completed within 24 hours and forwarded to the Line Manager who is responsible for investigating the incident and taking the appropriate action. The Manual Handling Manager may need to advise further action.

Manual handling incident and accident statistics will be collated and presented as part of the annual Manual Handling Report.

Any identified issues will be fed into the appropriate advisory group for further analysis.

Equipment

Appropriate handling equipment, for both patients and inanimate loads should be provided where a risk has been identified. It is essential that the Managers are aware of the availability, suitability, and maintenance of equipment within their own Directorate/Department. To ensure this is carried out, the following steps must be taken:

- Each Associate Medical Director/General Manager has the responsibility to provide equipment required following a risk assessment so far as is reasonably practicable.
- If a need for further manual handling equipment is identified by staff or managers, the Manual Handling Manager/Trainer should be consulted for advice on selection and suitability.
- Prior to purchase/hire/trial, all manual handling equipment should be evaluated by the appropriate group to ensure its fitness for purpose.
- Departments wishing to purchase/hire/trial equipment should contact the Procurement Department. It should be ensured that indemnity insurance is in place where applicable.
- Staff must not use equipment until appropriate training has been received.
- Routine maintenance of mechanical equipment must be carried out as per HDdUHB 'Maintenance Policy' and in accordance with LOLER Regulations 1998.
- Other non-mechanical equipment must be regularly inspected / maintained on a departmental basis by a competent person.

Training

Training and instruction in safe handling should occur in conjunction with other risk control measures. Sole reliance on training is not effective in controlling risk. It is recognised that there are manual handling risks specific to each ward and department in HDdUHB, which cannot be highlighted during Induction. Therefore, the department/ward manager has a duty to provide information and/or training covering such risks before the new employee is exposed to those risks

HDdUHB will provide an induction programme and training in accordance with best practice and will comply with the 'Passport Scheme'. This will ensure consistency of manual handling training / assessment within the NHS in Wales. It will allow staff to transfer their skills when moving between Health Boards and ensuring consistency across Wales thus, minimising duplication and time lost to the service.

All managers and staff must support and implement the contents of the `Passport Scheme`.

No new employee should perform a manual handling activity unless they have received appropriate training and instruction.

In order to achieve this, HDdUHB will ensure that:

- The Manual Handling Manager / MH CNS / Trainers receive adequate training and updating in order to ensure that up to date knowledge and skills are maintained.
- Unless exceptional circumstances prevent them from doing so, all new employees must attend HDdUHB induction sessions to include manual handling foundation training prior to commencing workplace activities. This comprises of modules commensurate with their role unless a current manual handling 'Passport' can be produced and verified. In such cases, the employee must attend update training as soon practicable. Training provided will reflect the individual's duties and include a work-based assessment where appropriate. On completion of this training, each employee will then be issued with a manual handling Passport. New staff will be made aware of workplace manual handling arrangements during their local induction session.
- All employees who have a significant change in role will be assessed for further manual handling training needs by their manager. The manager will be responsible for booking any further training as needed.
- Training records will be kept centrally on the Electronic Staff Record System.
- Training records will be accessible through the Employee Self Service System.
- Bank staff will not commence employment until foundation manual handling training is completed, or a current manual handling 'Passport' is produced and verified by the Manual Handling Department.
- Staff that are unable to demonstrate the required level of skill and knowledge will be given further training. The trainer will liaise with the individual's line manager who, if necessary, may seek guidance from other specialist HDdUHB departments.
- Attendances at manual handling courses are mandatory, and the trainer will record all attendance. Non-attendance at induction training will be reported to the appropriate manager, all other non-attendance will be communicated to the manager by the Manual Handling team.
- Appropriate clothing and footwear should be worn for training sessions and in the workplace in accordance with HDdUHB's Uniform Policy.

Refresher Training

All staff will have access to regular updating in manual handling. The level of risk in the workplace area and the needs of the individual, will determine the content. Generally, patient handling staff will require an annual intervention of either a workplace assessment or update training in the classroom dependant on their needs with no more than 3 years between classroom refresher sessions.

Non-patient handling staff will require updating interventions between one and three years depending on the risks associated with their role.

The workplace assessments will be undertaken by the Manual Handling Workplace Assessors and the update training will be provided by members of the Manual Handling team, either in the workplace, or the classroom as required. The number of classroom-based training sessions will be determined by an annual training needs analysis across HDdUHB.

Monitoring and Review

The Manual Handling Manager, in conjunction with the Manual Handling Team, will carry out regular review of the implementation process of the Manual Handling Policy which includes all of the training programs. The review will consider the manual handling operations, the results of assessments, audits, incident reports and the development of techniques, equipment and other control measures, and will include current best practice.

Key Performance Indicators

- Annual audit to ensure that HDdUHB is compliant with relevant legislation.
- A representative from HDdUHB to participate in regular meetings of the All-Wales Manual Handling Advisory Group to ensure that HDdUHB is regularly updated in order to comply with all aspects of the All-Wales NHS Manual Handling Training Passport and Information Scheme.
- Maintain an 80% compliance rate in manual handling training.
- Monthly Datix review to ensure that there is appropriate investigation of accidents and incidents, and that suitable corrective action has been taken to prevent a recurrence.
- Risk assessment documentation is completed and appropriately reviewed.

Occupational Health

Prospective employees receive pre-employment assessment by the Occupational Health Department to ensure that individuals are fit for the job and the job is 'suitable' for the individual. Knowledge of the capabilities of the employee, the nature of the working environment and demands of the job allow the Occupational Health staff to make an appropriate assessment.

A change in health status for example, pregnancy or the development and progression of an illness, or return to work following musculoskeletal injury, should result in an assessment of competence being undertaken by the manager and if necessary, reported to the Occupational Health Department so that appropriate advice can be given. Please see: [767 – New and Expectant Mothers / Birthing Parents Procedure](#) – opens in a new tab.

Disciplinary Procedure

HDdUHB reserves the right to take disciplinary action against any University Health Board employee who fails to follow safe practice or puts themselves or others at risk by their own omission or neglect. Please refer to disciplinary procedure for further guidance.

References

All Wales NHS Manual Handling Training Passport and Information Scheme 2003 (revised 2020).

Health and Safety at Work etc. Act 1974, HMSO, London.

<https://www.legislation.gov.uk/ukpga/1974/37/contents> (accessed: 6 July 2023).

Health and Safety Executive (2020) 'Work-related musculoskeletal disorders statistics in Great Britain, 2022'. Available at: <https://www.hse.gov.uk/statistics/causdis/msd.pdf> (Accessed: 6 July 2023).

Health & Safety Executive 1992. Manual Handling Operations Regulations (as amended) HSE books, London. Available at: <https://www.legislation.gov.uk/uksi/1992/2793/made> (accessed: 6 July 2023).

Health & Safety Executive L24 Workplace (Health, Safety and Welfare) Regulations 1992 Approved Code of Practice and guidance. Available at: <https://www.hse.gov.uk/pubns/priced/l24.pdf> (accessed: 6 July 2023).

Health and Safety (Display Screen Equipment) Regulations (2002). Available at: <https://www.legislation.gov.uk/uksi/1992/2792/made> (accessed: 6 July 2023).

