



Terminal Building  
Redhill Aerodrome  
Kings Mill Lane  
Redhill  
Surrey  
RH1 5YP

## Safer Manual Handling Policy

### Links:

PTS-POL-14 Health Safety Policy  
PTS-POL-32 Risk Management Policy  
PTS-POL-34 Bariatric Patient Policy  
Safer People Moving and Handling Documents

<b>Document Owner:</b>	Operational Department
<b>Document Lead:</b>	Operational Director Wayne Spedding
<b>Document Type:</b>	Policy and Procedure
<b>For use by:</b>	All E-Zec Patient Transport Services employees.

<b>This document has been published on the:</b>	
<b>Name:</b>	PTS-POL-35 Safer Manual Handling Policy
<b>Document Library</b>	Policy -
<b>Intranet</b>	<b>Link:</b> HUB and RADAR
<b>Distribution includes:</b>	Ambulance Bases – Control – HQ

Safer Manual Handling Policy	
Document ID: PTS/POL/35	V1 review March 2014 – V2 March 2016 Reviewed V3 March 2021
Review Date: March 2024	



Terminal Building  
Redhill Aerodrome  
Kings Mill Lane  
Redhill  
Surrey  
RH1 5YP

<b>Contents</b>	<b>Page</b>
Introduction	3
Objective	3
Scope	3
Definitions	4
Responsibilities	4
Pregnancy/ Return to work following pregnancy or musculo-skeletal injury	6
Competence	7
Risk Assessment	7
Moving and Handling Aids and Equipment	8
Bariatric Patients	9
References	9
Equality Impact Assessment	9



**Introduction**

E-zec Medical Transport Service LTD acknowledges its responsibilities as an employer to provide a safe and healthy working environment for all its employees as required under the Health & Safety at Work Act 1974, the Management of Health & Safety at Work Regulations 1999 and the Manual Handling Operations Regulations 1992 (as amended in 2002).

E-zec Medical recognises the inherent risks, which moving and handling poses to the individual and by partnership working with our staff are committed to addressing these risks in a proactive way by employing good risk management systems and ergonomic practice.

As far as is reasonably practicable, we aim to eliminate moving and handling activities where there is a risk of injury. Where this is not possible, we aim to implement a range of actions supporting the continual development of safer handling practices and support mechanisms across the workplace.

**Objectives**

The overall objective of this policy is to, where reasonably practicable; eliminate moving and handling activities where there is a risk of injury. Where this is not possible to implement actions to support the continual development of safer handling practices and support mechanisms across the workplace. Examples of how this will be achieved are:

Ensure that the risk to employees in the manual handling of loads is assessed and risk control strategies developed and implemented where significant manual handling risks are identified.

Develop the network of managers trained in back care techniques to promote a culture of safer manual handling practice and awareness within E-zec Medical.

To ensure that staff are provided with sufficient information, instruction, appropriate equipment and training on safer manual handling practice

**Scope**

This policy will apply to all employees and those undertaking work on E-zec Medicals behalf and any person on E-zec premises and/or in vehicles, who is not an employee of E-zec Medical, including volunteers, third party providers and students when in training.

It is the responsibility of the relevant contract lead to ensure that third party or volunteer providers are aware of this policy and that adherence is monitored.

Safer Manual Handling Policy	
Document ID: PTS/POL/35	V1 review March 2014 – V2 March 2016 Reviewed V3 March 2021
Review Date: March 2024	



### Definitions

**Manual handling:** encompasses the transporting or supporting of a load by hand or bodily force including lifting, lowering, pushing, pulling, carrying. All these manual handling activities are covered by this 'Safer Manual Handling' policy. Manual Handling may also be referred to as 'moving and handling'.

**A load:** is defined as a separate movable object. This can be a person or inanimate objects such as equipment, tools, or machines.

**Ergonomics:** is the interaction between people and their environment, which takes account of the activity and the equipment used within the activity. Making the job fit the person and not the person fitting the job.

**Safer handling:** E-zec Medical recognises that lifting patient's full weight poses a risk. For those patients unable to move themselves they will be assisted to transfer themselves or will be moved with the aid of manual handling equipment where reasonable and practicable.

**Musculoskeletal disorders (MSDs):** indicates problems such as low back pain, joint injuries and repetitive strain injuries of various sorts. They can arise from manual handling incidents or from periods of static posture (such as sitting for a long period) or regular stooping, twisting or bending, and often caused by cumulative effect rather than being attributable to a specific incident.

### Responsibilities

The **Managing Director** has overall accountability for ensuring the health, safety and welfare of E-zec employees, patients, service users, visitors and other affected by E-zec's activities.

The **Compliance lead** is responsible for the management health and safety within E-zec Medical and this includes manual handling.

The **Head of Safety**, supported by the **Training Coordinator** is responsible for the development of this policy and all associated procedures.

The **Training Coordinator and Contract Managers** are responsible for ensuring that manual handling risk assessments are conducted, reviewed appropriately, safe systems of work developed and action plans implemented as set out in the risk assessment framework. Additionally they will form a liaison between the Compliance Leads and the Education Centre tutors to create a cohesive back care team.

