Diocese of Middlesbrough Pilgrimage

Manual Handling Policy

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Purpose

To ensure compliance with Manual Handling Operations Regulations.

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.

Scope

The people who are affected by this policy:

- All volunteers and supported pilgrims

The following stakeholders who are affected by this policy:

- Families

Objectives

By implementing this policy, The Lourdes Pilgrimage Team supports effective manual handling to:

- Ensure that best practice in handling and moving operations is carried out by all volunteers
- Maintain the dignity of supported pilgrims during handling operations
- Generate a culture which ensures that the wellbeing of all is prioritised
- Advise volunteers on the implementation of safe handling practices of people and loads in their workplace
- Ensure that all supported pilgrims have had an up-to-date manual handling assessment completed
- Ensure that special consideration is given to new or expectant mothers, young workers, workers with ill health or a disability
- Ensure that lessons are learnt following near misses, accidents or incidents to ensure that the situation does not arise again

By implementing this policy, The Lourdes Pilgrimage Team will minimise manual handling injuries by:

- Ensuring that volunteers put the appropriate risk control measures in place
- Provide volunteers with the appropriate information, guidance and support to enable them to develop risk reduction control measures
- Involve volunteers who are involved in manual handling with the preparation of the risk assessment
- Provide volunteers at risk with information, instruction and formal manual handling training

Policy

The Lourdes Pilgrimage Team ensures that volunteers “take reasonable care for his or her own safety and the health and safety of other people who may be affected by his or her acts or omissions”.

The team ensures this by educating volunteers with thorough training, guidance and ongoing support in both health and safety and safe moving and handling techniques and practices.

The team understands that it 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 and take account of all factors such as:
  - Task
  - Individual capacity
  - Load
  - Environment, etc.
- Reduce the risk of injury from these operations as far as is reasonably practicable using an ergonomic approach
- Ensure that volunteers understand clearly how manual handling operations have been designed to ensure their safety
- Ensure that training is provided
- Reduce the risk of injury from manual handling as far as is reasonably practical
- Ensure that any equipment supplied for manual handling purposes is maintained and stored correctly, and that there are procedures in place to ensure that equipment is safe for ongoing use
- Make allowances for any known health problems which might have a bearing on an existing employee's ability to carry out moving and handling operations.

Whilst the Lourdes Pilgrimage Team acknowledges its responsibility for the Health, Safety and Welfare of volunteers and supported pilgrims; they, in turn, have have a duty to:

- Follow safe systems of work as directed by risk assessments
- Attend and participate in any training given in moving and handling assessment principles
- Take reasonable care for their own Health Safety and Welfare and that of colleagues and supported pilgrims when moving and handling people or loads
- Co-operate with Duty Leaders and report to them directly any known defects in equipment and/or processes designed to make manual handling safer
- Report any physical characteristics and or injuries that may increase their susceptibility to suffering a musculoskeletal disorder (MSD)
- Report pregnancy or any medical condition that might affect their ability to handle loads safely
- Report any defects in equipment to their manager and remove the equipment until the defect is rectified
- Use the equipment provided in accordance with the manufacturer's guidance and associated training, instruction, information and supervision
- Ensure that Care Plans are followed to assist a supported pilgrim
- Report any incidents involving manual handling immediately. This includes near miss events

The Lourdes Pilgrimage Team ensures that this policy is shared with volunteers and implemented. As such they:

- Avoid the need for volunteers to undertake any moving and handling operations which involve a risk of injury, so far as is reasonably practicable
- Ensure assessment of any hazardous moving and handling operations that cannot be avoided in order to reduce the risk of injury
- 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
- Ensure that mechanical aids provided are easily accessible and properly maintained
- Understand that introducing mechanical assistance (e.g. a powered hoist) may reduce but will not eliminate moving and handling entirely, since some human effort is still required to move, steady or position the load
- Ensure that volunteered are adequately trained in the use of any lifting equipment etc.
- Provide information, instruction, training and supervision for all staff in terms of appropriate moving and handling assessment principles
- Ensure that all moving and handling training is recorded
- Ensure that there is a system whereby staff can report feedback on safety arrangements and concerns regarding manual handling issues, and that these reports are recorded for monitoring purposes
- Ensure that training records are kept and maintained, and are available for inspection by a representative of the Lourdes Pilgrimage Committee
- Ensure that individual risk assessments (where necessary) are on file, and liaise with HR/Health and Safety Professionals as appropriate