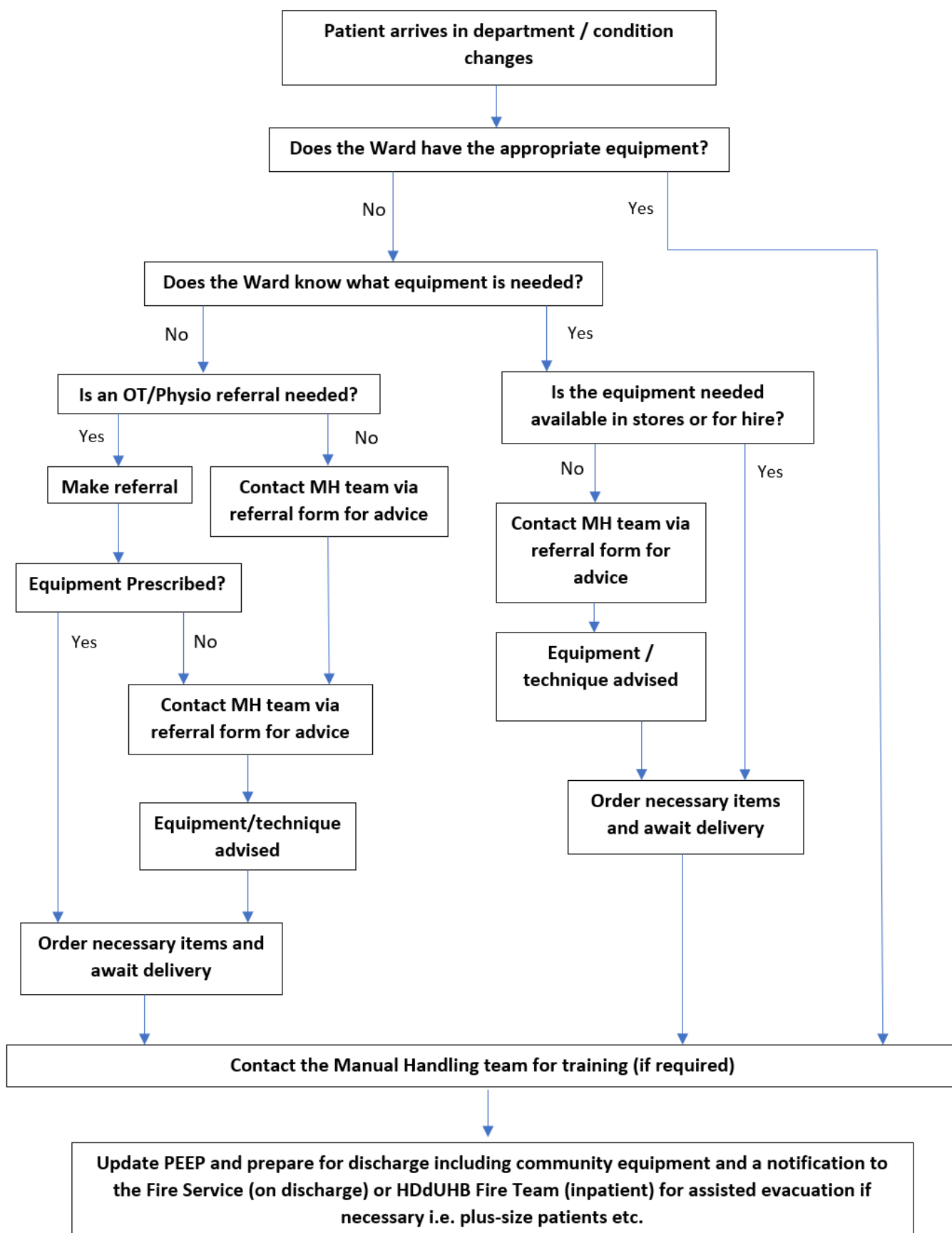
Lifting Operations and Lifting Equipment Regulations 1998. Available at: <https://www.legislation.gov.uk/uksi/1998/2307/contents/made> (accessed: 6 July 2023).

Management of Health and Safety at Work Regulations 1999. Available at: <https://www.legislation.gov.uk/uksi/1999/3242/contents/made> (accessed: 6 July 2023).

Provision and Use of Work Equipment Regulations 1998. Available at: <https://www.legislation.gov.uk/uksi/1998/2306/contents/made> (accessed: 6 July 2023).

The Guide to the Handling of People, 2011, 6th edn. BackCare, Teddington.

Appendix 1: Do I Need Specialist Manual Handling Advice?



