



# MANUAL HANDLING POLICY

(Non-Patient Handling)

NEE/CCG/2013/011

<b>Target Audience</b>	Board members, sub-committee members and all staff working for, or on behalf of, the NEE CCG
<b>Brief Description (max 50 words)</b>	This policy sets out the principles by which the North East Essex Clinical Commissioning Group will ensure all staff are aware of correct procedures for lifting and handling within their work environment.
<b>Action Required</b>	Following approval the policy will be disseminated to all staff and the latest version put on the staff intranet.

## Document Information

<b>Title /Version Number/(Date)</b>	Manual Handling Policy/version 3.0/March 2016
<b>Document Status (for information/ action etc.)and timescale</b>	For approval
<b>Accountable Executive</b>	Chief Operating Officer
<b>Responsible Post holder/Policy Owner</b>	Corporate Business Manager
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<b>Stakeholders engaged in development/review</b>	Risk Manager/ Business Manager Rep/Admin Officer rep/Performance Lead/CCG Corporate Business Manager/Clinical Quality Lead/Authorisation Lead/ Operational Executive Committee
<b>Equality Impact Assessment</b>	<b>EQUALITY IMPACT ASSESSMENT</b> This document has been assessed for equality impact on the protected groups, as set out in the Equality Act 2010. This Policy is applicable to the Board, every member of staff within the CCG irrespective of their age, disability, sex, gender reassignment, pregnancy, maternity, race (which includes colour, nationality and ethnic or national origins), sexual orientation, religion or belief, marriage or civil partnership, and those who work on behalf of the CCG
<b>Contact details for further information</b>	<b>Angie Roberts 01206 286856</b>

## Amendment History

Version	Date	Reviewer Name(s)	Comments
1.0	2013		Policy developed
2.0	March 2014	Angie Roberts	Policy reviewed
3.0	March 2016	Angie Roberts	General review undertaken

This policy progresses the following Authorisation Domains and Equality Delivery System (tick all relevant boxes).

Clear and Credible Plan		Collaborative Arrangements	
Clinical Focus and Added Value		Engagement with Patients/Communities	
Commissioning processes		Leadership Capacity and Capability	<b>x</b>
Equality Delivery System	<b>x</b>	NHS Constitution ref	

## Associated Policy Documents

Reference	Title
	North East Essex Constitution
<b>NEE/CCG/2013/003</b>	Health & Safety Policy

## Glossary

Term	Definition
<b>Accountable Executive</b>	CCG Executive accountable for development, implementation and review of the policy
<b>Policy Owner</b>	Post holder responsible for the development, implementation and review of the policy
<b>Document definitions</b>	These are provided in Section 1

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## **1. Introduction**

Manual Handling in the workplace can be described as *'the transporting or supporting of loads by hand or bodily force'*.

Injuries associated with manual handling can be categorised as follows, strains, sprains to muscles and tendons, injuries to discs associated with the vertebrae, rupture or hernia. Basic preventative measures can be taken to avoid these types of injury occurring.

The purpose of this policy is to prevent, so far as is reasonably practicable, any risk associated with moving and handling operations. In addition to ensure compliance with the Manual Handling Operations Regulations 1992, and the duties placed upon employers and others by the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999.

## **2. Purpose**

The North East Essex Clinical Commissioning Group (CCG) considers its employees to be its most valuable asset. It recognises, therefore, the risk to employees from work activities associated with the manual handling of persons and loads.

In compliance with legislation the organisation will, so far as is reasonably practicable, avoid the need for its employees to undertake any hazardous manual handling task which involves the risk of injury. Where this is not reasonably practicable, the organisation will undertake a risk assessment and take appropriate steps to reduce the risk of injury through safe systems of work, the provision of suitable equipment and all necessary information, instruction, training and supervision.

It is equally the responsibility of all employees to take reasonable care for the health and safety of themselves and others, and to co-operate with the organisation in discharging its statutory duty. Therefore, employees have a responsibility to make full and proper use of any equipment or safe system of work provided to avoid or reduce the likelihood of a manual handling injury.

Any manual handling task carried out jointly between cluster employees and contractors will comply with the CCG Manual Handling Policy.

This policy, and the arrangements are effective throughout the CCG and it is the responsibility of all personnel employed within the cluster to ensure compliance.

## **3. Scope**

This policy and guidance is applicable to all Non-Patient Manual Handling activities. It is also applicable to all staff without exception

## **4. Duties within the Organisation**

### **4.1 CCG Board**

It is the responsibility of the Board to ensure that, so far as is reasonably practicable,

its employees are provided with a safe working environment. Responsibilities of specific persons are defined below.

## **4.2 Chief Operating Officer**

It is the responsibility of the Chief Operating Officer to ensure that:

- Every employee is aware of his or her responsibilities in relation to Health & Safety, this to be cascaded down through directorates via Directors.
- Adequate funding is provided for movement and handling equipment to achieve compliance with the Manual Handling Operations Regulations 1992 as amended.

## **4.3 Directors**

- Monitor the implementation of the Manual Handling Policy at Directorate level.
- Promote by example a safety aware culture.

## **4.4 Line Managers**

All managers have the responsibility for ensuring that arrangements made under the policy are implemented properly.

Managers must therefore:

- Be aware of manual handling situations within their area of responsibility.
- Make an assessment of any hazardous manual handling operations that cannot be avoided in order to reduce the risk of injury.
- Ensure that suitable and sufficient mechanical aids are provided and that these are easily accessible for staff use.
- Ensure that all moving and handling equipment and accessories are thoroughly examined, serviced and maintained in accordance with “The Lifting Operations and Lifting Equipment Regulations 1998” (LOLER) and “The Provision and Use of Work Equipment Regulations 1998” (PUWER). (See section on Manual handling equipment)
- Ensure that manual handling requirements are clearly identified when recruiting staff so that appropriate medical and occupational health advice can be taken as part of pre-employment health screening.
- Make allowance for any known health problems, which might have a bearing on an existing employee’s ability to carry out manual handling operations in safety.
- Refer to occupational health advisors if there is any good reason to suspect that an individual’s state of health might significantly increase the risk of injury from manual handling operations.
- Maintain records of accident and ill-health related issues in manual handling operations and to investigate the circumstances surrounding the accident or incident.
- Ensure that adequate staffing levels are maintained to meet the requirements of manual handling.

- Ensure that safe systems of work are being followed in the workplace.
- Supervise and monitor working practices of their staff to ensure compliance with legal and professional standards

#### **4.5 Employees**

All employees have a responsibility to:

- Take reasonable care of their own health and safety and that of others whose safety may be affected by their activities when involved in manual handling operations.
- Observe safe systems of work, and use of safety equipment, promptly reporting any defects in handling and equipment aids to their supervisor / line manager. Any unsafe equipment must be taken out of use and labelled as such.
- Participate in training given in manual handling.
- Report pregnancy or any medical condition, which may affect their ability to handle loads safely to their line manager.
- Report any change in working conditions, personnel involved in manual handling risks, or a significant change in the nature of the task or load, which may necessitate a review of the manual handling risk assessment.
- Wear suitable work clothing and footwear for manual handling.

#### **4.6 Corporate Business Manager**

The Corporate Business Manager has the following responsibilities:

- Monitor the implementation of the Manual Handling Policy across the CCG.
- Ensure that all significant and untoward incidents are investigated and monitor outcomes.
- Prepare regular reports for the CCG board.
- Support and provide all employees with clear guidance on the Manual Handling Operations Regulations, and the CCG policies and protocols.

### **5. Procedure/Process**

#### **5.1 Manual Handling Operations**

A minimal lifting approach needs to be applied to load handling situations based on a full risk assessment, which takes account of factors such as size, shape, weight and design of the load. Mechanical aids should be utilised when necessary.

Safe systems of transportation will be readily available for the movement of goods, supplies and equipment throughout.

## 5.2 Occupational Health Service

Before commencing employment, all potential employees complete a 'Health Screening Form', which is sent to the Occupational Health Service. All forms are screened as to whether the person is capable of carrying out the manual handling tasks required in their job.

If the Line manager is in doubt of the capabilities of an individual in lifting and handling in the work place, he/she should refer the individual to the Occupational Health Service for an assessment, especially when the job requires regular lifting and handling.

## 5.3 Employees at Particular Risk

Particular care should be taken by employees who may lift or handle loads during pregnancy, and for six months following a normal delivery.

Where a pregnancy is at special risk (e.g. elderly primipara, multiple pregnancy, possible placental insufficiency), the employee should be allowed to work in areas where little manual handling is required. If redeployment is not possible, the manager may advise the employee to take sick leave after discussion with Occupational Health. **Refer to New an Expectant Mothers Policy.**

Staff returning to work after illness, injury or surgery, where their lifting capability may be affected, must discuss their situation with their Line Manager and Occupational Health. The Manager will then consider a range of alternatives, which may include redeployment or part time working depending on circumstances, this will be done in partnership with Occupational Health.

## 5.4 Arrangements

- Line Managers are responsible for ensuring that risk assessments for any manual handling operations for both the Employee and the patient are carried out.
- Mechanical aids will be provided, if identified via risk assessment.
- Employees should follow the guidance and policy on manual handling before carrying out any manual-handling task.(Appendix 1 & 2)
- Risk assessments must be carried out for pregnant workers.
- Diagram 1 shows the process of manual handling operations in flow chart form.

## 5.5 Risk Assessments

A specific risk assessment should be completed for all significant manual handling tasks. Significant manual handling task are those that:

- are undertaken on a frequent basis (repetitive)
- involve a load that is over ten kilogrammes that cannot be broken down into smaller more manageable loads

- involve a load of unusually large dimensions

A manual handling risk assessment must consider the following:

- The Task – does the evolution involve bending, stretching, reaching, twisting, pulling pushing.
- The Individual – are they capable of lifting the load, does the member of staff have any specific health concerns (pregnancy, pre-existing conditions etc.)
- The Load – is the load heavy, bulky or unusually shaped, unstable (a small heavy object in a large container), or does it contain hazardous substances;
- The Environment – is the floor flat and even, changes in level during the activity, is there poor lighting, changes in temperature;

The information above is not exhaustive. Further information is provided in the appendices to this document or you should contact the Corporate Business Manager for further advice. A risk assessment form is provided at Appendix D

- There is any change to the system making it 'invalid' or
- There is a significant change to any of the key risk areas – task, individual, load or environment
- After a manual handling incident
- At least annually.

Assessments are to be kept by Managers of staff where the manual handling task is being carried out.

## **5.6 Manual Handling Equipment**

In the main manual handling tasks will not require the use of specific manual handling aids. Where it is thought that a task will require the use of a mechanical aid this must be identified as part of the risk assessment.

Where equipment is provided, it is the responsibility of those who are going to be using it to check that it is in a suitable condition to be used and is appropriate for the task and the load. Any faults should be immediately reported to their Line Manager and the equipment removed from use until repaired.

## **5.7 Record Keeping**

Comprehensive records of the assessment process and the actions taken with respect to Manual Handling will be maintained by the Corporate Team. The forms enclosed within the appendices of this policy are to be kept by the Line Managers of the departments where Manual Handling operations have been identified, with copies being sent to the Corporate Business Manager.



## **6. Policy Development**

### **6.1 Consultation and communication with stakeholders during development.**

This document contains no new information and there have been no changes in legislation to warrant wider consultation. The document was discussed by the NE CCG Cluster Health & Safety Forum.

### **6.2 Approval and ratification process**

All non-clinical policies must be formally ratified by the appropriate Board Committee before implementation. This policy was formally approved and ratified on the 24<sup>th</sup> January 2013, by the NE Cluster CCG Health & Safety Forum.

### **6.3 Owner and version control/review process**

The Corporate Business Manager is the owner of the policy. This policy will be reviewed after one year. If there are no major changes after the first year, then following review date will be set at 2 years, with the agreement of the owning Group or Committee. However, it is the Policy Owners responsibility to review their policy if there are changes before the review date is met.

## **7. Dissemination and Implementation Process including training**

### **7.1 Dissemination and Implementation**

The Corporate Business Manager will cascade new and updated policies to CCG employees and ensure they are uploaded to the CCG extranet site.

### **7.2 Training**

The organisation will be responsible for the provision of manual handling training. This training is mandatory for all CCG employees.

Manual Handling Training can be accessed through:

- On Line training resource
- Face to face practical training (as & when required)

Mandatory training records are held and maintained by the CCG Administration Team; notification of failure to complete relevant mandatory Manual Handling training will be sent to the individuals Line Manager.

## **8. Library and archiving arrangements**

The Corporate Business Manager will ensure that the up to date version of the policy is on the CCG extranet site. The Corporate Business Manager will archive old versions of the policy.

Individual Trust policies that have been superseded by this document should be archived in accordance with local guidance and procedures. Existing risk assessments can remain in use until they are reviewed, then the information should be transferred into the new documentation, and the old assessment archived.

## **9. Monitoring of Compliance and effectiveness**

The Corporate Business Manager will ensure that the process outlined in the policy is followed when manual handling operations are being conducted.

## **10. Associated Documents and Policies**

CCG Health and Safety Policy  
CCG Incident Management and Reporting Policy

## **11. References and Definitions**

### **11.1 References**

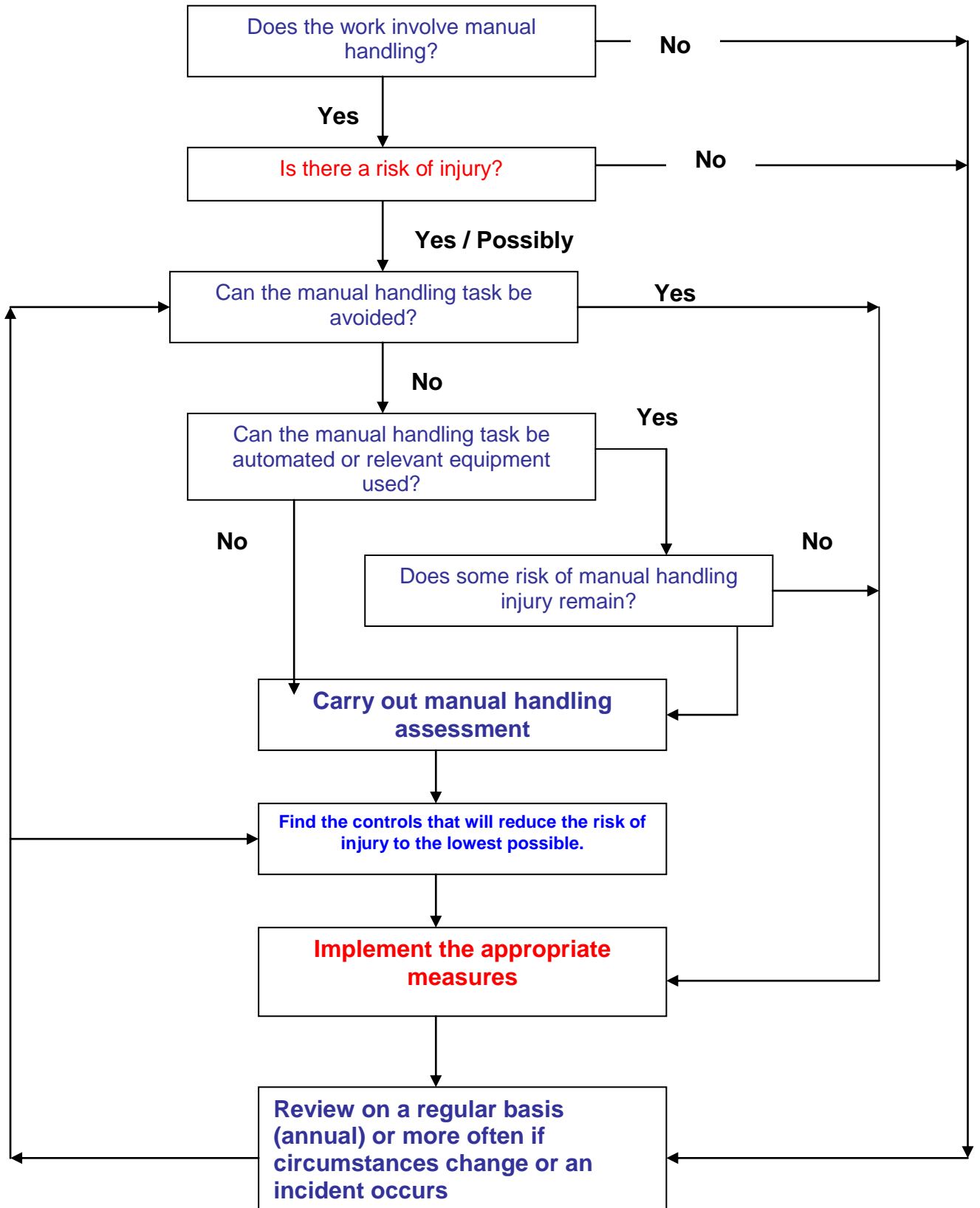
Health and Safety at Work etc Act 1974.  
Management of Health and Safety at Work Regulations 1999.  
Manual Handling Operations Regulations 1992  
Lifting Operations and Lifting Equipment Regulations (LOLER) 1998  
Provision and Use of Work Equipment Regulations (PUWER) 1998

### **11.2 Definitions**

Manual Handling is defined as:

“any transporting or supporting of a load, including the lifting, putting down, pushing, pulling, carrying or moving thereof, by hand or by bodily force.”

