

M9 Manual Handling

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
✓	✓	✓	✓	✓	✓	✓	✓

Policy

To ensure all employees are aware of and comply with the relevant legislation, associated guidance and professional standards concerned with accident prevention in manual handling.

Procedure

Provider Services has adopted Derbyshire Inter Agency Group - A Code of Practice referred to as DIAG. The detailed guidance sets out the safe movement principles to use in the manual handling of service users, handling of inanimate loads and use of appropriate equipment.

In relation to people handling, we aim to have a whole system approach to managing the personal moving and handling requirements of the individual who is using the service. This will include transfers between our own services as well as those from other organisations or services for example the Adult Social Care System and / or NHS.

To achieve this, staff will be provided with the relevant most up to date training to support the person who is using the service and ensure their own personal safety is taken seriously. Person specific handling risk assessments and handling plans of the person who is using the service must be in place and appropriately updated to enable ease of transfer through the system for them, as they move through the appropriate pathway or services.

Training

New Employees

It is a requirement that all employees joining the organisation complete a formal manual handling of people blended training event within twelve weeks of commencing employment. This event is divided into two blended learning events. Part, one covers theory and is completed via eLearning. Part 2 is a practical half day face to face event facilitated by approved manual handling trainers. The eLearning section must be completed before attending the practical event. In the event of a Covid-19 outbreak, the basic awareness training will be provided by in-house Manual Handling Key Workers. Refresher training will be provided by manual handling keyworkers in house at least on an annual basis.

Manual handling keyworkers must provide information, instruction, adequate training / supervision during the induction period for any new employees. Formal training must be accessed as soon as possible. In the event of a Covid-19 outbreak, the basic awareness training will be provided by in-house Manual Handling Key Workers. No employee will be asked to conduct any manual handling until they have been given training by a manual handling key worker.

Manual Handling Keyworker

Provider Services adopts a manual handling keyworker system to support ongoing in-house manual handling training of employees. Keyworkers attend an initial four-day learning event and are required to attend one keyworker review day **annually** (April to March) to maintain competence. All keyworkers have a copy of the DIAG code of practice. In the event of a

manual handling keyworker unable to attend a keyworker review April to March **due to for example maternity/ paternity, sickness etc** there will be a six-month grace period to have a discussion with the manager and an experienced keyworker to assess competence and to book onto a keyworker review. Longer than six months past the twelve-month threshold the keyworker should attend the four-day manual handling keyworker programme on the next available event.

Keyworkers should contact the Organisational Workforce Development Training Partner if they require support with equipment requests or complex handling situations.

All employees will receive manual handling training and instruction, relevant to their job role from a keyworker at least annually (April to March). The content of the training and instruction provided will be directed by the keyworker, but it should include manual handling theory, equipment and activities the employee could be expected to use and understand as part of their employment.

The employee must be observed by the keyworker demonstrating their competence to implement safe practice.

Demonstration can take place in a planned training session or through the keyworker's observation of the employee as they carry out their day-to-day activities.

Each employee must have a DIAG individual training record completed within twelve months. The record is deemed to be completed once all relevant sections relating to manual handling theory, equipment and activities being carried out by the employee have been covered.

If the employee's role requires them to move and handle inanimate loads (objects) and people, then **ONLY** appendix 1 is required.

If the employee's role only requires them to move and handle inanimate loads (objects) then **ONLY** appendix 2 is required.

(DIAG individual training records for people handlers, inanimate loads and examples can be found in appendices 1 – 4).

The DIAG individual training record can be held on a central manual handling file by the keyworker throughout the year, 1st April – 31st March and transferred to the individual personnel files at the end of each financial year. Other areas of training and competence can be added to the record after the record has been completed, for example if a new piece of equipment has been provided or service user's manual handling needs change

A record of all staff training must be maintained, and this must be inputted by the Manager/Supervisor onto the individual staff record on Trent following completion.

The central manual handling file containing training records must be numbered and added to the A13 administration list or held securely on an electronic drive.

The current manual handling records and training records will be subject to audit. Reference to be made to The Council Safety Procedures.

Managers Training

All Managers must attend a formal manual handling for managers training event every two years to ensure knowledge and practice are updated to maintain competence. This event is delivered by the approved back care consultant.

