



**Manual Handling
(including Health & Safety)
Policy & Procedure 5.0**

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Purpose and Scope

Under the Manual Handling Operations Regulations 1992 (MOHR), manual handling is interpreted as the transporting or supporting of any load. The Health and Safety Executive (HSE) defines manual handling as the transporting or supporting of a load, including lifting, putting down, pushing, pulling, carrying or moving.

The Health and Safety at Work 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 1992 (as amended 2002) Regulation 4(1)(b)(ii).

Although, at this time Connections is run as partnerships between Julia McDonald, Bret McDonald and Emily Heys, it aims to comply with the recommendations identified above to ensure the health and safety of both clients and practitioners.

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Context – Neurological Services

The Neurological Services work undertaken by Connections uses Conductive Education and Physiotherapeutic practices, both of which involve significant and regular moving and handling to assist clients. The clients in these services have a very wide range of disabilities and difficulties. Consequently, they have a wide variety of cognitive, communication, physical, social and emotional needs. These varied difficulties and needs have the potential to create additional risks from a moving and handling perspective and from a general health and safety perspective.

Online Neurological Services can create health and safety risks to clients or practitioners due to both demonstration and carrying out of online programmes and use of equipment, guidance of family members/facilitators etc...

The Neurological Services practitioners also use and transport a variety of items of equipment for use with clients during sessions. The manual handling and use of these items create another potential risk for both the practitioners and the clients.

Context – General Support Services

The General Support Services work undertaken by Connections uses Neuro-Linguistic Programming (NLP). The clients in these services do not require any moving and handling support as NLP is a 'talking therapy' and Health and Safety risks are very low since no equipment is generally required.

Online General Support Services can create health and safety risks to clients or practitioners through prolonged sitting postures, screen and computer use etc...

This document therefore sets out the policy and procedures the practitioners will follow to ensure the safety of both the clients and them, within and across the services.

The majority of the information in this policy relates to Neurological Services provision but can be applied to General Services provision as and when required.

Legal Context

✓ Regulations

There are regulations that impose specific requirements including:

- Management of Health and Safety at Work Regulations 1999
- Workplace (Health, Safety and Welfare) Regulations 1992
- Manual Handling Operations Regulations 1992
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

✓ Responsibilities

To reduce manual handling accidents the practitioners will:

- avoid the need for hazardous manual handling, as far as is reasonably practicable.
- assess the risk of injury from any unavoidable hazardous manual handling.

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- reduce risks to the lowest level that is reasonably practicable.
- ensure that assessments and action plans are written and are available to all involved with Connections.
- develop, implement, monitor and communicate policies and procedures relating to manual handling.
- follow appropriate systems laid down for their all individuals involved with Connections (practitioners, partners, service-users)
- be aware of and understand their organisation's manual handling policy.
- make proper use of equipment provided for safety.
- identify hazardous handling activities or any dangerous defects in equipment.
- take care to ensure that Connections activities do not put others at risk.

Policy Statement

The implementation of this policy will ensure a suitable framework exists within Connections to manage risks associated with health, safety & manual handling. This, in turn, will protect and promote the health and well-being of the practitioners, Connections partners, clients and families whilst providing optimal care for the clients.

The practice of all Neurological Services at Connections (Conductive Education (CE) & Neuro Physiotherapy), requires the manual facilitation of clients. The challenge of working in these services is to practice safely whilst remaining true to the philosophy of the teaching/therapeutic approach and prioritising the needs of the clients. This policy aims to ensure that practice is evaluated, and risk reduced whilst the focus remains on teaching and learning and not just 'moving'.

Guidelines

The following identifies a simple guide when approaching manual handling.

Avoid – the need for hazardous manual handling, so far as is reasonably practicable.

Assess – the risk to staff and service-user/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.

Review – to take place on an annual basis, or if there has been significant changes or it is no longer valid.

Manual Handling within Connections

The services aim is to develop growth and learning, to create an environment where individuals can take calculated risks that enhance quality of life should they choose. How much risk is 'too much' or 'too little' must be a decision for those directly involved but decisions must be made with guidelines in mind as well as with consideration of the aims for the client.

In complying with relevant manual handling regulations, it is considered that the total elimination of client handling in the services may be impracticable. A balance will be sought between the needs and ability of the clients, and the safety of the practitioners,

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Connections partners and family/carers. Clients must, wherever practicable, be encouraged to assist in all handling activities. Connections practitioners are committed to developing a minimal moving and handling/lifting approach in order to remain true to the ethos and philosophy of Conductive Education.

Risk assessment and planning can eliminate or reduce identified health and safety/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. Similarly, more detailed assessment and plan may be required to safely manage health/conditions, behavioural needs, environmental factors etc...

Guidance concerning complex handling situations that commonly occur within the practice of both practitioners at Connections are identified in Connections Moving and Handling Practice Guidelines. This document forms an appendix to this policy.

Animate loads – the manual lifting of a client is eliminated in all but exceptional or life-threatening situations.

Manual handling of static loads is a requirement for staff at Connections and so these risks will also be evaluated and reduced.

The services aim to demonstrate good practice in the treatment of children and adult clients. Safeguarding and the protection of children/vulnerable adults is always considered when undertaking facilitation/manual handling/treatment with an individual.

