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<b>THIS POLICY IS FOR:</b>	Staff including Agency Workers (temporary workers), Commissioners and Service Users

## MOVING AND HANDLING

### WARNING:

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# MOVING AND HANDLING POLICY AND PROCEDURE

## 1. PURPOSE

- 1.1 To ensure legal compliance with manual handling operations regulations, that services are delivered in line with assessed Service Users' needs and contractual requirements, and that this is done in a safe and personalised manner using a robust risk assessment approach.
- 1.2 To ensure that Nursing Direct has a systematic approach to determine the number of staff including Agency Workers and range of skills required in order to meet the needs of Service Users and keep them safe at all times.
- 1.3 Adherence to the policy will also minimise the risk of accidents and incidents to workers who are undertaking these activities at work by ensuring that suitable systems are in place to manage the risk.
- 1.4 To support Nursing Direct in meeting the Key Lines of Enquiry and Quality Statements as set out by the Care Quality Commission (CQC).
- 1.5 To meet the legal requirements of the regulated activities that Nursing Direct is registered to provide:
  - Personal Protective Equipment at Work (Amendment) Regulations 2022
  - Personal Protective Equipment at Work Regulations 1999
  - Lifting Operations & Lifting Equipment Regulations 1998 (LOLER 98')
  - Provision and Use of Work Equipment Regulations 1998 ('PUWER 1998')
  - The Care Act 2014
  - Equality Act 2010
  - The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
  - Health and Safety at Work etc. Act 1974
  - Management of Health and Safety at Work Regulations 1999
  - The Workplace (Health, Safety and Welfare) Regulations 1992
  - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
  - UK GDPR
  - The Manual Handling Operations Regulations 1992 (as amended 2002)

## 2. SCOPE

- 2.1 The following roles may be affected by this policy:
  - All staff including Agency Workers
- 2.2 The following Service Users may be affected by this policy:
  - Service Users
- 2.3 The following stakeholders may be affected by this policy:
  - Family
  - Commissioners
  - External health professionals
  - Local Authority
  - NHS/ICB/CCG

## 3. OBJECTIVES

- 3.1 By implementing this policy, Nursing Direct will support effective manual handling to:
  - Ensure that best practice in the handling and moving operations is carried out by all staff including Agency Workers
  - Uphold the Service User's right to dignity, privacy, choice, and respect
  - Generate a culture that ensures that the staff including Agency Workers wellbeing is prioritised
  - Advise staff including Agency Workers on the implementation of safe handling practices of people and loads in their workplace
  - Ensure that all Service Users have had an up-to-date manual handling assessment completed
  - Ensure that special consideration is given to staff including Agency Workers who are new or expectant mothers, young workers, living with ill health or a disability
  - Ensure a consistent approach is used to establish safe staffing levels to support increased Service User dependency
  - Ensure that lessons are learnt following near misses, accidents, or incidents to ensure that the situation does not arise again
- 3.2 By implementing this policy, Nursing Direct will minimise manual handling injuries by:
  - Ensuring that managers put in place appropriate risk control measures
  - Providing managers with appropriate information, guidance, and support to enable them to develop risk reduction control measures

- Involving staff including Agency Workers who are involved in manual handling with the preparation of the risk assessment, where appropriate
- Providing staff including Agency Workers at risk with information, instruction, and formal manual handling training

## 4. POLICY

4.1 Nursing Direct understands its responsibility as an employer and social care provider that it has a duty of care to both staff including Agency Workers and Service Users to protect and keep them safe from harm. As such, Nursing Direct has a robust training programme in place which ensures it can meet the needs of contracted Service Users by matching them with suitable, highly skilled, competent staff including Agency Workers, confident in moving and handling.

Nursing Direct will comply with the Health and Safety at Work etc. Act (1974) which requires Nursing Direct to provide 'such information, instruction, training and supervision as is necessary to ensure so far as is reasonably practicable, the health and safety at work of his staff including Agency Workers'.

Nursing Direct will ensure that its staff including Agency Workers will 'take reasonable care for their safety and the health and safety of other people who may be affected by their acts or omissions'.