Safer Manual Handling Policy	
Document ID: PTS/POL/35	V1 review March 2014 – V2 March 2016 Reviewed V3 March 2021
Review Date: March 2024	



**Directors, Senior Managers, Heads of Service:** are responsible for ensuring implementing this policy within their areas of responsibility including ensuring that relevant risk assessments are carried out, records kept and where significant risks are identified these are actioned in a timely manner.

**Managers, Supervisors and Team leaders:** must have an understanding of E-zec Medical's Safer Manual Handling policy and associated arrangements. Specifically, Managers, Supervisors/Team Leaders are required to:

- Ensure that staff for whom they are responsible receive appropriate information, instruction, appropriate equipment and training in relation to safer manual handling, including manual handling refresher training.
- Ensure that incidents relating to manual handling are reported, investigated and remedial action taken where necessary.
- Bring this policy to the attention of staff for whom they are responsible and ensure they adhere to safe systems of work.

A network of managers, supervisors and team leaders has been established to help develop and promote a culture of safer manual handling practice and awareness within E-zec Medical.

Their remit includes:

- Promotion of safer manual handling,
- HUB training,
- Conducting risk assessments,
- Identifying manual handling training needs,
- Being seen as the back care specialist within their working environment at a local level.

**Employees** play a crucial role in the delivery of safe working practices. In particular they have the following responsibilities and should ensure that:

- They cooperate with management to achieve the aims of this policy.
- Their own health and safety is not put at risk when carrying out manual handling operations. This will require them to carry out a personal dynamic risk assessment before each event and to request assistance if they require it.
- Follow appropriate safe systems of work established by E-zec Medical to promote safety during the handling of loads, particularly carrying out individual risk assessments and maintaining personal competence.
- They report all incidents involving manual handling operations in line with the Incident Policy.
- They comply with all information, instruction and training given to them in safe manual handling operations.

Safer Manual Handling Policy	
Document ID: PTS/POL/35	V1 review March 2014 – V2 March 2016 Reviewed V3 March 2021
Review Date: March 2024	



- They make use of appropriate equipment that has been provided for them to minimise manual handling activity.
- Any difficulties encountered relating to manual handling activities are reported to their Line Manager.
- Any defective manual handling equipment is reported to their Line Manager and reported through the incident reporting system.
- They maintain a level of fitness commensurate to the work they are employed for as a good standard of general fitness can help reduce injuries from manual handling operations. Employees are responsible for reporting to their line manager any medical or other condition which may affect their ability to undertake manual handling operations.
- They should not unduly expose themselves and/or their patients to risk of manual handling related injury on account of the patient's time critical emergency where they could end up causing harm to themselves and/or the patient.

**E-zec Medical Tutors** play a key role in promoting safety conscious working practices. All tutors are experience ambulance tutors and have undergo back care training courses over many years to ensure they are all competent to deliver manual handling training. Tutors' responsibilities include:

- Follow the designed appropriate training courses;
- Train others in methods of moving and handling (patient handling and handling inanimate loads);
- Train appropriate managers/supervisors/team leaders;
- Assess trainee competence in moving and handling and in using aids and equipment;
- Creating return to work development plans (which includes manual handling) to ensure staff are fit for practice.

**Pregnancy/ Return to work following pregnancy or musculo-skeletal injury**

Employees who are or who have recently been pregnant must have particular regard to their capabilities for safe manual handling operations. Any concerns they may have or their supervisory team may have concerning their abilities must be reported to E-zec Medical Management immediately. Employees can contact Human Resources in confidence to do this.

Upon notification of pregnancy operational staff must be immediately assessed for risks associated with manual handling activities and where appropriate deployed to alternative duties if available. E-zec Medical is committed to ensuring their special needs and requirements are addressed as far as is reasonably practicable.

Safer Manual Handling Policy	
Document ID: PTS/POL/35	V1 review March 2014 – V2 March 2016 Reviewed V3 March 2021
Review Date: March 2024	



Prior to returning to work following pregnancy or injury a meeting should be arranged between the staff member and their Line Manager to discuss return to work assessment and manual handling refresher / update training and support appropriate to their role.

**Competence (Training and Information)**

E-zec Medical recognises the need for standards in safer manual handling training and the provision of advice. E-zec Medical accepts the legal requirement that all employees receive an appropriate level of manual handling training commensurate with their work. Manual handling training is included in E-zec Medical’s mandatory training programme and the level and frequency of this training required by E-zec Medical for its employees is detailed within the PTS-POL-07 Training & Development Policy.

All safer manual handling techniques taught which involve patients and equipment will be based upon what is considered to be best practice at the time. In the event of new patient handling equipment being introduced a documented risk assessment will be conducted and findings made available to relevant parties.

Training and information will be provided by employees competent to instruct in handling and moving techniques in accordance with E-zec Medical’s Training Needs Analysis as follows:

- On induction for all staff (Inanimate loads for non-clinical staff, patient handling for clinical staff);
- Manual Handling refresher training is delivered on a three-year rolling programme
- On introduction of new items of equipment for use during handling and moving operations;
- As part of any return-to-work assessment, as appropriate;
- Where a training need is identified (e.g., following an accident or when raised by an employee);

All new employees will receive manual handling training appropriate to their role as part of their basic training and/or induction programme to E-zec Medical.

