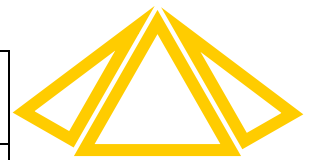


**Sunbeam House Services
Policy Document**

**Title: Manual Handling and People
Handling Policy**

Effective Date: 01 October 2014

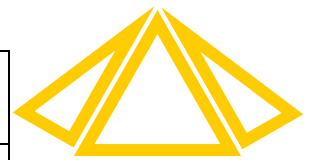


Document Control

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1.0 POLICY:

Policy Statement

It is the policy of Sunbeam House Services to reduce so far as is reasonably practicable, the risks associated with manual and people handling activities in line with legislative requirements and best practice.

Sunbeam House Services acknowledges the range and diversity of the service it provides. Where the hazardous manual handling of loads i.e. people (animate) and inanimate loads (all loads excluding people) cannot be avoided, Sunbeam House Services will take appropriate organisational measures to satisfactorily reduce any associated risks through risk assessment. This is achieved through good planning, consultation and systematic management of risks by providing a safe working environment, safe systems of work and suitable aids and equipment.

2.0 SCOPE:

This policy is applicable to all staff including temporary, contract, agency, students and volunteers within Sunbeam House Services.

3.0 ROLES & RESPONSIBILITIES:

The Managing Director has overall responsibility for ensuring the development and compliance of this policy and has a duty under The General Application Regulations 2007 where reasonably practicable to avoid hazardous manual handling of loads, where it cannot be avoided reduce the risk involved and risk assess the task. The Managing Director delegates accountability for co-ordinating, monitoring and implementation of this policy and associated procedures to the Senior Service Managers and Client Service Managers. Their responsibilities are as follows:

Senior Service Managers

1. In consultation with staff ensure that an operational plan is developed to support the implementation of this manual handling and people handling policy.
2. Support and promote the concept of safer handling within Sunbeam House Services.
3. Ensure the policy is brought to the attention of all staff
4. