

## Moving and Handling Policy

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## 1 STATEMENT OF GENERAL POLICY

1st Homecare is committed to the health, safety and welfare of its carers as well as of its clients, and this includes a commitment to managing the risks associated with moving and handling people and loads. 1st Homecare recognises that it has a duty to take reasonable care to ensure the safety of its employees including by means of the provision and maintenance of safe systems of work and equipment, which - so far as reasonably practicable - are without risks to health.

Moving and handling can be a key part of a working day for a carer and if not carried out correctly can cause risk of serious injury. The fundamental requirement is to avoid hazardous manual handling operations where reasonably practicable; to assess any hazardous operation that cannot be avoided, and to take appropriate steps to reduce the risk of injury to the lowest level reasonably practicable and to provide employees undertaking manual handling operations training as required.

## 2 LEGISLATION RELATING TO MOVING AND HANDLING

There are a number of pieces of legislation that set out the requirements for moving and handling, including:

- The Health and Safety at Work etc. Act 1974
- The Manual Handling Operations Regulations 1992 (as amended in 2002)
- The 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)

Following legislation and guidelines is essential to ensuring that both employees and clients are kept safe. A key principle of the above legislation is the requirement for employers to conduct risk assessments to protect the health, safety and welfare of their employees and other people who might be affected by their work activities.

Manual handling operations are defined in the Manual Handling Operations Regulations 1992 (as amended in 2002). Regulation 2.1 defines manual handling operations as 'any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or bodily force'. A 'load' is defined as including a person.

## 3 REGISTERED OR BRANCH MANAGER'S RESPONSIBILITIES

### ***Risk Assessment***

Under the legislation set out above, there is a legal requirement on employers to undertake an analysis of the risks involved in moving and handling activities.

It is the Registered or Branch Manager's responsibility to carry out or to arrange to be carried out, a risk assessment of all potential moving and handling tasks as part of the care planning process. The purpose of this and steps involved are:

- To identify the hazards, meaning the possible risks to health during moving and handling tasks.
- Identify who may be harmed, and how
- Evaluate the risk
- Avoid the risk or control it – the starting point being, that the task should be avoided altogether if not absolutely necessary, and if it is absolutely required, then appropriate control measures should be put in place.

When conducting a risk assessment, the assessor will consider:

- The tasks (type and frequency, equipment used)
- Individual capability
- The working environment
- Other factors including the principles of safe handling.

Factors that may make a task higher risk include weight and size, repetition, awkward posture or movement including twisting, bending or stretching, space constraints, uneven floor or trip hazards, cluttered environments.

All tasks have to be specified and risk assessed, for example, helping a client with having a shower may involve moving the client from bedroom to bathroom in a wheelchair, and therefore a moving and handling risk assessment will be required to take into account the load the carer will be moving, type of floor surfaces, space constraints, turns, door widths and so on. Providing bed care to a client will also require a moving and handling risk assessment to be completed, to ensure the client is on the correct bed (a profiling bed) that is height adjustable, that it is in service, whether there is any pressure relieving equipment, the manoeuvres involved/use of slide sheet(s) and number of carers required.

The risk assessment and care plan for the client should identify any specific instructions as should the daily tasks or activities eg. specifying that the bed height must be adjusted to a safe working height and lowered again once the tasks have been carried out for the client, with instructions about bed rails and bumpers (eg when to be lowered or raised), and that brakes must be applied at all times; where a hoist is used, specify the type, the maximum weight, how many carers are required to operate it, type of sling to use for each task, and correct sling loops also specified, and to check the service dates as equipment that is out of service or potentially faulty cannot be used.

The risk assessment shall be reviewed at regular intervals or otherwise as required by changes in the client's needs, and in accordance with the legislation and the 1st Homecare Risk Assessment Policy.

### ***Training***

The Company shall arrange for carers to receive moving and handling training on induction, and refresher training at yearly intervals thereafter. Additionally, training will be carried out as needed to make sure they are properly trained in moving and handling techniques needed if visiting any client with moving and handling requirements involving types of equipment they have not previously used. Carers will be competency assessed and spot checked to assess their capability to carry out work activities involving moving and handling.

Following any spot check or any event that identifies any issues/problems with regard to moving and handling, management will ensure that carers are provided with any further training that they may require to ensure that they are properly trained.

### ***Manual Handling accidents/incidents***

The Branch or Registered Manager will ensure that any reported accidents / incidents in connection with moving and handling are investigated, documented, that the recommendations /actions/learnings are documented, and that the accident is reported if required, following the 1st Homecare Accidents, Injuries and Emergencies Policy.

The Company shall where appropriate seek advice from a specialist practitioner/Occupational Therapist (OT) with regard to the accident/incident.

## **4 CARER'S DUTIES**

Many of the daily activities carried out by carers will involve some element of moving and handling. Some examples of activities that involve moving and handling include: helping a person in and out of bed, to turn over or to sit up; helping a person to wash or bathe; lifting and carrying laundry; carrying cleaning supplies; moving objects (eg. when cleaning) and carrying food trays. Moving and handling activities can cause serious injury if not done correctly so it is vitally important that carers follow the training given and stay safe, using specialist equipment provided in order to reduce the physical impact and risk of injuries.

Carers have the following duties:

- A general duty to co-operate with management and follow legislation, this Policy and the agreed ways of working within the Company in order to protect their own health and safety, as well as the health and safety of colleagues and clients
- To attend and comply with moving and handling training provided and to be clear what practices are not permitted
- To adhere to the Risk Assessment and the Care Plan and daily activities
- To undertake any remedial training that may be identified as necessary
- To use the equipment provided as instructed, to minimise risks
- To check equipment prior to use, and make sure the stability of the equipment is assured,
- To check on each occasion before they are used that lifting equipment profiling beds airflow mattress motors etc are within service dates.
- To check slings and slide sheets to ensure they are in good repair, stitching is intact and loops are not frayed or worn
- To ensure that equipment is stored in a safe manner so it does not pose a hazard
- To report to their manager any changes in the client's condition, environment and any other factor which will affect the tasks set out in the Care Plan and any personal matters that may affect their capability to work
- Not to undertake any moving and handling manoeuvres that have not first been risk assessed by a manager, even if they are requested to carry out such moving and handling by the client or family members of the client. If asked to do a manoeuvre that has not been risk assessed by the Company, the carer

should phone the Office or On call manager to get instructions on what to do – they should **not** carry out the manoeuvre requested

- To carry out their own risk assessment prior to undertaking any tasks involving moving and handling including an assessment of the condition of the client **at that specific time** (for example, for a standing aid, his/her body strength and ability to weight bear and grip, and to comprehend what they are doing/what is happening), and if in any doubt, the carer should not carry out a manoeuvre but should contact the Office/On call manager
- To report to the Office/On call manager, any unsafe practice he/she observes being carried out by other carers
- To make a Report to Office and complete an incident form if equipment fails in any respect
- To report any events - accidents, injuries, near misses - in accordance with 1st Homecare Solution's Accidents, Incidents and Emergencies policy.

**\*\*If a manoeuvre requires two carers, a single carer should never attempt the manoeuvre alone. Two carers must always be present when using a mobile hoist.\*\***

**\*\*Carers must not assist the client to climb or descend the stairs and should not be on the stairs at the same time as the client.\*\***

**\*\*If in any doubt as to a client's condition and whether it is safe to carry out any moving and handling task, the carer must NOT undertake the task but should contact the Office/On call manager for advice.\*\***

## 5 EQUIPMENT

There are a number of different types of specialist equipment that may be used in order to reduce the physical impact of moving and handling tasks and the likelihood of injuries. Many types are vital for certain moving and handling tasks while promoting independence, dignity and quality of life.

Prior to each use of equipment, carers must make a check of the equipment to ensure their own safety and that of the client, looking for any signs of damage eg. cracks or exposed wires, whether it is clean, whether it is within service dates, whether it has been charged sufficiently to carry out the task, are there any trailing wires, is there enough room, have they been trained and competency assessed to use the equipment, and is it appropriate for use with the client (correct size, for example).

There are a number of different pieces of equipment that may be needed for a client, a few examples include:

- **Hoists** – these range from standing hoists, used where clients cannot mobilise and transfer independently, to mobile hoists (brought to the client and used to transfer them), to ceiling or tracking hoists for clients who are non-weight bearing. These must be assessed for and provided by an OT and used in accordance with the advice of the OT, and for a client whose care is commissioned by a Local Authority or other commissioning body, it must be specified in the service requisition. Generally, whilst clients may provide their own equipment, carers may not assist the client to use it.
- **Slings** – there are many variations, including bath slings and toilet slings

- **Turning aids** – used to assist people in turning round and also known as rota stands or turntables.

With regard to weight guidelines on lifting loads, the correct hoist should have been ordered by the OT for the client's weight as recorded on the day the assessment is conducted but carers should notify the Office and ask for a review if they believe the client is putting on weight.

Whenever an OT or other health professional is involved in the ordering/use of equipment for a client, the Company requirement is for the instructions/advice to be fully documented in writing (particularly, on hoists and slings, where they want a particular loop used), and the report must be filed on the client's records and the risk assessments/care plan updated accordingly.

## **6 REFUSAL BY CLIENT TO BE MOVED IN ASSESSED WAY**

If at the time of attempting any manoeuvre, a client refuses to be moved in the required way, no attempt should be made to move him or her. Instead, the client must be made comfortable where they are and the Office/On call manager immediately informed, who will decide what action should be taken.

## **7 WHAT TO DO IF A CLIENT HAS A FALL**

### ***General position with regard to falls***

The general position is that if a client falls, the carer must:

- Ascertain from the client whether they are in any pain and if not, ask them if they can get up by themselves. The carer can encourage the client to get onto their hands and knees and then bring a stable object (dining chair, for example) to them and encourage them to pull themselves up. Even if the client manages to do so, the matter must be reported to the Office. Carers should not physically assist a client up from the floor
- Call 999 immediately and request an ambulance, giving the name and address of the client, and state their condition
- Report the accident by calling the Office or On call manager
- Keep the client comfortable and stay with the client until the Emergency Services arrive. Do not give the client anything to eat or drink in case they may need surgery
- Record the incident as a Report to Office and also complete an Incident Report immediately following the incident.

All accidents shall be dealt with under 1st Homecare Solution's Accidents, Incidents and Emergencies Policy.

**8 GENERAL**

This Policy may be reviewed and amended at any time, as may be necessary. Staff shall be informed of the amended version.

**CHANGE HISTORY**

Issue	Date	Description of Change and Reason
1	February 2014	First Issue
2	November 2014	Second Issue to include end sheet with change history and document control, some minor changes to content, and review date inserted
3	May 2016	Third Issue – to change the address and other minor changes
4	January 2017	Fourth Issue – to make the policy applicable to both businesses
5	December 2018	Fifth Issue – change of address, change to some of wording but no substantive changes
6	October 2019	Sixth Issue – to insert section about use of Raizer chair in the ECH Scheme.
7	January 2020	Seventh Issue – inclusion of KL address
8	July 2022	Eighth Issue – inclusion of further information about the risk assessment process, including examples around the need to risk assess each element of a task, expanding the section on training and on carers' responsibilities. Addition of section on equipment and on the requirement for OT/other health professional to document instructions regarding equipment ordered.

**DOCUMENT CONTROL**

Name of document	Manual Handling, Moving and Positioning Policy
Status	Approved
Issue	8
Issue date	July 2022
Maintainer	1HC
Owner	1HC
File name	1HC Manual Handling, Moving and Positioning Policy
File location	Policies and procedures/Care
Review Date	July 2023