



Moving and Handling of Loads Policy

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6.1	March 2024	Risk Team	A	Extension approved within February 2024 Strategic Health & Safety Group. Policy put on to Trust new visual identity.

A= Approved D = Draft

Document Lead = Health and Safety Manager

Associated Documentation:

To support this policy, there are a number of related documents that underpin the risk management arrangements:

- Health & Safety Policy
- Health and Safety Risk Assessment Policy
- Health and Safety Risk Assessment templates
- Risk Management Policy
- Incident and Serious Incident Management Policy
- Investigations and Learning Policy
- Process for Inspection for Improvement - SOP
- Statutory and Mandatory Training Policy and Procedure
- Occupational Health strategy
- Absence Management Policy

In addition, there are a number of specific process / guidance documents relating to safe moving and handling:

- Safer Patient Handling Policy
- Moving and Handling Patients with Complex Needs including Bariatric Patients - SOP
- Operational Instruction – vehicle-based response bag

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Staff Summary

YAS is committed to ensuring moving and handling incidents are minimised
YAS will implement safe working practices to mitigate moving and handling risks
YAS will risk assess moving and handling risks through an integrated risk assessment process
YAS will raise awareness amongst staff of moving and handling risks
YAS will train staff to identify and mitigate moving and handling risks where possible
YAS will assess and mitigate moving and handling risks for staff, patients and others
YAS will comply with CQC standards regarding moving and handling management
YAS will comply with health and safety legislation relating to moving and handling risks
YAS will monitor processes for moving and handling management to ensure continued effectiveness
YAS will ensure that appropriate roles and committees have responsibility for monitoring

1.0 Introduction

- 1.1 The Manual Handling Operations Regulations 1992 place duties on employers to protect employees from the risk of injury through manual handling tasks in the workplace.
- 2.1 The Manual Handling Operations Regulations 1992, as amended in 2002, apply to a wide range of manual handling activities, including lifting, lowering, pushing, pulling or carrying. The load may be either animate, such as a person or an animal, or inanimate, such as a box or a trolley.
- 3.1 The Yorkshire Ambulance Service (YAS) Trust Board is committed to ensuring the health, safety and welfare of its employees and any other persons affected by its activities so far as is reasonably practicable and will take the necessary steps to ensure compliance with the Manual Handling Operations Regulations.
- 3.2 As moving and handling is a big part of day to day ambulance service activities, the Trust Board is specifically committed to reducing the level of musculoskeletal disorders amongst YAS staff and the frequency of incidents linked to manual handling.

2.0 Purpose/Scope

- 2.1 This policy applies to all staff employed by the Trust and/or working on Trust business, premises or vehicles. The policy is applicable to the safe manual handling of all loads including people, equipment and objects but only in relation to the requirements set out in the Manual Handling Operations Regulations 1992 and other health and safety management requirements set out in the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999.

The YAS Safer Patient Handling Policy will set out the Trust's approach and commitment to safer patient handling including the wider regulatory framework which influences NHS legislation and patient safety.

- 2.2 This policy details the processes by which the Trust will effectively manage manual handling tasks across all its activities in order to reduce risk to its lowest practicable level and comply with the legal requirements as set out in the Manual Handling Operations Regulations 1992.

3.0 Process

3.1 Avoid

- 3.1.1 The Manual Handling Operations Regulations require employers to AVOID the need for hazardous manual handling so far as is reasonably practicable.
- 3.1.2 In relation to manual handling activities, the Trust will always consider no lifting options as a matter of course where they are possible. In addition, manual handling will be considered during the design of any new process, equipment or vehicles to avoid, as far as possible, the creation of new manual handling risks.
- 3.1.3 For patient moving and handling, where the patient's condition and circumstances allow, clinical staff will be supported by the Trust to encourage patients to assist in their own movement and transfers. See Safer Patient Handling policy for further information on this.

3.2 Assess and Reduce

- 3.2.1 The Manual Handling Operations Regulations require employers to ASSESS the risk of injury from any hazardous manual handling that cannot be avoided and REDUCE the risk of injury from hazardous manual handling, so far as is reasonably practicable
- 3.2.2 To achieve this, the Trust has in place a Health and Safety risk assessment process and aims to implement a range of actions supporting the continual development of safer manual handling practices and support mechanisms across all Trust workplaces.