When staff fail to attend planned training their Line Managers are notified by the course provider. Continued non-attendance will be followed up and managed in line with the Education and Learning Policy.

**Risk Assessment**

Due to the nature of ambulance service work and the fact that the majority of employees work at distance, it’s not possible for E-zec Medical to assess all manual-handling operations for

Safer Manual Handling Policy	
Document ID: PTS/POL/35	V1 review March 2014 – V2 March 2016 Reviewed V3 March 2021
Review Date: March 2024	



significant risk. However, it is reasonable and practicable for E-zec Medical to carry out task based ‘generic risk assessments’ which draw together common threads from a range of broadly

similar operations. These generic risk assessments are conducted for all foreseeable manual handling operations involving both patient and objects and assist E-zec Medical in reducing the risk of injury to employees to the lowest possible level.

Due to the nature of ambulance work employees may be required to conduct manual handling operations not covered by the above generic assessments. In non-time critical circumstances an operational risk assessment will be conducted for specific transfers and/or patients. Dynamic risk assessments will be conducted in time-critical situations by employees prior to carrying out the manual handling operation.

An organisational framework for the risk assessment of moving and handling of patients and objects has been developed. Where significant risks are identified following generic, operational or dynamic risk assessment additional controls will be developed. Implementation of these controls will be managed via a Risk Assessment Action Plan; all additional controls will be assigned to an appropriate manager for action and where necessary included on the appropriate risk register. The risk assessment programme and action plans are monitored via the Risk, Safety and Governance Group

Generic manual handling risk assessments are available for all staff to view on the HUB. Updates will be published via appropriate E-zec Medical communications methods.

Formal manual handling risk assessments are undertaken by competent members of staff that have a thorough understanding of the manual handling tasks to be performed.

Manual handling risk assessments will be kept up-to-date and reviewed at least every two years or earlier in the light of any reportable manual handling related injury, update in best practice or purchase of new equipment.

**Moving and Handling Aids and Equipment**

E-zec Medical has a wide selection of moving and handling aids and equipment available to staff including carry chairs, various types of stretchers (including scoop stretchers), lifting/handling boards, ramps, wheelchairs, handling belts etc. E-zec Medical is committed to providing manual handling aids consistently across all contracts, so far is reasonably practicable.

No equipment (including vehicles) with implications for manual handling operations should be introduced without prior consultation with the relevant Working Groups (Supplies and Equipment Working Group for equipment and Vehicle Design Group for vehicles both governed by E-zec board) and proper authorisation.

Safer Manual Handling Policy	
Document ID: PTS/POL/35	V1 review March 2014 – V2 March 2016 Reviewed V3 March 2021
Review Date: March 2024	





Maintenance/inspection programmes for handling aids must be confirmed by the relevant manager e.g. Contract Manager/ Compliance Manager and reviewed by the Health & Safety Coordinator.

**Bariatric Patients**

A Bariatric person is defined as a person with a weight over 160kgs (25 Stones) and a Body Mass Index (BMI) of more than 35. It is also recognised that there may be some people who do not fit this definition due to individual variations but have similar problems and needs to the Bariatric person and others who fit it but do not pose any manual handling challenges (i.e. have own mobility etc).

- E-zec Medical recognises the specific risks associated with handling bariatric patients, both to staff called to transport them and the patients themselves.
- E-zec Medical currently has purposely designed vehicles for transportation of the bariatric patient with all future planned purchases of vehicles having specialist bariatric capabilities.
- In emergency situations Individual dynamic risk assessments must be carried before any move is attempted.

**Consultation**

Consultation has taken place with members of the Risk, Safety and Governance Group

**References**

Manual Handling Operations Regulations 1992 (as amended in 2002).  
 Ambulance Service Basic Training Manual;

**Monitoring Compliance and Effectiveness of the Policy**

Performance monitoring information in the form of statistical analysis of incidents including manual handling and equipment-related incidents is provided by the Health and Safety team to the Risk Safety and Governance Group. Nursing and Care homes are expected to have conducted their own manual handling risk assessments on all their residents in accordance with current legislation and provide appropriate handling equipment where needed.

**Equality Impact Assessment**

Name of process/policy	Safer Manual Handling Policy
Is the process new or existing? If existing, state policy reference number EXISTING	PTS-POL-35
Person responsible for process/policy	Director of Operations Wayne Spedding
Name of assessment lead or EIA assessment team members	Gary Parkinson Head of Clinical Governance
EIA	Does not impact on this policy
Who does the policy/procedure/practice/event impact on? Race X Religion/belief X Marriage/Civil Partnership X Gender X Disability X Sexual Orientation X Age X Gender Re-Assignment X Pregnancy/maternity X	

Safer Manual Handling Policy	
Document ID: PTS/POL/35	V1 review March 2014 – V2 March 2016 Reviewed V3 March 2021
Review Date: March 2024	