**Risk Assessment Flow Chart**

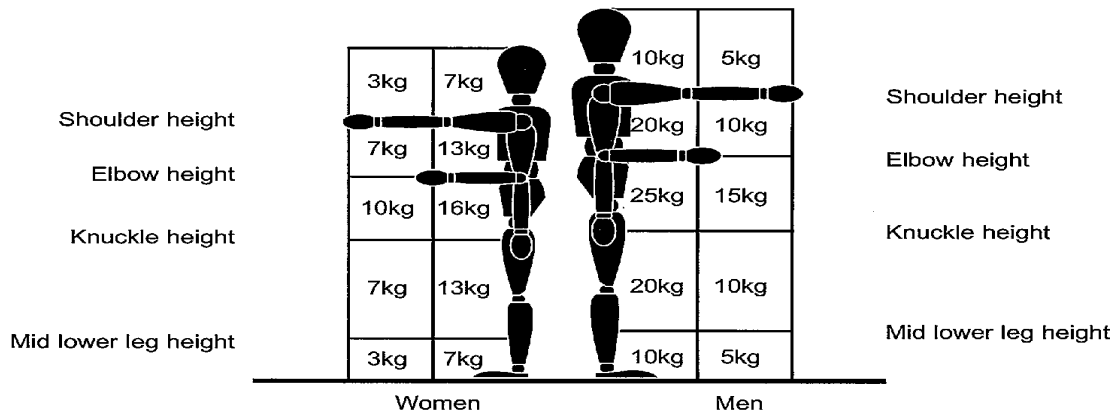


## APPENDIX 2

### Safe Working Methods for Manual Handling

The following weights are recommended by the national Back Pain Association

Each box in the diagram below shows guideline weights for lifting and lowering. These weights also show recommended weights for storage at certain heights



- There is no such thing as a 'safe' manual handling operation. But working within the guidelines will reduce the risk of injury.

#### The seven principals of safe lifting

- **Stable base**

The feet should be positioned slightly apart, preferably with the lead foot pointing the direction you intend to go.

- **Keep close to the load**

Keep the load as close to the middle of your body as practicable. The load can also be moved towards you before lifting if necessary.

- **Keep a firm grip**

Aim for a secure grip of the load. Readjust if necessary.

- **Keep the head up**

Always make sure you can see above the load.

- **Maintain good posture**

Good posture includes maintaining the three natural curves of the spine.

- **Use the legs**

When lifting from a low level bend the knees and use the leg muscles to assist in lifting not the back.

- **Do not twist**

Keep the shoulders level and facing in the same direction as the hip. Do not twist the trunk when turning to the side.

## APPENDIX 3

### Generic Manual Handling Risk Assessment

Examples of Manual Handling Risk Factors that must be considered as part of a manual handling risk assessment.

Risk Category	Questions
The Task	Does it involve: <ul style="list-style-type: none"> <li>• <b>Holding loads away from the trunk?</b></li> <li>• <b>Bending / Stooping?</b></li> <li>• <b>Twisting?</b></li> <li>• <b>Reaching Upwards?</b></li> <li>• <b>Large Vertical movement?</b></li> <li>• <b>Long carrying distances?</b></li> <li>• <b>Strenuous pushing or pulling?</b></li> <li>• <b>Unpredictable movement of loads?</b></li> <li>• <b>Repetitive handling?</b></li> <li>• <b>Insufficient rest or recovery?</b></li> <li>• <b>A work rate imposed by a process?</b></li> <li>• <b>Movement or posture hindered by clothing or personal protective equipment?</b></li> </ul>
The Individual	Does the job: <ul style="list-style-type: none"> <li>• <b>Requires unusual capability?</b></li> <li>• <b>Creates a hazard to those with a health problem?</b></li> <li>• <b>Creates a hazard to those that are pregnant?</b></li> <li>• <b>Requires special information / training?</b></li> </ul>
The Load	Is the load: <ul style="list-style-type: none"> <li>• <b>Heavy?</b></li> <li>• <b>Bulky or unwieldy?</b></li> <li>• <b>Difficult to grasp?</b></li> <li>• <b>Unstable or unpredictable?</b></li> <li>• <b>Intrinsically harmful (e.g. sharp / hot)?</b></li> </ul> When the load is a person have all the characteristics relating to their condition been considered? E.g.: <ul style="list-style-type: none"> <li>• <b>Does the person understand?</b></li> <li>• <b>Is the person able (or willing) to co-operate?</b></li> <li>• <b>Is the skin in good condition?</b></li> <li>• <b>Can the person bear their own weight?</b></li> <li>• <b>Is the person able to self transfer with minimum supervision?</b></li> <li>• <b>Etc.</b></li> </ul>
The Working Environment	Are there: <ul style="list-style-type: none"> <li>• <b>Constraints on posture?</b></li> <li>• <b>Constraints on space?</b></li> <li>• <b>Uneven, slippery or wet floors?</b></li> <li>• <b>Variations in levels?</b></li> <li>• <b>Poor lighting conditions?</b></li> <li>• <b>Excessive noise levels / conditions?</b></li> <li>• <b>Constraints due to hygiene or infection control issues?</b></li> </ul>