3.3 Risk Assessment

3.3.1 Proactive Risk Assessment

- 3.3.1.1 Moving and handling risks to staff, patients and others are not identified and managed in isolation, they are integrated into the Trust's proactive risk assessment processes.
- 3.3.1.2 Please refer to the Trust's Health and Safety Risk Assessment Policy, health and safety risk assessment templates / forms and departmental risk assessment SOPs for details of these processes.
- 3.3.1.3 Manual handling risks are identified and managed from 3 points of view 1) those affecting individuals e.g., specific patients, individual members of staff 2) those affecting groups of staff, certain types of patients and others who come into contact with YAS activities e.g., contractors 3) specific moving and handling risks arising from YAS activities.
- 3.3.1.4 The table below shows the 3 categories identified above and how the risks for each would be identified. The table also shows who is responsible for taking action regarding the control of these risks. Associated risk assessments may be completed or reviewed by a wide range of people as appropriate including staff, managers, supervisor, Health and Safety Manager, Moving and Handling Lead and relevant groups / committees.

Risk category	How manual handling risks are identified	Review person / body	Process for control of identified risks	Example controls
Individual	Individual patient specific RA (including complex patient*) Individual staff specific RA	Managers	Managers work with individual staff and patients to tailor activities using safe systems or equipment	Use of extra staff to escort or lift patients Use of additional or specialist lifting equipment Reasonable adjustments to working practices
Group	Job specific RA Patient moving and handling RA Non-patient moving and handling RA Vehicle specific RA Task specific RA YAS premise risk assessment (as part of inspection for improvement) Fleet workshop inspection	Managers Health and Safety Manager Fleet Department Health and Safety Committee	Managers work within local departments to tailor activities using safe systems or lifting equipment with escalation through risk management process where necessary. Common risks are identified by Fleet or H&S manager / H&S committee with escalation through risk management process where necessary	Provision of lifting equipment for staff use Modifications to vehicles Changes in workplace lay out or lifting procedures
Specific	Incident analysis reports	Departmental Management Groups Health and Safety Manager Health and Safety Committee Incident Review Group	Managers work within local departments to tailor activities using safe systems or lifting equipment with escalation through risk management process where necessary. Common themes identified by H&S manager / H&S committee and the incident review group with escalation through risk management process where necessary.	Awareness raising regarding availability of specialist lifting equipment following increase in complex patient related injuries Consideration of equipment review following increase in carry chair related injuries

** Enhanced risk assessment and control procedures are in place for patients with complex needs including bariatric patients. These patients can present many challenges including the provision of, and access to, equipment, staffing and transport, as well as environmental constraints and communication. The enhanced procedures are detailed in the Trust's SOP for the Moving and Handling of Patients with Complex Needs including Bariatric Patients. Also see YAS Safer Patient Handling Policy for specific details regarding the management of safer patient handling.*

3.3.2 Dynamic Risk Assessment

3.3.2.1 It is not reasonably practicable for YAS to proactively assess each and every task or issue facing employees/volunteers as they go about their normal daily activities. Therefore, staff and volunteers are expected to undertake dynamic risk assessments as part of their normal daily activities in order to prevent injury and ensure that manual handling issues relating to staff, patients and others are minimised to the lowest reasonably practicable level.

3.3.2.2 Dynamic risk assessment is a process and relies on relevant skills, knowledge and experience to make a suitable and sufficient assessment of the situation.

3.3.2.3 It is the responsibility of all staff to carry out Dynamic Risk Assessments (DRA) for any and all situations to limit the risk to themselves and others. A DRA means that all staff assess any hazard and associated risks, as they have been trained to do, and take appropriate safety precautions to mitigate the presenting risk. This may include the use of lifting equipment, requesting help from colleagues or the use of other services such as Hazardous Area Response Team (HART), Fire Service and Incident Support Unit where appropriate or the consideration of a request for back up before initiating the necessary moving and handling activity.

3.3.3 Factors for consideration

As required by the Manual Handling Operations Regulations 1992, the manual handling factors of TILE - *Task, Individual, Load, Environment* – will be considered as part of the risk assessment process for both proactive and dynamic manual handling assessments.

These are specific areas that require consideration as the key features of these will contribute the vast majority of associated hazards.

Equipment and “Other” factors should also be considered as part of best practice.

3.3.4 Risk Assessment tools and filters

The amount of detail required in a manual handling risk assessment depends on a number of factors, including the level of risk and complexity of the tasks being carried out.

HSE's guidance on the Manual Handling Regulations (L23) Manual handling includes a simple risk filter to help distinguish between low-risk tasks and those which need a more detailed assessment.

The Manual Handling Regulations do not set specific weight limits, so the guidelines shown in the filter are not 'safe limits' for lifting and carrying.