Procedure

Manual handling risk assessments are undertaken 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 carpeting is fitted or new furniture installed etc.)
- A volunteer complains of shoulder, arm, neck or back pain or any other pain/injury attributed to handling activities at work
- New volunteers are appointed
- The needs of the supported pilgrim change and therefore more assistance with a task is necessary

Assessing Manual Handling Risk

Legislation requires that all manual handling operations, that may present a risk of injury, must be the subject to 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 'LITE' analysis
- Identify control measures that will reduce the risk of injury to acceptable levels
- Identify all volunteers who may be at risk of injury from moving and handling tasks in the performance of their duties

LITE Assessments

Load (L)

Is the person or object being moved:

- Heavy or large
- Unwieldy or difficult to grasp
- Unpredictable or unstable
- Vulnerable to injury or fragile
- What are their capabilities and in which ways are they able to support themselves

Individual Movers (I)

Do the people carrying out the tasks require:

- Specialised training
- Unusual strength or ability
- A uniform or personal protective equipment
- Consideration of ability (e.g. an impairment)

Task (T)

Does the task involve:

- Twisting or stooping
- Strenuous pushing or pulling
- Excessive lifting or lowering
- Handling at a distance from the trunk

Environment (E)

Does the area in which work is carried out have:

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

Equipment to Assist Supported Pilgrims

What equipment, if any, is needed to support the situation better, ensuring the safety of both supported pilgrim and volunteer. The following list is not exhaustive but identifies some common pieces of equipment that may be used: -

- Hoist (mobile or over tracked ceiling)
- Walking stick
- Walking frame
- Wheelchair
- Zimmer frame
- Slide sheets
- Wendy Lett sheets

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 should be moved using a handling aid
- Make sure that the route is clear of obstructions
- Make sure that 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 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, face the direction of travel

When assisting supported pilgrims:

- In line with best practice, a supported pilgrim should (where practicable) be allowed to assist with their own movement with care, even where this may require extra staff to provide support to aid the supported pilgrim’s independence. Providing a hoist unnecessarily for ease and speed of use must never be done
- Every supported pilgrim will be assessed for their moving and handling needs before they come to the Lourdes Pilgrimage
- All staff are trained to use safe person moving and handling techniques as required - this may include specialist techniques for specific supported pilgrims
- Supported pilgrim 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 supported pilgrim and the volunteer at risk

Lifting and Handling in Teams

- Team lifting needs to be coordinated properly. Where possible, make sure that those lifting are around the same height and build, make sure one person is responsible for giving instructions, etc. Make sure that everyone lifts, moves off, stops and places the load down at the same time
- Lifting in teams does not mean that the weight of the load can be doubled for each extra person in the team, the idea is that by lifting an object as a team the load is lessened

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 (e.g. hoists)
- Any manual handling equipment provided must be maintained in a safe condition to use and be subject to regular inspections. Any staff involved in manual handling must check the equipment each and every time before it is used. If the equipment appears (or is) faulty, it must not be used. The faulty item reported to Duty Leader and the equipment removed, to prevent accidental use by another member of staff

Managing a Fall

A supported pilgrim may fall at some time due to illness or the possible effects of medication, frailty or due to other causes. If this occurs when a volunteer is escorting the supported pilgrim in their care, the volunteer must ensure they do not put themselves at risk of injury. The staff member may have to release any hold they may have on the supported pilgrim and allow them to fall, to prevent further injury. The volunteer may need to try to move obstacles out of the way, to prevent an increased risk of injury to the supported pilgrim or themselves. Supported pilgrims at risk of falling should have an appropriate falls care plan in place.

Training

The provision of information and training alone will not ensure safe manual handling. Effective training will complement a safe system of work and has an important part to play in reducing the risk of manual handling injury. It is not a substitute for a safe system of work.

Every volunteer undergoes training for manual handling and moving techniques in accordance with the induction procedure set out by the Lourdes Pilgrimage Committee. Volunteers also receive an annual update of manual handling and moving techniques.

- All volunteers receive safer handling and back care training from someone suitably trained and competent and agreed by the Lourdes Pilgrimage Committee.

- Records are kept of staff training; including sessions attended, who the trainer was, staff signing-in sheet with names printed alongside signatures, course material covered and equipment used in the training session
- All staff who have successfully attended safer handling and back care training must receive a certificate of attendance for their records