**NB: The above is not an exhaustive list. Not all of the factors listed above will always apply, and there will be other factors not listed above that may apply to some situations.**

**Appendix 4**

**MANUAL HANDLING ASSESSMENT FORM**

Department: Location: Assessment No:	
<b>Section A – Preliminary</b>	
Task Description:	
Reason for Assessment	<b>New Process/Equipment Failure/Reassessment/Other</b>
Can the operation be avoided, mechanised or automated?	<b>YES / NO</b>
Does the task involve a significant risk of injury, and/or are there factors beyond the limits of guidelines?	<b>YES / NO</b>
If <b>YES</b> , continue with assessment and complete all sections If <b>NO</b> , complete the Sections C and E	
Personnel Involved with Task:	
<b>Section C – Overall Assessment of Risk</b>	
What is the overall assessment of risk	<b>VERY LOW / LOW/ MODERATE / HIGH / VERY HIGH</b>
<b>Section D – Remedial Action</b>	
What steps are necessary in order to remove or reduce the risk of injury?	
1.	
2.	
3.	
<b>Section E – Summary of Assessment</b>	
Date of Assessment:	
Remedial Actions to be completed by:	
Date of Reassessment:	
Name of Assessor:	Assessors Signature:

Section B – Detailed Assessment Checklist						
Consider the Following	Yes/No	Severity	Likelihood	Risk Rating	Identify problems arising from the task (Make notes here of issues relating to the task for possible remedial action)	Possible remedial action (consider changes to system of work/task, load, workplace, environment, communication)
<b>THE TASK – does it involve:</b> - twisting - stooping - reaching (up, down, to the side) - large vertical movement - holding load away from trunk - long carrying distances - pushing/pulling - repetitive handling - unpredictable movement of load - insufficient rest breaks - work rate imposed by process						
<b>THE INDIVIDUAL – does the task:</b> - require strength - hazard those with a health problem - hazard those who are pregnant - call for training/information						
<b>THE LOADS – are they:</b> - heavy - bulky/unwieldy - unstable/unpredictable - difficult to grasp - harmful substances						
<b>THE WORKING ENVIRONMENT – are there:</b> - constraints on posture - poor flooring - changes in level - hot/cold/humid conditions - strong air movement - poor lighting						
<b>OTHER FACTORS</b> Is movement or posture further hindered by clothing or personal protective equipment						

Use the highlighted matrix to risk score the assessment and report onward as indicated

Likelihood of harm	Consequence/severity of harm				
	Insignificant (1)	Minor (2)	Moderate (3)	Major (4)	Catastrophic (5)
Rare (1)	1	2	3	4	5
Unlikely (2)	2	4	6	8	10
Possible (3)	3	6	9	12	15
NEP/CCG/2013 Version 3.0 Almost Certain (4)	4	8	12	16	20
Very High (5)	5	10	15	20	25

<b>Risk Manager</b> – All Risk Assessments	<b>Assistant Director</b> – All High (Amber) Risks (8 -12)
<b>Local Manager</b> – All Low (Green) Risk 1-3)	<b>Executive Director</b> – All Serious risk ( Red) (15 -25)
<b>Head of Service</b> - All Moderate (Yellow) Risk (4-6)	