The Trust will utilise HSE risk assessment tools and filters as appropriate to assist with the management of manual handling risks.

3.4 Manual Handling Equipment

- 3.4.1 One of the control measures implemented by YAS to mitigate manual handling risk is the use of manual handling aids and equipment. Such equipment is designed to reduce the manual handling risk through mechanization or to provide support with tasks which lessens the physical burden on the individual performing it.
- 3.4.2 The need for manual handling equipment will be identified through the risk assessment process as detailed above and will be provided where necessary by the Trust in line with the requirements of the Provision and use of Work Equipment Regulations (PUWER) 1998 and other associated legislation such as Lifting Operations and Lifting Equipment Regulations (LOLER) 1998.
- 3.4.3 Please refer to the YAS PUWER Policy for the YAS processes involved with the selection and safe use of work equipment. Also see YAS Safer Patient Handling Policy for specific details regarding the selection and safe use of patient handling equipment.

3.5 Raising awareness

- 3.5.1 Advice and guidance on manual handling, including risk assessments, is available from the Quality and Safety Team which includes a number of specialists including Health and Safety Manager, Moving and Handling Lead and Patient Safety and Nursing Development Manager. These specialists can be contacted at YAS.healthandsafetydepartment.nhs.net.
- 3.5.2 Risk assessment templates and advice on dynamic risk assessment are also available from the Quality & Safety Team.
- 3.5.3 Individual patient specific risk assessments are discussed and agreed with patients and their carers to highlight any issues that have been identified and gain co-operation regarding the prevention of moving and handling incidents.
- 3.5.4 Moving and handling related incidents are discussed at the Health and Safety Committee which is attended by Union Health and Safety Representatives who feedback information to staff. Staff notices are issued where a particular moving and handling issue has been identified and action is required to prevent recurrence e.g., staff directed to use incident support vehicles for complex patients.
- 3.5.5 The Trust also receives Patient Safety alerts through the CAS reporting system and responds in an appropriate and timely manner where required.

3.6 Continuous Improvement

In order to ensure the continual development of safer moving and handling practices and support mechanisms across the workplace, the Trust has in place a Moving and Handling of Patients and Loads Working Group.

The remit of this group is to examine the issue of moving and handling at YAS and, using a number of information sources including incidents and staff feedback, recommend areas for improvement in relation to the Trust's management of moving and handling.

Moving and handling incidents are also monitored by the Trust's strategic Health and Safety Committee and local area health and safety committees.

Incidents that relate to vehicles and equipment are examined by the Trust Procurement Group and include those which are linked to vehicle based moving and handling tasks and moving and handling aids.

4.0 Competence, Training and Education

The level of competence required for moving and handling activities is role specific and is based on the risks identified. Where moving and handling forms a significant part of a role, initial competence will be assessed as part of the recruitment process. To ensure on-going competence, statutory and mandatory training requirements for moving and handling are identified for each role. Competence is then monitored on an ongoing basis through Personal Development Reviews in line with the Trust appraisal system.

The entire moving and handling process is underpinned by an effective and systematic Trust-wide education programme provided via the YAS Academy.

The Trust is committed to maintaining and improving this process through specialist review provided by the Moving and Handling Lead. This will lead to the provision of an appropriate Training plan produced by the YAS Academy following robust training needs analysis.

As it is not possible to eliminate manual handling risks within the organisation and in particular due to the nature of ambulance service frontline work, a key control measure for manual handling risks at YAS is the use of safe lifting techniques. Therefore, it is essential that staff have a good level of competence in relation to moving and handling skills.

5.0 Implementation Plan

- 5.1 The latest approved version of this Policy will be posted on the Trust Intranet site for all members of staff to view. New members of staff will be signposted to how to find Trust policies and procedures during Trust Induction.

6.0 Monitoring Compliance

- 6.1 Monitoring performance with regards to health and safety in general is detailed in the Trust's Health and Safety Management System. Please see Health and Safety Policy for details.

All moving and handling and handling training is recorded in the Trust's ESR system. Training compliance is monitored at the Trust's Moving and Handling of Loads and Patients Groups and the Trust's non-clinical PGB.

