



POLICY/PROCEDURE INFORMATION (Policy no CS013)	
Subject	Manual Handling Policy (Non-Patient) CS013 <i>(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).</i>
Applicable to	All staff of Nottinghamshire Hospice
Target Audience	Others such as agents, consultants and other representatives of Nottinghamshire Hospice may be required to comply with the policy as a condition of appointment.
Date issued	7 March 2023
Next review date	7 March 2026
Lead responsible for Policy	Chief Executive
Policy reviewed by	Transport and Facilities Manager
Notified to (when)	Quality and Safety Group 7 March 2023
Authorised by (when)	Quality and Safety Group 7 March 2023
CQC Standard if applicable	Safe, Well-led
Links to other Hospice Policies	Reporting of Incidents and Accidents Policy OP002 Health and Safety Policy RM0001 Risk Assessment Policy OP004 Lone Working Policy OP001 Appearance and Dress Code Policy HR0013
Links to external policies	See references
Summary	This policy provides instruction for the management of manual handling and outlines the responsibilities of the organisation, staff and volunteers to ensure a consistent, safe and effective approach for managing manual handling risks.
This policy replaces	Manual Handling Policy CS013 March 2019-2022

IMPORTANT NOTICE

Staff should refer to the Hospice website or Policies and Procedures folder on the 'N' drive for the most up to date Policy. If the review date of this document has expired it is still valid for 3 months. After that staff should seek advice from their clinical lead or manager.

VERSION CONTROL		
Status	Date	Review due
Original policy written by Mel Reizig, Senior Physiotherapist	Feb 2016	
Ratified by Board of Trustees	March 2016	
Minor amends by Jo Polkey, Director of Care Services	Aug 2017	Aug 2019
Policy reviewed by Mel Reizig, Senior Physiotherapist and Jo Polkey, Director of Care Services	Feb 2019	
Policy notified to the Quality & Safety Group	21 Mar 2019	
Policy ratified by the Board of Trustees	Mar 2019	Mar 2021
Policy reviewed by Governance Lead, Facilities and Transport Manager	Jan 2023	
Policy notified to the Quality & Safety Group	7 Mar 2023	
Policy Ratified by Quality & Safety Group	7 Mar 2023	7 Mar 2026
Updated control sheet and published on Policy Doc App	March 19	
Updated policy number from CS010 to CS013. Logo updated and published on website	Dec 2020	
Updated and published on website	March 2023	

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<p>1.</p>	<p>Introduction</p> <p>Manual handling affects every employee and volunteer within the organisation.</p> <p>Nottinghamshire Hospice recognise its duty of care to ensure, as far as is reasonably practicable, the health, safety and welfare of all employees. The duty includes the need to minimise risk arising from manual handling tasks.</p> <p>Under the Health & Safety Act 1974 all employers have a general duty to take reasonably practicable steps to ensure the health, safety and welfare of their employees. In addition the Manual Handling Operations Regulations 1992 specifies key duties for employers, which are to:</p> <ul style="list-style-type: none"> • Avoid hazardous manual handling operations as far as is reasonably practicable. • Assess any hazardous manual handling operations that cannot be avoided. • Reduce the risk of injury so far as is reasonably practicable. • Review and Monitor.
<p>2.</p>	<p>Policy Aim</p> <p>The aim of this policy is to:</p> <ul style="list-style-type: none"> • Provide instruction for the management of manual handling risks within Nottinghamshire Hospice • Outline the responsibilities of all staff and volunteers with regard to their role in developing and implementing this policy and to ensure a consistent, safe and effective approach for managing manual handling risks • To promote MINIMAL manual handling and lifting. It is designed to provide a balanced approach to ensure the safety and well-being of our staff.
<p>3.</p>	<p>Definitions</p> <p>Manual Handling: Transporting or supporting a load (including lifting, lowering, pushing, pulling, carrying or moving thereof) by hand or bodily force (Manual Handling Operations Regulations 1992) (amended 2002)</p>

