

SAFE WORKING PROCEDURE

Moving and Handling of People

CORPORATE HEALTH & SAFETY | VERSION 4.04 | JANUARY 2024

STATEMENT:

In order to comply with legislation and fulfil statutory responsibility, the council must make sure that:

- All work activities that include the moving and handling of people have been risk assessed.
- All staff required to carry out moving and handling of people have received appropriate training in risk assessment, approved manual handling techniques and the safe use of any equipment that has been provided.
- All equipment provided conforms to BS/EN Standards, is used, tested, inspected and maintained in compliance with manufacturers' recommendations and the Lifting Operations and Lifting Equipment Regulations (LOLER).

SCOPE:

This Safe Working Procedure (SWP) applies to:

- All managers.
- All employees of Southampton City Council.
- All agency workers.

Level 1 Managers/Head Teachers are responsible for compliance with this SWP and must:

- 1.1. Ensure a risk assessment is carried out on all activities associated with the moving and handling of people.
- 1.2. Ensure suitable training on manual handling techniques and any equipment is provided.
- 1.3. Ensure adequate resources are allocated to reduce manual handling risks.

Managers are responsible for ensuring compliance with the SWP and must:

- 1.4. Carry out a risk assessment on all moving and handling work activities taking into consideration individual service user's autonomy and personal wishes.
- 1.5. Communicate risk assessments effectively to relevant staff and where appropriate, the service user.
- 1.6. Record staff attendance on manual handling training.
- 1.7. Ensure all equipment complies with British safety standards.
- 1.8. Ensure all staff are trained in the appropriate use of equipment.
- 1.9. Ensure all equipment is inspected and maintained in compliance with the manufacturers' recommendations and SWP Work Equipment and SWP Lifting Operations and Lifting Equipment.
- 1.10. Decommission any reported defective equipment and organise replacement or repair immediately.
- 1.11. Review all risk assessments in accordance with SWP Risk Assessment.
- 1.12. Carry out a training needs analysis for moving and handling of people and ensure training is provided and refreshed in compliance with the risk assessment and SWP Training.

Employees must:

- 1.13. Comply with the controls identified within the risk assessments.
- 1.14. Report any physical condition they have which could impair their manual handling capability.
- 1.15. Attend and complete any moving and handling training courses.
- 1.16. Use equipment in the way it has been trained.
- 1.17. Report any defective equipment immediately.
- 1.18. Report any accident/incident onto HSMS. See SWP Accident / Incident Reporting and Investigation for further information.

2. Procedures

The moving and handling of people is a regular task in health and social care, which if not done safely, can cause serious injury to service users and staff. This safe working procedure concentrates on reducing the risk from people handling. For general information on factors that can lead to injury, visit the [musculoskeletal disorder web pages](#). For further information on risk assessments for inanimate/object handling please see HSE [manual handling web pages](#)

2.1. Risk Assessment

- 2.2.1. Manual handling risk assessments will be managed proactively and occasionally reactively; this will include personal risk assessment for service users.
- 2.2.2. Any handling hazards considered foreseeable yet unavoidable will be subject to risk assessment, addressing risk factors associated to the task, individual, load and environment. It is sometimes acceptable to do a generic assessment that is common to several persons or to more than one site, or place of work, with written guidelines being produced and disseminated to the relevant staff.
- 2.2.3. As with all risk assessments it is vital that all staff concerned are made aware of the risk assessment and consequent actions required.
- 2.2.4. Where different agencies are working with the same service user or on the same task, manual handling risk assessment and guidance to avoid back injury at work must be shared.
- 2.2.5. Adult Services template risk assessments for client use can be found on the PARIS database.
- 2.2.6. Manual Handling Risk Assessment training is available through Learning and Development.

2.2. Moving and Handling of People

In relation to actual technique when moving a person, or undertaking a task, the Council recognise that the autonomy and personal wishes of the service user has to be taken into consideration. Individual risk factors advocate a selection of techniques should be identified for the handler to choose from. All techniques will enable the application of the 5 biomechanical principles of handling (see [Appendix 1](#)). In relation to service user handling, this will not involve the handler taking most or all of the patient's weight unless it is an emergency or exceptional circumstance.

City Care First Support – for the procedures to deal with service users who have fallen within their own home (see [Appendix 2](#)).

All relevant details of the incident and the actions taken should be recorded and forwarded to the line manager.

2.3. Training

- 2.3.1. The Council provide manual handling training to all staff involved in moving and handling, attendance and refresher training should be based on a risk assessment process to ensure staff are told of the risks and keep abreast of developments in manual handling techniques. Where identified as a hazard, attendance is a mandatory condition of continued employment.
- 2.3.2. It is not expected that the generic training course will cover all work situations and equipment; therefore it will be necessary for individual staff members to undertake additional training on any specialised pieces of equipment relating to individual tasks.
- 2.3.3. This procedure is relevant to any individual who provides care, either formally or informally to a service user(s). It is suggested that although some carers may not have a formal relationship with any agency, it would be advisable to offer them moving and handling training in order to provide the safest and most consistent care possible. The level of training will be determined by the individual situation and the overall provider's risk assessment.
- 2.3.4. Training courses currently available through Learning and Development are:
 - 2.3.4.1. Moving and Handling of Loads (General);
 - 2.3.4.2. Manual Handling Risk Assessment (General);
 - 2.3.4.3. Moving and Handling of People (Adult Services);
 - 2.3.4.4. Falls Education (Adult Services);
- 2.3.5. Attendance on these courses can be organised through Learning and Development course booker.
- 2.3.6. Managers will ensure that they record and monitor the manual handling training needs and attendance of employees.