Monitoring specific to moving and handling is detailed below:

Monitoring subject	Methodology	Frequency	Monitored by
Review of moving and handling incidents	All moving and handling incidents finally approved by Moving and Handling Lead	On-going	Quality and Safety Team
Review of moving and handling incidents	All low and no harm moving, and handling incidents reviewed by Health and Safety Manager and Moving and Handling Lead	Weekly	Quality and Safety Team
Review of moving and handling incidents	All moderate and above moving and handling incidents reviewed by Incident Review Group (IRG)	Weekly	Quality and Safety Team
Identification of incident trends in relation to moving and handling	Incident report submitted for review	Quarterly	Health & Safety Committee
Monitoring of proactive risk assessment completion	Health and Safety work plan submitted to health and safety Committee	Quarterly	Health & Safety Committee
Review of moving and handling incidents	Incident report submitted for review	6 weeklies	Moving and Handling of Patients and Loads Working Group

7.0 References

- The Health and Safety at Work etc Act 1974 (as amended). London: Stationary Office. Available at www.hse.gov.uk
- The Manual Handling Operations Regulations 1992 (as amended). London: Stationary Office. Available at www.hse.gov.uk.
- Guidance on the Manual Handling Regulations (L23) *Manual handling*. London Stationary Office. Available at www.hse.gov.uk
- Manual Handling at Work – A brief guide 01/20 INDG143(rev4). London Stationary Office. Available at www.hse.gov.uk

8.0 Appendices

Appendix A - Definitions

Appropriate definitions relating to moving and handling are shown in the table below.

Moving and handling activities or operations	Under the Manual Handling Operations Regulations (MHOR) this means the transporting or supporting of a load by hand or other bodily force, including the lifting, putting down, pushing, pulling, carrying or support in a static posture.
Load	Under MHOR a load is a discrete movable object. This includes, for example, not only packages and boxes but also a patient being lifted.
Proactive Risk Assessment	A pre-planned written risk assessment which includes an action plan to mitigate risks identified
Patient specific risk assessment	A pre-planned written risk assessment that is carried out by the Trust for patients identified as having complex needs which pose risks to themselves and / or YAS staff.
Individual staff risk assessment	A pre-planned written risk assessment that is carried out by the Trust for staff who have specific health problems which pose a risk to themselves and / or patients.
Dynamic Risk Assessment	An on the spot, non-written risk assessment which includes the identification of hazards and the performance of immediate actions to mitigate significant risks identified.
Reasonably Practicable	A balance of the risk against the time, trouble, effort and resources required to reduce the risk to an acceptable level
TILE	Task / Individual / Load / Environment – Factors to be considered when conducting a manual handling risk assessment which will assist with the identification of significant risks.

Appendix B - Roles & Responsibilities

The Trust Board has overall responsibility for health and safety management. The Trust Board requires that the Chief Executive, the Executive Directors and their staff implement the requirements of this policy within all areas of the organisation covered by their portfolio.

In addition, the Health and Safety at Work Act 1974 confirms that everyone within the Trust has a responsibility to protect the health and safety of themselves and others whilst conducting their day-to-day activities within the organisation.

In addition, the responsibilities of specific staff with regards to risk assessments are detailed in the Trust's Health and Safety Risk Assessment Policy.

Specific duties and responsibilities for manual handling are shown below:

Strategic Health & Safety Committee

The Strategic Health & Safety Committee (H&SC) is the expert level committee for YAS relating to health, safety and security and as such considers policies relating to moving and handling in line with its policy development role.

The H&SC receive reports relating to investigations, consider changes to work procedures and / or the introduction of new technology, carry out and receive the findings from risk assessments, monitor and audit the safety and security of relevant risks and report to the Trust Management Group (TMG).

The H&SC is established in partnership with Staff Side Worker Representatives who have agreed to also represent the interests of non-union affiliated employees within the Trust.

Board Level Director for Moving and Handling

This role will be fulfilled by the Executive Director for Quality, Governance and Performance Assurance who will:

- Oversee the implementation of an effective management system for the reduction of moving and handling risks

Occupational Health Service

Where individuals have particular musculoskeletal health needs Occupational health will provide support and guidance to the Trust and its managers regarding these cases. Occupational Health will also provide services to support MSK health amongst staff both proactive and reactive.

Head of Safety

The Head of Safety is responsible for ensuring the Trust has in place arrangements for safer moving and handling.

The Head of Safety will ensure that all matters relating to moving and handling are dealt with appropriately.

In particular responsibilities will include:

- driving continuous improvement in relation to the safe moving and handling of patients

- ensuring the promotion of moving and handling injury reduction in a pro-active manner
- ensuring the involvement of patient representatives in any new patient moving processes
- Chair of the Trust's Moving and Handling of Patients and Loads Group
- Ensuring the Trust has access to specialist moving and handling knowledge to support the Trust's aim of reducing the prevalence of MSK disorders amongst YAS staff

Health & Safety Manager (Nominated Competent Person for Health and Safety)

The Health & Safety Manager is responsible for ensuring the Trust has in place an up to date Moving and Handling of Loads Policy.