	<p>Load: A load is a separate, moveable object (either inanimate or a person) but not an implement, tool or machine while in use for its intended purpose. (Manual Handling Operations Regulations 1992 (amended 2002))</p> <p>Risk Assessment: is a systematic process of assessing the likelihood of something happening (frequency or probability) and the consequence if the risk actually happens (impact or magnitude).</p>
<p>4.</p>	<p>Responsibilities</p> <p>Chief Executive as the accountable person holds overall responsibility for all matters including health, safety and welfare; this includes all aspects associated with the manual handling policy.</p> <p>Directors are responsible for all aspects of manual handling within their directorate. This will include ensuring:</p> <ul style="list-style-type: none"> • The Manual Handling Policy and procedures approved by the organisation are implemented within their area • Employees receive appropriate manual handling training • Manual handling risk assessments are available to ensure employees work in a safe manner • Adequately trained persons are identified in each department/area in order to support risk assessment. <p>Leadership Team</p> <p>The Leadership Team is responsible for:</p> <ul style="list-style-type: none"> • The implementation of the Manual Handling Policy, monitoring and review of practice within their area. • Being aware of the manual handling tasks that occur within their area(s) of responsibility and where possible avoiding the need for employees to undertake any manual handling tasks which involve the potential for injury. Managers must ensure that adequate control measures are in

place to eliminate or reduce the risk of injury.

- Ensure inanimate load manual handling risk assessments have been completed accurately by a competent person/s. Ensure the originals of the inanimate load manual handling assessments are kept readily available for inspection and are accessible to all appropriate staff.
- Ensuring the outcomes of the assessments are actioned and monitored.
- Supervising employees to ensure that safe working practices are being followed and that equipment is being used where applicable.
- Informing senior managers of situations where it is not possible to implement risk reduction measures at a local level.
- Ensure that all employees and volunteers within their responsibility attend manual handling training appropriate to their role.
- Attend training themselves and act as a role model.
- Making sure that equipment is only used by employees that have been properly trained in its use.
- Investigate and report all manual handling accidents / incidents and action plan any identified high risks and ensure that senior managers are informed of the risks.
- Report via the organisation's incident reporting system any injuries deemed to be work related in accordance with Reporting Injuries, Diseases and Dangerous Occurrences Regulations 1995 updated 2013 (RIDDOR).

Employee and volunteer responsibilities

- Take reasonable care for their own health and safety and that of others who may be affected by their activities
- Co-operate with their employers to enable them to comply with their health and safety duties.

	<p>All employees and volunteers have a responsibility for ensuring that the principles outlined within this policy are universally applied.</p> <p>All employees must follow safe systems of work that have been put in place for their safety.</p> <p>All employees must consider their own health and safety is not at risk when carrying out manual handling operations. This includes ensuring the handling is within their physical capacity i.e. checking they are capable of safely lifting weights and able to follow instructions.</p> <p>Manual handling risk assessments to be carried out where appropriate</p> <p>All employees must inform their manager if they identify hazardous handling activities.</p> <p>All employees are expected to ensure any injuries or incidents relating to manual handling are reported, so they can be investigated and remedial action taken. All employees are expected to attend training as required. This will be three yearly for all staff and volunteers.</p> <p>Employees who are or who have recently been pregnant must take into account their capability for safe manual handling operations, reporting any concerns to their line manager or HR.</p>
<p>5.</p>	<p>Working Away from the Organisation's Premises</p> <p>Manual handling operations may occur away from the organisation's premises in situations over which little direct control can be exercised, for example, in patients' own homes.</p> <p>There will sometimes be a limit to the organisation's ability to influence the working environment; but the task and perhaps the load will often remain within their control, as will the provision of effective training. Therefore it is still possible to establish a safe system of work.</p> <p>Regulation 5 of the Manual Handling Operations Regulations 1992 states that: 'Each employee while at work shall make full and proper use of any system of</p>

	<p>work provided for his use by his employer in compliance with regulations 4 (1) (b) (ii) of these regulations’.</p>
<p>6.</p>	<p>Risk Assessments</p> <p>Under the Health & Safety Act 1974 all employers have a general duty to take reasonably practicable steps to ensure the health, safety and welfare of their employees.</p> <p>In addition the Manual Handling Operations Regulations 1992 specifies key duties for employers, which are:</p> <ul style="list-style-type: none"> • Avoid hazardous manual handling • Assess those which cannot be avoided • Remove or reduce the risk of injury • Inform others of risk / reduction measures / incidents <p>Risk assessments are part of day-to-day practice and as such should be completed by all staff as part of their role. Risk assessments are used to identify hazards and risks and to record the measures taken to manage risks safely.</p> <p>Assessing manual handling risks is included in the manual handling training provided for all staff and volunteers as it is each individual’s responsible to assess risk, to check it is safe for them to carry out the handling before doing so.</p> <p>Training for staff to undertake departmental and role risk assessment is provided as part of the Risk Assessment Policy and Procedures.</p>
<p>7.</p>	<p>Use of Equipment</p> <ul style="list-style-type: none"> • Managers should ensure that suitable and sufficient mechanical aids and material handling equipment are provided and that these are properly maintained, safely stored and easily accessible for employees to use. • A list of all equipment must be maintained by the charity to ensure we are meeting our obligations. Hold a record of all equipment within their

	<p>department and ensure systems are in place to check they are in working order</p> <ul style="list-style-type: none"> • All managers must carry out an audit of equipment at least annually. • Staff must visually check manual handling equipment for serviceability both before and after use. Any suspected damage must be reported immediately to a line manager and the equipment removed from use. • All new equipment brought within the main hospice building must be communicated to the maintenance and transport manager together with any requirement for servicing • All new equipment brought within the retail section must be communicated with the Shop Support Manager. • All staff and volunteers should ensure that any defective equipment is withdrawn from use immediately. • All staff and volunteers must report equipment deficiencies to their managers immediately. <p>Please refer to the risk assessment policy for details about working at height and maintaining step ladders etc.</p>
<p>8.</p>	<p>Manual Handling Training</p> <ul style="list-style-type: none"> • Manual Handling Training is mandatory and must be completed by all staff and volunteers. Non-attendees will be managed through the Hospice’s HR performance management policies and may put an individual’s employment or volunteering at risk. • All non-clinical staff and volunteers should complete Manual Handling training on induction and then receive an update every 3 years. • Staff and volunteers who have attended suitable training with another employer e.g. NHS do not have to attend training provided they can demonstrate attendance and that the content of the training meets requirements. • Staff and volunteers wishing to APEL (accreditation of prior experience and learning) training they have attended previously must complete and sign a disclaimer, supply a copy of the content of the training and an up-to-date certificate of attendance.

	<ul style="list-style-type: none"> • Any training that does not meet the standards for the Hospice will not be accepted and the person will be required to attend the training. • Manual handling training records will be held and managed by HR and be made available for audit as required. <p>Basic: Theory and Inanimate load handling</p> <ul style="list-style-type: none"> • Everybody must complete this session as part of the corporate induction.
<p>9.</p>	<p>Accidents and Incidents</p> <ul style="list-style-type: none"> • All manual handling accidents and incidents must be reported to the line manager and investigated in line with the Reporting Incidents and Accidents Policy. • An accident /incident form must be completed as soon as possible after the incident. • A copy of all accidents / incidents involving staff and volunteers should be recorded in their personnel file.
<p>10.</p>	<p>References</p> <ol style="list-style-type: none"> 1. Health and Safety at Work Act 1974 (HSWA) 2. Management of Health and Safety at Work Regulations 1999 (MHSWR) 3. Workplace (Health, Safety and Welfare) Regulation 1992 4. Manual Handling Operations Regulations 1992 (MHOR) (as amended) 5. Provision and Use of Equipment Regulations 1998 (PUWER) 6. Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) 7. Reporting Injuries, Diseases and Dangerous Occurrence Regulations 1995 updated 2013 (RIDDOR)

Manual Handling Risk Assessment Aide Memoir

This aide memoir may be used to assist you in the risk assessment process.

Principles of Safe Manual Handling

The following are pointers to reduce to the risk of any manual handling and should be considered and referred to.

- Never manually handle unless you have no other option. Always ask: “do I need to handle manually?”
- Wear appropriate clothing and footwear.
- Assess the object to be handled before commencing a manoeuvre.
- Always select the appropriate manoeuvre and handling equipment for the task in hand.
- The leader must give clear, precise verbal instructions.
- Prepare the handling area.
- Where appropriate, apply the brakes to equipment. This is very easily forgotten.
- Make a good stable base with your legs and feet.
- Position your feet correctly to reduce spinal rotation.
- Keep the object to be transferred as close to your body as possible. (Where necessary use protective personal equipment.)
- Make sure you have a good hand grip.
- Test your grip and the weight if necessary before attempting the manoeuvre.
- Avoid a static stooped /flexed position.
- Try to work close to your natural, erect spinal posture as possible.
- Know your own handling capacity and do not exceed it.
- Where appropriate, use rhythm and timing when transferring.
- Raise your head on commencing the manoeuvre.
- Never twist during a manoeuvre.

If in doubt seek advice