4.2 As an employer, Nursing Direct Healthcare Limited has a responsibility to:

- Avoid hazardous manual handling operations as far as is reasonably practicable
- Make a suitable and sufficient assessment of any hazardous manual handling operations that cannot be avoided, taking account of all factors:
  - Task
  - Individual capacity
  - Load
  - Environment, and
  - Other factors
- Reduce the risk of injury from these operations as far as is reasonably practicable, using an ergonomic approach
- Ensure that staff including Agency Workers understand clearly how manual handling operations have been designed to ensure their safety
- Make allowances for any known health problems which might have a bearing on existing staff including Agency Worker's ability to carry out moving and handling operations. This should be done by examining the staff including Agency Workers current job role to take account of any complexities (e.g. pregnant worker assessments), and where required, redesign tasks, for example, to ensure their health, safety, and welfare.

4.3 Whilst Nursing Direct acknowledges its responsibility for the health, safety and welfare of its staff including Agency Workers and others affected by its undertaking, including, for example, Service Users, visitors, and other professionals, staff including Agency Workers have a duty to:

- 4.3.1 Follow safe systems of work as directed by risk assessments, cooperate with management, and report any known defects in equipment and/or processes designed to make manual handling safer to them directly
- 4.3.2 Attend and participate in any training given in moving and handling assessment principles
- 4.3.3 Report any physical characteristics and/or injuries that may increase their susceptibility to suffering a musculoskeletal disorder (MSD)
- 4.3.4 Report pregnancy or any medical condition that might affect their ability to handle loads safely
- 4.3.5 Report any change in working conditions which may create moving and handling risks
- 4.3.6 Report any significant change in the nature of the task or the load
- 4.3.7 Use the equipment provided in accordance with the manufacturer's guidance and associated training, instruction, information, and supervision
- 4.3.8 Ensure that Care Plans are followed in relation to the number of staff including Agency Workers required to assist a Service User
- 4.3.9 Report any incidents involving manual handling immediately. This includes near-miss events

4.4 The Registered Manager has overall responsibility for health and safety at Nursing Direct and will ensure that this policy is shared with all staff including Agency Workers and implemented. Nursing Direct will:

- 4.4.1 Avoid the need for staff including Agency Workers to undertake any moving and handling operations which involve a risk of injury, as far as is reasonably predictable
- 4.4.2 Ensure assessment of any hazardous moving and handling operations that cannot be avoided in order to reduce the risk of injury
- 4.4.3 Introduce and implement appropriate measures to avoid or reduce risk by elimination of the risk, redesigning the operation or the introduction of mechanical aids where required
- 4.4.4 Record the assessments and communicate their findings to all staff including Agency Workers involved
- 4.4.5 Ensure that staff including Agency Workers are adequately trained in the use of any lifting equipment
- 4.4.6 Provide information, instruction, training, and supervision for all staff including Agency Workers in terms of appropriate moving and handling assessment principles
- 4.4.7 Monitor and review moving and handling assessments when there is reason to believe that they are no longer valid due to a change in working conditions, the staff including Agency Workers involved or a significant change in the moving and handling operations affecting the nature of the task or the load. This may be identified through changes in legislation, best practice (list not exhaustive)
- 4.4.8 Ensure that all moving and handling training is recorded
- 4.4.9 Ensure that there is a system whereby staff including Agency Workers can report feedback on safety arrangements and concerns regarding manual handling issues, and that these reports are recorded for monitoring purposes
- 4.4.10 Ensure that training records are kept and maintained, and are available for inspection by organisations such as the HSE, the Local Authority, CQC (list not exhaustive)

- 4.4.11 Monitor sickness absence records and ensure these are regularly reviewed to identify patterns and trends that can be used to identify if any such absences are directly or indirectly related to manual handling activities
- 4.4.12 Ensure that, where staff including Agency Workers have injuries, disabilities, or conditions such as pregnancy, moving and handling constraints are taken into account in terms of the risk assessment process
- 4.4.13 Ensure that individual risk assessments (where necessary) are on file, and liaise with employment law and health and safety professionals as appropriate

#### 4.5 **Assessment and the Service User's Changing Needs**

Assessing dependency levels is crucial for safe staffing. Safe staffing is about having enough staff including Agency Workers who have the right skills and values to deliver high-quality care and support.

