

Axis Recruitment Ltd

Policy Title	People Moving and Handling	March 2017	
CQC KLOE Reference	Safe	September 2017	

Policy

In full recognition of its responsibilities under health and safety legislation, the Agency will aim to eliminate, wherever possible, or reduce significantly, and to an acceptable level, the risks which are inherent in people moving and handling operations, and which may affect both the Client and the Agency's care workers.

It will do this through:

- Risk assessment;
- Introduction of preventative measures and controls;
- Review and assessment;
- Consultation with, and training of, care workers.

Procedure

Risk Assessment

The primary objective of the Agency is to provide domiciliary homecare which matches the assessed needs of the Client and is delivered, consistently, in a safe manner.

On occasion, the needs of the Client, together with any risks associated with the satisfaction of those needs, is pre-determined and discussed directly with the Client as part of the arrangements before care starts. On other occasions, such as when the Client is arranging for care to be provided on a personal basis, then the Agency will conduct a full assessment of needs, including a detailed and comprehensive assessment of the risks involved.

The Agency believes that a thorough risk assessment covering the needs of each Client is the most important single factor in drawing up a care plan which satisfies the needs of Clients, (in receiving their care in a manner which is suitable to them), and the needs of care workers, (that they may undertake their duties in a comfortable and safe manner).

Where an adequate risk assessment has not been provided (for example by the local authority, or the primary care trust) then the Agency accepts the obligation to undertake this task using its own resources. This risk assessment, undertaken as part of the needs assessment process, and involving the Client, and the Client's carer(s), or family members, as appropriate, will ensure that all relevant health and safety issues are covered, in addition to those items which are important to safe moving and handling, and will be undertaken by a competent person appropriately and adequately trained for this purpose.

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Implementing the results

The Agency commits to working with the Client, the Client's family and Client's carer(s) in designing and implementing any adaptations or adjustments, or introducing additional equipment which ensures the health and safety of the Agency's care worker and Client, while maintaining the Client's choice, dignity and independence.

The Agency's duty of care extends to both the Agency's care worker and the Client, and in the majority of situations, the risks associated with provision of care can be identified and assessed, and where necessary, adjustments made so that care is provided safely.

In a minority of cases however, the Agency may make appropriate recommendations concerning the management and reduction of a significant risk, but the Client is unwilling to change his/her mobility assistance plans to address the risks identified.

In such cases the Agency will discuss with the Client:

- the risk(s) which have been identified;
- The option(s) available to both the Client and the care worker aimed at reducing the risk(s) to an acceptable level;
- The reason(s) for the choice of a particular option (if a choice was available).

Where the Client continues to resist the procedure(s) recommended then the Agency will have no choice but to inform the Client, and his/her representatives, or carers, that in order for care to be provided, then it will be as directed by the Agency, and the procedures implemented, in order to safeguard the health and safety of both the care worker and the Client.

If resistance continues, and there remain no alternative avenues to consider, then care may be limited or cancelled. The implementation of this extreme last resort will only be undertaken after:

- Adequate discussion with the Client and/or the Client's representatives;
- Appropriate warning of the consequences of continued refusal.

Where care is limited or refused, then the Agency will inform the relevant organisations that care is required, but cannot be delivered in the current circumstances.

Personal Care Plan

The results of the risk assessment process are incorporated into the Personal Care Plan developed by the Agency (when necessary, and not already provided) for the Client.

Care workers are required to familiarise themselves with all aspects of the care plan, and to observe the requirements laid down in respect of safe moving and handling of the Client. Any failure on the part of a care worker to observe these requirements may result in injury, and, where warranted, disciplinary action.

Monitoring

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All care workers employed by the Agency are required to monitor the risk management procedures which have been put in place (if any), and to report any problems or concerns (such as experiencing for example, shoulder, neck or back pain, or difficulties clearly evident with the Client) to the Agency. Key issues and information which may be useful to other care workers attending the Client, (such as damaged or faulty equipment) should be reported, without delay, and written in to the Homecare Record. Care workers are also required to check with the Client, on a regular basis, that they are satisfied with the arrangements which have been put in place.

Review

Situations change, and to be effective, risk assessments need to be kept up to date. When procedures change or when there is a reason to believe that the risk management plan may no longer be appropriate, then the risk assessment must be reviewed and if necessary a new risk management plan devised and implemented.

Provision will also be made as part of the Personal Care Plan, for Clients to request a reassessment at any time they feel their needs or circumstances have changed.

Training

There are potentially serious implications for a failure to assess and adequately control the risks associated with manual handling. There are dangers to the care worker, and to the Client, and the Agency commits to working with both to ensure safe and consistent delivery of homecare.

Guidance notes are important, as are clear unambiguous statements about policy and procedure. At the end of the day, however, practical training in safe people moving and handling skills and techniques, updated and refreshed as necessary, are seen by the Agency as the most important element in ensuring a safe provision of care and a safe working environment.

Such training will focus on:

- the knowledge and ability to recognise hazardous handling situations and to determine the safe approach;
- the procedures to be followed when the designated safe system of work cannot be applied; and
- how to secure additional assistance when this is needed.

Equipment

It is normal for many people who are in need of care, to require assistance of some sort to enable them to retain as much of their independence as possible.

Such equipment may be entirely controlled by the Client (such as a walking frame, or walking stick, for example), or it may be something which is used in a joint operation with the care worker, or carer. The Agency will ensure that any equipment used is in good working order and that all care workers are aware of and understand the appropriate application and

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limitations of the different pieces of equipment they are expected to use. Care workers employed by the Agency will therefore, in addition to training on specific manual handling techniques, undergo training on:

- the different types of equipment* available and the appropriate use of each;
- the safe use of hoists and their slings;
- the recharging of electric hoists;
- the safe use of smaller aids, such as handling belts, transfer boards, and rotundas;
- the identification of possible faults and the necessary safety checks that should be made each time before use;
- the procedures to follow where equipment is damaged and unsafe to use, or if it fails during use.

*Such as: manual and powered mobile hoists; powered ceiling track hoists; bathing and toileting equipment; small handling aids (such as slide sheets and transfer boards); beds and bed equipment; chairs, wheelchairs and chair equipment; walking and standing aids.

Maintenance of Equipment

The Agency recognises that the equipment supplied to the Client will fall under the requirements of the Provision and Use of Work Equipment Regulations 1998 (PUWER) and possibly the Lifting Operation and Lifting Equipment Regulations (1998) (LOLER), as well, and undertakes to inspect and maintain its own equipment in accordance with these Regulations. Where equipment is provided by the Client, and is used by the care worker, then the Agency will undertake to assess the suitability of such equipment, and its safety, and will discuss with the Client directly any problems or concerns, including the need for any maintenance, replacement or repair.

References to Legislation and Fundamental Standards	
Health and Social Care Act 2008 (Regulated Activities) Regulations 2014	Regulations 10 12
Fundamental Standards	Service users must be treated with dignity and respect Care and treatment must be provided in a safe way.