The Health & Safety Manager will provide general advice and practical assistance in all matters relating to manual handling within the scope of their health and safety expertise.

In particular responsibilities will include:

- maintaining suitable recording arrangements for health and safety management purposes
- ensuring the promotion of moving and handling injury reduction in a pro-active manner and in particular where new processes and equipment are being considered and introduced
- ensuring incidents are reported to the Health and Safety Executive where appropriate
- supplying appropriate information in a timely manner
- encouraging reporting and monitoring of all incidents and injuries to staff or other affected parties
- supporting the completion of manual handling risk assessments within the scope of their health and safety expertise
- ensuring the Trust is aware of its duties under the Manual Handling Operations Regulations

Moving and Handling Lead (Nominated Competent Person for Moving and Handling)

The Moving and Handling Lead is responsible for ensuring the Trust has in place an up-to-date Safer Patient Handling Policy.

The Moving and Handling Lead will provide specific SME advice and practical assistance in all matters relating to moving and handling within the scope of their expertise and in particular for the moving and handling of patients.

In particular responsibilities will include:

- Acting as a source of specialist expertise developing and maintaining a strategic approach to moving and handling for the Trust
- Ensuring the Trust is aware of its duties and responsibilities under the wider regulatory framework which influences NHS legislation and patient safety
- Supporting management teams with meeting their responsibilities for the provision of safe and effective care
- Evolving the Trust's moving and handling policy, systems and practices in line with relevant legal duties, influences, case law and evidence-based best practice
- Monitor training and development activity and advising the Trust and managers of the appropriate remedial action where necessary and working with the Trust's training and education department, YAS Academy, as a subject matter expert.

- Providing specialist advice to assist with the analysis of Moving and Handling training needs
- Providing support with the specification, commissioning and quality assurance for any relevant training delivered by third party providers.
- Providing advice and guidance to the Trust on the purchase and use of specialist Moving and Handling equipment.
- Assisting the Trust with the investigation of moving and handling / equipment related incidents with a view to identifying learning and improvement opportunities and providing support to the Trust's legal department regarding claims.
- Reviewing moving and handling incidents related to specific themes associated to patient handling.
- Promoting staff health, safety and wellbeing and patient safety, comfort and dignity

Patient Safety and Nursing Development Manager

- Maintain systems and processes to promote a healthy, safe and secure working environment, ensuring compliance with legal and regulatory requirements, maintaining documentation and reporting any concerns
- Work closely with the Trusts' staff networks to promote collaborative working and effective utilisation of internal expertise to support staff generally
- Attend relevant groups and committees and contribute expert knowledge.
- Provide high quality education to staff and managers promoting best practice in supporting staff
- Comply with Health and Safety at Work legislation and the Trusts policies and procedures to maintain a safe working environment.
- Responsibility to inform of near miss and adverse incidents by appropriate service procedures and to propose changes to policy and improvements in own working area.
- Make changes to own practice and offer suggestions for improving services across the Trust.
- Ensure that any service development or quality improvement initiatives take account of the views key stakeholders including staff and patients.
- Contribute to the review and development of existing information management systems and contribute to the development of an integrated approach to ensure service line management's needs are met.
- Develop policies and procedures to meet Department of Health/Government legislation, in own work function with an impact on the wider organisation and initiate action on these.

Health & Safety Representatives

Health & Safety Representatives are recognised by their trade union and accepted by the Trust to carry out health and safety duties in line with the requirements of the Safety Representatives and Safety Committees Regulations.

The Trust Board via appropriate Executive Directors will ensure that they are:

- involved in moving and handling risk assessments where appropriate
- consulted on changes to moving and handling practices affecting staff
- involved with any equipment / vehicle evaluation prior to its introduction to the Trust

All Employees

Every employee has a personal responsibility for their own health and safety and has a duty to:

- take reasonable care of his / her own health and safety and has a duty of care toward other persons affected by his / her acts or omissions particularly relating to moving and handling tasks
- co-operate with management in reviewing rules and safe working practices regarding moving and handling in his/her department and for making them effective.
- report all incidents, near misses, hazards, work related illnesses or injuries
- correctly use moving and handling equipment provided by the Trust
- implement any training or safe working practices relating to moving and handling