It involves:

- Having safe staffing levels, including contingency plans
- Recruiting the right people, with the right values, skills, and experience to deliver safe care and support
- Carrying out the right recruitment checks
- Ensuring that staff including Agency Workers are competent and safe to do their role
- Ensuring that staff including Agency Workers are adequately trained and supported to carry out the moving and handling techniques required for the individual Service User.

Nursing Direct is committed to ensuring that staff including Agency Workers meet the dependency and individual needs of Service Users. This includes an appropriate staffing level and skill mix to provide safe and effective Care.

Nursing Direct understands the importance of ensuring that Service Users are involved in a person-centred assessment. The Service User's needs will also be reviewed regularly and when needs change.

Where two or more Staff including Agency Workers are required, risk assessments will be undertaken and shared with the staff including Agency Workers involved. Service Users will be involved in the creation of risk assessments as far as possible.

Nursing Direct will work closely with other external agencies if required, and when it has been identified that the Service User requires increased staff including Agency Workers support. This is to ensure that, where needed, staff including Agency Workers arrive at the Service User's home at the correct time and understand how the Service User's needs, expectations and wishes can be met safely.

#### 4.6 **Moving and Handling Equipment**

Nursing Direct acknowledges its duty of care to ensure that all equipment provided for manual handling is properly maintained, stored, and regularly inspected for safety. Procedures are in place to guarantee the equipment remains safe for continuous use. Nursing Direct will notify the relevant parties if any manual handling equipment is damaged, unfit for use, or requires servicing.

This policy statement includes ALL equipment. For the avoidance of doubt, this includes equipment that is either leased or owned by a third party but used by staff including Agency Workers of Nursing Direct.

Nursing Direct will work in partnership with equipment owners, where required, to ensure compliance with equipment checks and maintenance.

## 5. **PROCEDURE**

### 5.1 **Manual Handling Risk Assessments**

These are carried out when:

- A handling task is unavoidable
- A new handling task has to be carried out
- An accident or incident occurs involving a handling activity
- New equipment is introduced
- A handling task has to be carried out in a new environment, (e.g. assisting someone in a wheelchair to go outside instead of just pushing the wheelchair over smoother internal flooring) or there are changes in the environment (e.g. new carpet is fitted or new furniture installed)
- A member of staff including Agency Workers complains of shoulder, arm, neck or back pain or any other pain/injury attributed to handling activities at work
- New staff including Agency Workers are appointed
- A member of staff including Agency Workers informs you that she is pregnant or is returning to work following a pregnancy of at least 6 months
- A member of staff including Agency Workers returns to work following a lengthy absence
- A handling task becomes too difficult
- The Service User's needs change and therefore more assistance with a task is necessary

### 5.2 **Assessing Manual Handling Risks**

Legislation requires that all manual handling operations that may present a risk of injury must be the subject of a risk assessment carried out by a competent person and using an ergonomic approach. The purpose of a risk assessment is to:

- Identify all hazardous moving and handling tasks carried out at work and determine the likelihood and severity of any injury or harm arising from these tasks and to whom
- Assess all factors, including existing control measures, involved in the hazard using the TILEO analysis
- Identify control measures that will reduce the risk of injury to acceptable levels

- Identify all staff including Agency Workers who may be at risk of injury from moving and handling tasks in the performance of their duties

### 5.3 **TILEO Assessment or LITE Assessment**

There are multiple assessments that are used by training providers to assess manual handling activities. Two of them are specified below and both look at four specific areas:

TILE(O) – Task, Individual, Load, Environment – easily remembered by the acronym TILE(O) LITE – Load, Individual, Task, Environment – easily remembered by the acronym LITE Nursing Direct will accept both types of assessments when obtaining accredited training certificates.

### 5.4 **T (Task)**

Does the task involve:

- Twisting or stooping?
- Strenuous pushing or pulling?
- Excessive lifting or lowering?
- Handling at a distance from the trunk?
- High task frequency without adequate rest periods?

### 5.5 **I (Individual Movers)**

Do the people carrying out the tasks require:

- Specialised training?
- Unusual strength or ability?
- A uniform or personal protective equipment?
- Consideration during impaired ability – for example, if pregnant?