Appendix 2: Manual Handling Investigation Report Form

MANUAL HANDLING INVESTIGATION REPORT FORM

Datix Reference:

INCIDENT INFORMATION – FACTS ONLY

Please ensure any equipment/aids that have been used in an incident are taken out of use until the appropriate tests/investigations are completed

Background information:			
Staff members involved:			
Description of Incident: Describe manoeuvre, method equipment/aids used and number of staff involved. Consider: Task, Load, Individual Capability, Environment and other factors. (Reconstruction of the event may be useful to determine accuracy)			
Immediate action taken:			
Staff members involved in investigation:			
Were there any particular factors or difficulties with the activity on this occasion that had not been experienced before? If YES – please describe:	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Have witness statements been provided from all involved?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Comments:
No of staff working at time:			
Workload:			
Skill mix:			
Photographs/drawings:	<input type="checkbox"/> Yes		<input type="checkbox"/> No
If required, has an Individual Patient Manual Handling Risk Assessment been completed?	<input type="checkbox"/> Yes		<input type="checkbox"/> No
If NO – please explain why not: If Yes – Is the information accurate?			
If a patient handling incident, are there any other assessments available e.g. Physio/OT?	<input type="checkbox"/> Yes		<input type="checkbox"/> No
Is there a current written procedure or safe system of work for this activity?	<input type="checkbox"/> Yes		<input type="checkbox"/> No

If NO – please explain why not:			
Was the above being followed when the incident occurred?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If NO – please explain why not:			
How are departmental written procedures, risk assessments and /or safe system of work communicated to all staff?			
Has the written procedure, risk assessment and /or safe system of work been reviewed following the incident, documented and communicated to all staff?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If NO – please explain why not:			
Was the injured person familiar with:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Location (eg. were they casual or temporary staff)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Equipment used (if relevant)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Task/activity being undertaken	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Patient/Load	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If NO – please explain why not:			
Was there a problem with, or failure of, the equipment at the time of the incident?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If YES – please provide required information and ensure the item is marked and taken out of use until examined			
Has the injured person/ any other person involved received appropriate training?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Are there detailed training records available for all involved?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Please record dates:			
If NO – please explain why not:			
Has the injured person existing medical condition/s?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Describe extent of current injury (if appropriate)			
Does the person require A&E/Occupational Health referral?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Does the injured person require workplace assessment/update?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

If YES – when will this be undertaken?			
Have there been other similar incidents?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If YES – please provide details:			
Has the person had any similar injuries?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If YES – please provide details:			
Date of last PDR (if applicable):			