2.4. Moving and Handling Equipment

- 2.4.1. All equipment that is purchased must be compliant with British safety standards. Prior to purchase it is recommended that a risk assessment is carried out to identify the training needs, the on-going maintenance and inspection requirements (every 6 months for lifting equipment), where the equipment will be stored and the suitability of its use i.e. safe working loads etc. Systems must be in place to record all procedures established, these must be reflective of Health and Safety legislation requirements, SWP Work Equipment / Lifting Operations and Lifting Equipment and the manufacturer's recommendations.
- 2.4.2. Any identified defective equipment must be reported to the line manager with immediate effect and taken out of commission until repaired or a replacement is in place.

3. Safe Working Procedures Relevant to This Document

- 3.1. Risk Assessment
- 3.2. Manual Handling
- 3.3. Work Equipment
- 3.4. Lifting Operations and Lifting Equipment
- 3.5. Moving and Handling of Pupils

Note: Other safe working procedures may apply and the assessor should consult the SWPs. An A-Z is available on the Council's [Health and Safety Intranet](#).

4. Main Legislation Relevant to This Document

- 4.1. [Health and Safety at Work etc. Act 1974 \(HSWA\)](#)
- 4.2. [Manual Handling Operations Regulations 1992 \(MHOR\) \(as amended 2002\)](#)
- 4.3. [The Management of Health and Safety at Work Regulations 1999](#)
- 4.4. [Provision and Use of Work Equipment Regulations 1998 \(PUWER\)](#)
- 4.5. [Lifting Operations and Lifting Equipment Regulations 1998 \(LOLER\)](#)

5. Contact Address's and Guidance Links

- 5.1. Health and Safety Executive
www.hse.gov.uk
 - 5.1.1. [Risk Assessment \(INDG163\)](#)
 - 5.1.2. [Moving and Handling \(INDG143\)](#)
 - 5.1.3. [Moving and Handling in Social Care](#)
- 5.2. Royal Society for the Prevention of Accidents
www.rospa.com/
 - 5.2.1. [Healthcare and Care Homes](#)
- 5.3. Corporate Health and Safety Service
[Health and Safety Intranet](#)
 - 5.3.1. [Manual Handling Micro Site](#)

For full contact address visit the health and safety intranet [Useful Contacts](#).

Principle Techniques for Manual Handling

5 Principles



Elbows	<ul style="list-style-type: none"> ✚ You must be as close as possible to the load to be moved. ✚ With your elbows flexed the load is held close and there is less strain on your arms and spinal muscles. This also helps to maintain your body’s center of gravity over your base of support, and you will not be ‘top-heavy’
Posture	<ul style="list-style-type: none"> ✚ Keep your spine in line. Always keep your shoulders and pelvis on the same plane. Avoid a top-heavy position.
Knees	<ul style="list-style-type: none"> ✚ The knees must not be fixed/braced. Relaxing your knees and lowering your body is the initial movement in handling. This allows the strong leg muscles to supply the power and force in the movement of the whole body
Base	<ul style="list-style-type: none"> ✚ Ideally have a walking stance. Placing your feet apart in the direction of movement creates a broad base, which increases stability and aids avoiding a top-heavy position.
Head	<ul style="list-style-type: none"> ✚ Begin the action by an upward movement of your head accompanied by a tucking in of your chin. In this position your spine is more likely to move into the optimum position allowing for the proper transfer of weight and avoidance of strain.

Note: Report any ill health, or physical condition that may affect your manual handling performance/technique to your line manager.

Emergency Procedures for Service Users who are found on the floor by City Care First Support

If a carer is faced with a service user who appears to have fallen or they have observed the person fall:

- ✓ Do not try and move the service user.
- ✓ Phone the main office or Senior Home Carer – pull cord if service user is in sheltered accommodation.
- ✓ Dial 999 and state service required, and name and address of service user.
- ✓ Reassure service user in a calm and confident manner (they are usually frightened).
- ✓ Make service user comfortable and loosen clothing without removing it.
- ✓ Do not give any food/drink/medication.
- ✓ Collect service user's medication so they can be taken to hospital with them.
- ✓ Find next of kin telephone number for ambulance crew (for hospital contact).
- ✓ Remember not to leave the service user's premises until instructed by the Senior Home Carer.

If the ambulance team attend to the service user and pronounce the person is not injured but decline to help them to get up, the Senior Home Carer should take charge of the situation. If the service user can get up with assistance, he/she should be assisted to do so using techniques that have been covered in training and which do not involve the staff member bearing the weight of the person.

Record all relevant details of the incident and the action taken.