### 5.6 **L (Load)**

Is the person or object being moved:

- Heavy or large?
- Unwieldy or difficult to grasp?
- Unpredictable or unstable?
- Vulnerable to injury or fragile?
- Sharp, hot, or hazardous in any other way?

### 5.7 **E (Environment)**

Does the area in which work is carried out have:

- Restricted space?
- Slippery or uneven floors?
- Slopes, ramps, or steps?
- Adequate levels of heat, light, and ventilation?

### 5.8 **O (Other)**

Final things to consider:

- Is the movement or posture hindered by personal protective equipment, or
- Is there an absence of the correct PPE for the task?
- Is equipment involved, if so, is it clean, serviced, available and well maintained?

### 5.9 **Equipment to Support Service Users**

Consider what equipment, if any, is needed to support the situation better, ensuring the safety of both Service User and Staff including Agency Workers. The following list is not exhaustive but identifies some common pieces of equipment that may be used:-

- Hoist (mobile or over tracked ceiling)
- Hoist slings
- Walking frame
- Riser recliner chair
- Perching stool
- Stand aid
- Rotunda transfer platform
- Three wheeled rollators
- Wheelchair
- Zimmer frame
- Slide sheets
- Wendy Lett sheets

### 5.10 **Manual Handling Aids**

- Mechanical handling aids can reduce the risk of injury when used correctly. Even simple aids such as trolleys, sack trucks and wheelbarrows can be used to move items and reduce the likelihood of injury
- It is better to push rather than pull, and to use body weight and leg muscles to do the work. Make sure the load is kept under control, particularly on slopes
- In some cases, more sophisticated manual handling aids may be required, for example, hoists
- It must be remembered that, although the handling aids will eliminate many of the manual handling risks, their use will introduce other risks, and these risks must be assessed

- Any aids used will need to be regularly checked to ensure that they are safe to use. Equipment, such as hoists will need to be maintained by someone competent to do so and will need to have regular services carried out

### **Use of Hoists**

Staff including Agency Workers using hoists must refer to the Safe Use of Hoists Policy and Procedure at Nursing Direct.

#### **5.11 External Advice and Support**

Specialist advice on how to help a Service User with specific moving and handling needs may be required. Usually, in the first instance, staff including Agency Workers should support the Service User to contact their GP. Other sources of professional advice include:

- Occupational therapists
- Physiotherapists
- Manual handling advisers
- Ergonomists with experience in health and social care
- Professional bodies
- Organisations such as the National Back Exchange or Chartered Society for Physiotherapists

#### **5.12 Types of Risk Assessment**

The different types of risk assessment used by Nursing Direct and relating to manual handling are:

##### **Home Risk Assessment (Usual place of support)**

Covering the whole home or work activities. outlining identified risks for example, loose rugs or wires, and the control measures put in place. The home risk assessment includes a service users physical ability, their personalised manual handling plan and the control measures used to minimise risk and enable safe systems of work.

A home risk assessment must be completed at least annually and more frequently if significant changes in equipment, the workplace or staffing occur. The risk assessment is used to identify manual handling hazards and required control measures using the TILEO assessment.

##### **Individual Agency Worker Risk Assessment**

To be completed for any member of staff including Agency Workers whose capacity for moving and handling at work may be impaired. This would include staff including Agency Workers who are pregnant, or those with ill health or disabilities.

##### **Community Risk Assessment**

Covers any support and or activities performed outside the home or usual place of support. This would identify any risks, including those involving manual handling when supporting outside of the home, along with any control measures used to minimise risk. A community risk assessment must be reviewed at least annually and more frequently if significant changes in equipment, the workplace or staffing occur.