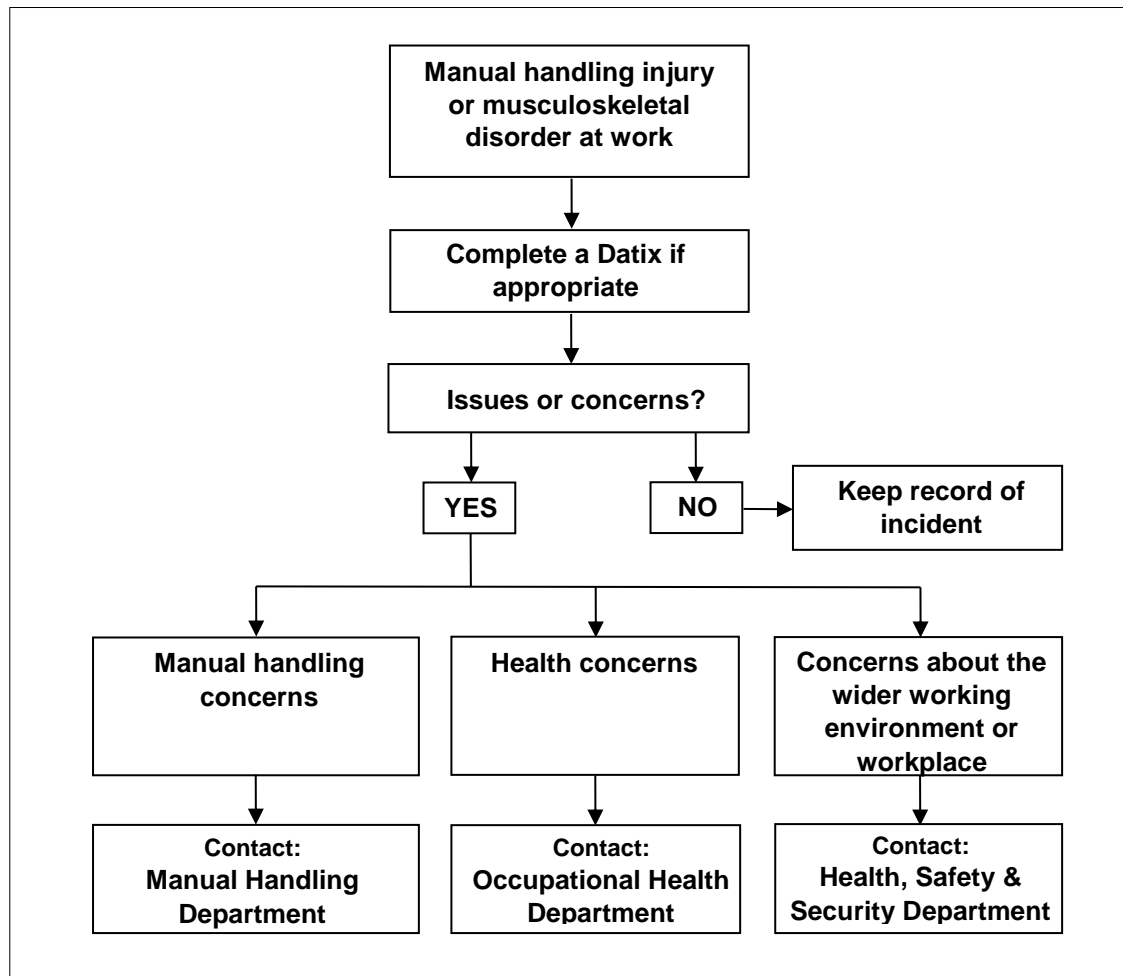
ADDITIONAL INFORMATION:			
-------------------------	--	--	--

Media interest (actual or potential)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Please state:			
Have other agencies been informed and involved in this incident?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Possibility of a complaint or litigation?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
What lessons have been learnt as a result of the incident?			
Summary			
Considerations/recommendations:			
Could this be of value to other Directorates/other health bodies or the NHS as a whole?			
What action(s) need to be undertaken to either prevent recurrence or reduce the level of risk?			
Action(s) Needed	By Whom	By When	Review Date

Investigation report and action plan agreed:			
--	--	--	--

Senior Nurse/Manager	Name:	Signature:	Date	
Directorate Manager or Equivalent	Name:	Signature:	Date	

Appendix 3: Flowchart for staff who experience a MH injury or musculoskeletal disorder at work



Appendix 4: Manual Handling Assessment Form



HANDLING ASSESSMENT FORM

SECTION A: ADMINISTRATION DETAILS

Primary Location:	Date of Review:
Secondary Location:	Signature of Assessor:
Precise Location:	Date of Review:
Name of Assessor:	Signature of Assessor:
Designation:	Date of Review:
Date of Initial Assessment:	Signature of Assessor:
	Date of Review:
	Signature of Assessor:

SECTION B: MANUAL HANDLING TASK

Description of task:
Personnel involved:

SECTION C: CURRENT RISK CONTROL MEASURES

Control measures currently in use:	Equipment currently in use:
------------------------------------	-----------------------------

Manual Handling Risk Level

In each of the sections, task, load, individual capability, environment - tick the appropriate box [yes or no]
A 'Yes' tick indicates that further action is required to reduce the risk