DIAG Personal Handling Risk Assessment Form – People who use our services (Appendix 5)

Paper-based version

Individual manual handling assessments need to be completed for all people who use our services. In the event an individual does not require any manual handling assistance; the risk assessment should state this by ticking the Yes box against fully independent on the Personal Handling Risk Assessment.

The assessor's details should then be completed to indicate the assessment has taken place i.e., name, designation, signature and date. (Only page 1 needed for a fully independent service user).

For Services using the Electronic Care Planning system; assessments need to be completed for all people using the services and this is included as part of the Person Centred Care Plan.

The assessment must be regularly reviewed and if circumstances alter then the assessment plan must be completed as necessary.

The keyworker should complete all initial manual handling assessment forms. In the absence of a keyworker, supervisory staff should complete an initial manual handling assessment form and must at the earliest opportunity organise for the keyworker to review and sign it.

Supervisory staff who are not keyworkers can review manual handling assessments, but if changes are required the keyworker must be consulted.

For Services using the Electronic Care Planning system, assessments can be completed by supervisors that are non-key workers. This must then be reassigned and reviewed by a keyworker for authorisation and agreement.

Where appropriate, the manual handling assessment must identify clear and understandable information on manual handling activities and equipment that is required.

Manual handling assessments for people using the services must be reviewed according to the following requirements or sooner if required e.g., after an accident or incident or change in needs:

Minimum requirement for review:

- a. Older adults residential - monthly
- b. Day services - six monthly
- c. Disability and mental health services - six monthly
- d. Support at home services - annually

All employees must consult the keyworker or a supervisor immediately if the manual handling needs of the person using the service have changed. The manual handling assessment and person centred care plan/personal support plan will then need to be updated and all employees and other appropriate professionals informed.

For services using the Electronic Care Planning system, this would be via a notification to internal staff.

Inanimate Load Handling Risk Assessment Form – Objects (Appendix 6)

Keyworkers should complete all initial manual handling assessment forms for objects / inanimate loads. In the absence of a keyworker, supervisory staff should complete an initial manual handling assessment form and must at the earliest opportunity organise for the keyworker to review and sign it.

Supervisory staff who are not keyworkers can review manual handling assessments, but if changes are required the keyworker must be consulted.

Where appropriate, the manual handling assessment must identify clear and understandable information on manual handling activities and appropriate equipment that is required.

Manual handling assessments for objects will be reviewed annually in all services or sooner if required.

All employees must consult the keyworker or a supervisor immediately if the handling task has significantly changed. The manual handling assessment will then need to be updated and all employees informed.

Establishment Risk Assessment - (Appendix 10)

This is an assessment of the manual handling situations found in a residential home, department, unit or establishment. It should be reviewed annually and amended whenever there are changes within the unit. It should include information on the various activities, the systems of work employed, the associated problems and measures to eliminate and / or reduce risks to a manageable level. It must be recorded on the summary of needs action plan for progress to be monitored. Keyworkers should complete this assessment working in conjunction with the team and the Manager.

Managers Checklist - (Appendix 12)

The Manager's checklist should be completed for all services that involve manual handling. This includes services where handling takes place in one main establishment e.g., a care home, day centre. Also, where a specific establishment risk assessment has been completed e.g., a person's own home. Manual Handling Keyworkers complete the risk assessment documents, Appendix 12 to be completed annually by the manager and a record kept with the establishment risk assessment in the manual handling file and available on file for audits. Reablement service will store appendix 12 in SharePoint under Reablement / Policies and Procedures.

Specific Environment Risk Assessment – (Appendix 11)

The Specific Environment Risk Assessment Form should be used when handling is undertaken in a specific environment where the completion of an Establishment Risk Assessment is not appropriate. This may be, for example, in a person's own home, or in an establishment where only one or two individuals are assisted (such as in a mainstream school) and the full Establishment Assessment is not warranted.

It should be completed in conjunction with the Personal Handling Risk Assessment Plan.

A range of individuals will need to be consulted and included in the assessment process – the person, their carer's, and other professionals (such as transport providers and members of the discharge team, if the assessment is done as part of a hospital discharge.)

Support at Home Services / Reablement must follow their own specific Appendix 11 and consider the TILEO risk factors alongside the environment risk assessment.

Variance Risk Assessment – (Appendix 13)

The Variance Risk Assessment Form must be completed if the manual handling task that is being assessed falls outside the DIAG Care Handling Codes of Practice.

The Variance Forms must be completed by a Keyworker who has explored all the alternative manual handling techniques within the Codes of Practice.

The process is one based on the principles of risk management. The Keyworker and all carers need to balance the risk of injury, to themselves, colleagues and service user.

The Keyworker must accept the responsibility to document, instruct, supervise and therefore deem the person competent in the variance procedure. This must also be repeated with all persons who will encounter the manual handling variance.

Any variance risk assessment that is completed by a key worker must be approved by the line manager.

Where the electronic care planning system is being used this must be explained on the system and a variance risk assessment will need to be completed on the paper-based form and scanned in.

Equipment Requests

The Variance Risk Assessment Form must be completed if the manual handling task that is being assessed falls outside the DIAG Care Handling Codes of Practice.

The Variance Forms must be completed by a Keyworker who has explored all the alternative manual handling techniques within the Codes of Practice.

The process is one based on the principles of risk management. The Keyworker and all carers need to balance the risk of injury, to themselves, colleagues and the person using the service.

The Keyworker must accept the responsibility to document, instruct, supervise and therefore deem the person competent in the variance procedure. This must also be repeated with all persons who will encounter the manual handling variance.

Any variance risk assessment that is completed by a key worker must be approved by the line manager.

Where the electronic care planning system is being used this must be explained on the system and a variance risk assessment will need to be completed on the paper-based form and scanned in.

Sling Provision

For infection control purposes if the person using the service requires a sling for personal care tasks, they must have their own personal sling e.g., one that is solely for their own use.

Appropriate types and sizes of generic slings must be in situ to assist the person using the service, should their manual handling need change i.e., the individual has an occasional fall and is unable to stand up independently.

Staff Workplace Risk Assessment – (Appendix 14)

Musculoskeletal Disorders (MSDs) can be sustained whilst performing manual handling activities at home or at work. They can be caused by activities where staff assist the person using the service with movement, moving, carrying or supporting inanimate loads, or adopting awkward, sustained and repeated postures. They can affect any part of the musculoskeletal system e.g., joints. Muscles, ligaments, tendons etc.

The manager should have an awareness of the work-related health condition, monitor and manage work related musculoskeletal disorders and undertake changes recommended through the workplace risk assessment. The Keyworker should assist the manager in undertaking the workplace assessment. Where required other relevant multidisciplinary professional's e.g., Occupational Health, GP and Health and Safety should be consulted.

Employees who are returning to work following Musculoskeletal Disorders (MSDs), pregnancy and any illness or condition that may affect their ability to perform manual handling activities are required to undertake a workplace risk assessment. The Keyworker should assist the manager in undertaking the workplace assessment. This may be required prior to agreeing a return date, as part of an integration period or to enable adaptations to be implemented prior to an employee returning to work. Any concerns / adaptations to workplace are identified and addressed through the risk assessment. The keyworker will provide manual handling training and instruction, relevant to their job role. Where required other relevant multidisciplinary professionals e.g., Occupational Health, GP and Health and Safety should be consulted.

Roles and Responsibilities

It is all employees' responsibility to ensure that the manual handling policy and Procedures are followed. There is also a responsibility to report issues that arise including difficulty in

implementing the techniques and observation of poor practice. Any issues must be reported to the key worker or line manager immediately.

Derbyshire Inter Agency Code of Practice

This guidance provides full and comprehensive information to support the organisation, person using the service and employees in reducing the risk of injury. A copy is available in each work area for all to access.

The following appendices can be found by using the following links:

Appendix 1 – DIAG – Individual training record for people handlers

Appendix 2 – DIAG – Individual training record for inanimate load handlers

Appendix 3 – DIAG – Individual training record for people handlers (example)

Appendix 4 – DIAG – Individual training record for inanimate load handlers (example)

Appendix 5 – DIAG - Personal handling risk assessment & personal handling plan – person using the service

Appendix 6 – DIAG - Inanimate load handling risk assessment form – objects

Appendix 7 – Community Equipment in Care Homes

Appendix 8 – Cumberland Care Services equipment request form

Appendix 9 – Manual handling equipment inventory list

Appendix 10 – DIAG - Establishment risk assessment

Appendix 11 – DIAG -Specific environmental risk assessment

Appendix 11 – DIAG – Specific environment risk assessment Support at Home / Reablement Services

Appendix 12 – DIAG - Management checklist

Appendix 13 – DIAG - Variance risk assessment

Appendix 14 – DIAG – Workplace or return to work assessment