#### **5.13 Basic Principles of Manual Handling**

There are some basic principles that everyone must observe prior to carrying out a manual handling operation:

- Ensure that the object is light enough to lift, is stable and unlikely to shift or move
- Heavy or awkward loads must be moved using a handling aid
- Make sure the route is clear of obstructions
- Make sure there is somewhere to put the load down wherever it is to be moved to
- Stand as close to the load as possible, and spread your feet to shoulder width
- Bend your knees and try and keep the back's natural upright posture (S' Shape)
- Grasp the load firmly as close to the body as you can
- Use the strong thigh muscles in the legs to lift the load in a smooth motion as this offers more leverage, reducing the strain on your back
- Carry the load close to the body with the elbows tucked into the body
- Avoid twisting the body as much as possible by turning your feet to position yourself with the load

##### **When Supporting or Assisting Service Users**

- In line with current manual handling operations regulations, a Service User should (where practicable) be allowed to assist their own movement with Care even where this may require extra staff including Agency Workers to provide support to aid the Service User's independence. Providing a hoist for ease and speed of use may be deemed unlawful and this must never be done
- Every Service User will be assessed for their moving and handling needs before service commencement
- All direct staff including Agency Workers will be made aware of what action to take in the event of a fallen/falling service user. Please refer to the Falls Management Policy and Procedure.
- All staff including Agency Workers are trained to use safe moving and handling techniques as required – this may include specialist techniques for specific Service Users
- Service User assessments must be reviewed on a regular basis to ensure that any dependency changes are identified and controlled as required. Details from such assessments must be recorded and retained in the Service User's Care Plan
- When equipment is utilised, the correct piece of equipment must be used for the correct task. This will assist in avoiding unnecessary injuries that put both the Service User and Staff including Agency Workers at risk

#### **5.14 Moving and Handling in Pairs or Teams (Double Handed)**

Care Plans and any associated risk assessments will fully detail any requirements for "team manual handling" to ensure these are coordinated properly.

- Staff including Agency Workers who are moving and handling with another person should ideally be around the same height and build. One person involved in the moving and handling must be responsible for giving instructions, including when staff including Agency Workers should support, move off, stop, and place the Service User or load down at the same time

- Moving and handling in teams does not mean that the weight of the load can be doubled for each extra person in the team. For example, for a team of two people, current manual handling operations state that the load should only be increased by two thirds of the sum of both their individual capabilities
- If double-handed care is deemed necessary, appropriate equipment should be in place. If there is no equipment in place, staff including Agency Workers should question what can be done safely with two people that cannot be done with one person without equipment

Further information on a team handling operation can be found on the Health and Safety Executive website.

#### 5.15 Individual Risk Assessments

The assessment must be person-centred and, where possible, involve the Service User, their family or carer in decisions about how their needs are met. This can reassure them about the safety and comfort of the equipment, and how it, and the methods used, will ensure their safety and the safety of staff including Agency Workers.

Record the risk assessment in the Care Plan. Include detail on the Service User's moving and handling needs, and record:

- What the Service User is able and unable to do independently
- The extent of the Service User's ability to support their own weight and any other relevant factors, for example, pain, disability, spasm, fatigue, tissue viability or tendency to fall
- The extent to which the Service User can participate and cooperate with transfers
- Whether the Service User needs assistance to reposition themselves or sit up when in their bed or chair and how this will be achieved, e.g. provision of an electric profiling bed
- Specific equipment needed including bariatric equipment where necessary, and if applicable, the type of bed, bath and chair required, as well as specific handling equipment, type of hoist and sling, sling size and attachments.
- The assistance required for different types of transfer of the Service User, including the number of staff including Agency Workers needed. Although ceiling hoists can be operated by one-person, hoisting tasks using standalone hoists require two staff including Agency Workers to ensure the safe transfer of the Service User
- The arrangements for reducing the risk and for dealing with falls if the Service User is at risk

A Service User's needs and abilities may change over the course of the day. Staff including Agency Workers should understand the impact this may have on moving and handling practices. Some Service Users may become upset or agitated when being moved. Other Service Users, though willing to assist at the start of a manoeuvre, may find themselves unable to continue.

#### 5.16 Managing a Falling Service User

A Service User may fall due to illness, the effects of medication, frailty, or other causes. If this occurs when a member of staff including Agency Worker is supporting a Service User, the staff including Agency Workers must ensure they do not put themselves at risk of injury.

The staff including Agency Workers may have to release any hold they may have on the Service User and allow them to fall in a controlled manner and as safely as possible to prevent further injury, such as the staff including Agency Workers falling on the Service User. The staff including Agency Workers may need to try to move obstacles out of the way to prevent an increased risk of injury to the Service User or themselves.