SECTION D: ASSESSMENT OF RISK

Initial Assessment	Task		Initial Assessment	Load	
Does the task involve	Yes	No	Is the load/patient	Yes	No
Holding load away from trunk			Heavy? Indicate weight []		
Twisting			Body/unwieldy one side heavier > 75cm in diameter		
Stooping			Difficult to grasp – no conventional hand holds		
Reaching upwards			Unsteady/unpredictable		
Large vertical movements from floor			Harmful, e.g. sharp, hot, contaminated, patient behaviour		
Long carrying distances					
Strenuous pushing/pulling					
Initial Assessment	Individual Capability		Initial Assessment	Environment	
Does the task:	Yes	No	Does the environment have:	Yes	No
Require unusual capabilities ie strength, height, age			Constraints on posture ie restricted space, low work surfaces		
Constitute a hazard to those with health problems			Poor floors, eg uneven, slippery, unstable		
Constitute a hazard to those who are pregnant			Strong air movements		
Require special information and/or training			Poor lighting conditions		
Require personal protective clothing			Hot, cold, humid condition		
Other Factors					

SECTION E: FREQUENCY OF TASK

Record the number of times the activity takes place during one working shift. The frequency could require additional control measures.

Frequency of activity Number of staff involved in the task

SECTION F: INITIAL RISK RATING FIGURE

Initial Risk Rating Figure: (to calculate see Risk Matrix)

Potential consequence rating x Possible likelihood rating = Risk Rating Figure

SECTION G: Additional Risk Control Measures Required

Additional control measures to be recorded within this box. The request for these measures should be subjected to a risk priority along with other risks within the location and will form part of a prioritised risk register.

No	Risk Reduction Measures

If the above control measures are implemented, calculate the New Risk rating Figure:

Potential consequence rating x Possible likelihood Rating = Risk Rating Figure:

SECTION H: Action Plan Agreed with Manager

No	Action Plan	Responsible Person	Projected Completion Date	Date Completed/ Signature

Once the above action has been implemented, calculate the final Risk Rating Figure

Potential consequence rating x Possible likelihood rating = Risk Rating Figure:

Additional Comments

Safe System of Work

Task:.....

Area:.....

Equipment No of Staff etc	Method/Technique

Risk Assessor:-.....

Risk Assessor Signature:-.....

Date:-.....

MANUAL HANDLING RISK ASESMENT ACTION PLAN

Risk Identified	Risk Rating	Action Recommended	Time Frame	Person Responsible	Review Date

SIGNED.....

RISK ASSESSOR:.....

MANAGERS SIGNATURE

MANUAL HANDLING RISK ASSESSMENT FORM

GUIDELINES FOR USE

This form can be used for assessing inanimate load handling tasks or generic patient tasks. There is a separate Risk Assessment Form for individual/named patient handling tasks.

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

HAZARD

Source of potential harm or damage or a situation with potential for harm or damage

RISK

Is a 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 head of services/designated director/manager

RESPONSIBILITY

- day to day responsibility of managing risk lies with departmental/ward managers

The person carrying out a manual handling assessment (assessor) should be a competent member of staff who has undertaken the appropriate training in Manual Handling Risk Assessment. The assessment should be reviewed in accordance with the specified review period, whenever there is any change of 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 staff, patients or the Trust, as 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 the potential for 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. hospital/premises/community

Secondary Location. e.g. ward/department, clinic, residential/care facility

Precise Location, e.g. side room, store-cupboard, corridor

SECTION B: Description of Manual Handling Task

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

Personnel involved:

Identify the staff that are likely to be involved in the task, remember to consider students and other personnel e.g. porters, store men, nurses, care workers etc.

SECTION C: Current Risk Control Measures

List control measures currently in use e.g. staff training, written information/protocols. List any equipment in use in the appropriate column.

SECTION D: Assessment of Risk

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

SECTION E: Frequency of the Task

Record the estimated number of times the task takes place during any one working shift. The frequency of task may identify the need for additional control measures, e.g. more than one hoist to be accessible, more appropriate equipment required etc. Make reference to the number of staff involved in the task.

SECTION F: Initial Risk Rating Figure

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.