Responsibilities – Lead Practitioner

The Connections Lead Practitioner is identified as – Jules McDonald. However, it is the responsibility of all practitioners to ensure all aspects of health and safety of clients and others in areas where services are provided, or under their control. This includes compliance with legislation and the following:

- The implementation of this policy to ensure the effective management of health and safety and manual handling.
- The identification, assessment and control of health and safety risk and moving and handling risk, in line with Connections policy and procedures.
- Ensuring that equipment, premises and systems of work are safe.
- The provision of training and information others if appropriate.
- The investigation of accidents and incidents, taking appropriate corrective action to prevent a recurrence and reporting details promptly.

Training

Practitioners will receive ongoing/updated Manual Handling training regularly.

Volunteers and/or partnership staff may also require manual handling training dependent on individual roles. This will be identified on an individual needs basis.

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Risk Assessments

To comply with the Manual Handling Operations Regulations 1992 and the Management of Health and Safety at Work Regulations 1999, suitable and sufficient risk assessments will be maintained.

It is the lead practitioner's responsibility to ensure that risk assessments are undertaken within their area of responsibility and that safe systems of work are devised, implemented and communicated to all relevant employees/partners.

A competent person must undertake risk assessments. Training, guidance and support in undertaking risk assessments is available from moving and handling training. Through the training outlined above the practitioners will ensure they have competent skills and knowledge to risk assess for Connections practice. External guidance and advice will be sought if it is necessary.

Risk assessments of all clients are carried out upon enrolment/registration and then every 1-2 years or as required (e.g. following an operation or injury). In order to implement a suitable and sufficient process the following tools will be used: -

Generic Individual Risk Assessment Form

(in combination with Connections Risk Matrix and The Manual Handling Practice Guidelines)

Health & Safety and Moving & Handling is included within the Individual Risk Assessment (See Appendix) which will be undertaken upon application/start of attendance and reviewed every 1-2 years or when changes occur. Review will 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.

The use of Connections Risk Matrix (See Appendix) will be used to decipher risk when carrying out generic risk assessments.

Upon completion, records of the risk assessment will be retained within each clients' file. Any environmental 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 lead practitioner to ensure that action is taken, and that action should ensure the risk is reduced to its lowest practicable level. Should unresolved risks occur we will take action as needed.

Tasks requiring a safe system of work will have a documented procedure. This will be kept in an accessible place and reviewed annually along with the risk assessments. The Manual Handling Practice Guidelines identify safe system of work for CE and Neuro-Physiotherapeutic based classroom practice (see Appendix).

Risk assessments will be reviewed every 1-2 years or when changes in circumstances occur, for instance following a change in a service-users' abilities or development, or if there is a change in seizure activity/behaviour, personnel changes, changes in the nature of manual handling operations, reported incidents, injuries or unsafe

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occurrences. We will carry out a systematic review of all risk assessments on an annual basis or sooner as appropriate (e.g. following incident or accident).

If the Generic Moving and Handling Practice Guidelines are not suitable/sufficient an Individual Moving and Handling plan will be carried out. This will be individually tailored at the time of writing to suit the specific needs of the client.

The Individual Risk Assessment (and any Individual Moving and Handling Plans/Care Plans required) will be kept within the client's individual record-keeping file.

Lifting

There are very occasional circumstances when manual lifting of clients is required. These will be identified in the individual risk assessments and subsequent individual moving and handling plan. Such manual lifting will take place within the legislative framework set out by the health and safety executive (HSE, 2002)

Risk vs Benefit

There may also be occasions when the impact of the intervention must be assessed against the impact of NO intervention i.e., there may be times when the potential risk to the facilitator (helper) is outweighed by the benefit to the client. The reasons for this must always be considered but the benefit of the activity/task to the individual must always outweigh the risk to the facilitator for the activity/task to be undertaken.

Incidents

Following a near miss, incident, or accident an Accident/Incident Form will be completed within 24 hours. The incident will be investigated appropriate action will be taken. Further action will be undertaken should it be deemed necessary.

Equipment

Appropriate handling of equipment, for both clients and inanimate loads will be provided where a risk has been identified. It is essential that such equipment is available, suitable and maintained.

To ensure this is carried out, the following steps will be taken:

- An inventory of Connections equipment will be kept by each practitioner for their own equipment.
- If a need for further equipment is identified, then due consideration must be given on selection and suitability.
- Prior to purchase/hire/trial, all manual handling equipment will be evaluated by to ensure its fitness for purpose.
- Equipment will not be used until appropriate training has been received (if necessary).
- All equipment will have a visual check for safety and suitability carried out prior to each use.
- Routine maintenance of mechanical equipment will be carried out in accordance with LOLER Regulations 1998, and PUWER 1998.
- Other non-mechanical equipment must be regularly inspected/maintained.
- Client's own equipment may be used if considered appropriate and will always have a visual check for safety and suitability carried out prior to each use.

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Additional Documents

Other documents on which this policy is based.

- Human Rights Act (1998) OPSI
- Health and Safety Executive (1992– amended 2002) Manual Handling Operations Regulations 1992: guidance on regulations. 2nd ed. London: HMSO.
- Professional Conductors Association (2010) Moving and Handling in Conductive Education. PCA: Birmingham.
- The Chartered Society of Physiotherapy (2014) Guidance on Manual Handling in Physiotherapy. 4th Edition. London: The Chartered Society of Physiotherapy.



Further Guidelines

Other guidelines that may be referred to include:

- HSE guidelines – Getting to grips with hoisting.
- NBE – hoisting information

Appendices

- CNS - Moving and Handling Practice Guidelines
- CNS - Individual Risk Assessment Pro Forma
- CNS - Risk Matrix

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