Service Users at risk of falling must have an appropriate Falls Risk Assessment in place, the details of which must be included in the service users care plan. Please refer to the Falls Management Policy and Procedure.

#### 5.17 Monitoring of Manual Handling Accidents, Incidents or Near Misses

- Any manual handling injury or incident that occurs at work must be recorded and reported as soon as possible
- Any required remedial action to prevent a similar injury or incident must be undertaken immediately
- The Accident Form must be completed in all cases and passed to The Registered Manager
- If the accident is deemed to be reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), The Registered Manager will submit the report to the Health and Safety Executive (HSE)
- Manual handling incidents involving Service Users who receive an injury must also be reported to the Care Quality Commission
- Following any such incident, risk assessments and work procedures including any Care Plans will be reviewed to ensure the continued safety of all staff including Agency Workers
- Accidents, incidents and near misses will be reviewed as part of continuous improvement at Nursing Direct and to understand any lessons learnt

#### 5.18 Contingency Planning

The Registered Manager will ensure that effective rota planning, recruitment and consultation with staff including Agency Workers takes place when planning the Care package that requires increased staffing. This will include the assessment of the risks, contingency planning in case of staff shortages, and the views and preferences of the Service User and their family/advocate if applicable.

The Registered Manager will ensure that there is an adequate pool of staff including Agency Workers with the ability to provide Care in the event of unplanned absences.

##### Insufficient Staffing

Nursing Direct will, on becoming aware of any absent Staff including Agency Workers, refer to the contingency plan in relation to the Service User's needs. Nursing Direct will instruct any attending staff including Agency Workers on the plan and on what Care can be safely delivered without any absent staff including Agency Workers.

Nursing Direct will send a second member of staff including Agency Workers as soon as possible. Staff including Agency Workers must not attempt to offer Care to the Service User if any need has been identified as requiring more staff than are available. Where the Staff including Agency Workers are working with another agency who fails to attend the scheduled Care, the Staff including Agency Workers must contact the senior person on call immediately for advice and support.

### **Safe Support**

Ideally, any new staff including Agency Workers will be introduced to the Service User by staff including Agency Workers already familiar and known to the Service User. The existing staff including Agency Workers would brief the new member of staff. This briefing can also be provided by Nursing Direct when the Service User has been allocated new staff to ensure they are aware of the Service User's Care needs.

### **Review/Audit**

Care Plans and risk assessments will be subject to regular review and audit to ensure they remain appropriate and fully meet the needs of the individual Service Users. Any changes/amendments will be made, and information shared with the Care team.

Service Users, Staff including Agency Workers, families and other representatives can request a review with the allocated clinical lead if they have any concerns, or ideas about how support may be improved.

## **5.19 Training**

The provision of information and training alone will not ensure safe moving and handling. Effective training will compliment a safe system of work. Every staff including Agency Workers at the start of their employment must receive training in manual handling and moving techniques in accordance with the Induction procedure, this training must be updated annually at Nursing Direct.

- If required, staff including Agency Workers may receive training specific to the service user prior to commencing any assignments.
- The Registered Manager is responsible for ensuring that all staff including Agency Workers complete training as required in order to meet the requirements of Health and Safety Legislation, policies, and procedures at Nursing Direct and those of the CQC
- The Registered Manager must ensure that all staff including Agency Workers undertaking manual handling activities, and as part of their role attend manual handling refresher training annually by an accredited trainer.
- The Registered Manager is responsible for maintaining records of staff including Agency Workers induction, mandatory, refresher training and competency assessments if required
- The Registered Manager must ensure that all staff including Agency Workers receive sufficient notice and details about training to be completed, including the wearing of appropriate clothing and footwear when attending practical training sessions

## **5.20 Record Keeping**

All staff including Agency Workers are responsible for recording Care delivered as agreed in the Care Plan, and to communicate with Nursing Direct. Where Care cannot be delivered as agreed in the Care Plan, this will be documented in Care notes and Nursing Direct will be notified immediately. This includes where the Service User declines any Care.

All current health and safety related records must be retained locally at:

Galago House  
163 Brighton Road  
Coulsdon  
CR5 2YH

When records have been replaced or are no longer valid, they can either be held locally or sent to archive.

- Records of risk assessments, training and other health and safety documents will be retained, either in paper or electronic format
- Those kept in an electronic format will be stored with suitable backup systems to safeguard against computer/systems failure
- Training records, risk assessments and health and safety policies and procedures must be retained in line with the Archiving, Disposal and Storing of Records Policy and Procedure and relevant legislation

### **Sharing Information**

The sharing of any information regarding Service Users will be carried out following the UK GDPR, data protection policies and procedures at Nursing Direct.

## **6. DEFINITIONS**

### **6.1 Staff including Agency Workers**

#### **6.1.1 Staff**

Denotes the employees of Nursing Direct Healthcare Limited.

#### **6.1.2 Agency Workers**

Refers to individuals who are contracted with Nursdoc Limited or another employment business as an Agency Worker (temporary worker) provided to Nursing Direct Healthcare Limited to perform care services under the direction of Nursing Direct.

### **6.2 Nursing Direct**

Nursing Direct, also known as Nursing Direct Healthcare Limited, is the entity regulated by the CQC (Care Quality Commission) and responsible for the care service provision, contracted to provide homecare services to service users in their homes, in placements, essential healthcare facilities and in the community.

- 6.3 **Nursdoc Limited**  
As the sister company to Nursing Direct Healthcare Limited, Nursdoc Limited acts as an employment business, specialising in providing staffing solutions to the healthcare sector.
- 6.4 **CQC (Care Quality Commission)**  
CQC throughout this policy, the term "CQC" refers to the Care Quality Commission (CQC) which is the independent regulator of health and social care in England.
- 6.5 **Manual Handling**  
For the purposes of this policy, defined as any transporting or supporting of a load by bodily force, either by pushing, pulling, carrying, moving, lifting, or putting down. Load includes objects or people (ref. Manual Handling Regulations 1992). This will also cover restraint situations
- 6.6 **Load**  
Includes any movable object or material supported manually or by tools or equipment. This definition includes people and animals
- 6.7 **Musculoskeletal Disorder (MSD)**  
MSD involves the muscles, tendons, joints, and skeleton, particularly in the back, hands and arms with symptoms ranging from mild aches and pains to severe swelling and inflammation
- 6.8 **Hazard**  
A hazard is anything that has the potential to cause harm (e.g. slippery floors, a frayed electric flex, or a heavy load)
- 6.9 **Risk**  
A risk is the chance that somebody will be harmed by the hazard and can be quantified as high, moderate, or low depending on the severity and likelihood of an incident
- 6.10 **Ergonomics**  
The study of the relationship between workers and their environment. Ergonomics can be used to assess the 'fit' between people, the work that they do and the things that they use
- 6.11 **Safe Systems of Work**  
Safe systems of work require risk assessment and analysis of all manual handling tasks undertaken, the individuals performing such tasks, the loads being handled, the environment in which handling takes place and the equipment available. Control measures to reduce all such identified risks to acceptable levels will result in safe systems of work that can be recorded and implemented

## OUTSTANDING PRACTICE

To be 'outstanding' in this policy area you could provide evidence that:

- Risk assessments of environmental and person-specific factors are consistently incorporated into care to manage and mitigate risks
- Risk assessments are updated when incidents, accidents or near misses arise or a Service User's condition changes, as well as annually
- Regular review and supervision of the Care required by the Service User takes place and Care Plans are changed to reflect the risks, with evidence of communication to staff including Agency Workers to prevent an incident arising again
- There is evidence of working with other external professionals to ensure that staff including Agency Workers and Service Users remain safe
- Support or care is person-centred and includes communication needs and the communication methods used to ensure that Service Users are involved in decisions about their Care
- There is evidence that Service Users are encouraged to be as independent as possible, with a focus on encouraging mobility and exercises evident in the Care Plan

<b>COMPLETED DATE:</b>	27.09.2024
<b>SIGN OFF DATE:</b>	17.02.2026
<b>REVIEW DATE:</b>	17.02.2027
<b>SIGNED:</b>	 Marc Stiff – Group Managing Director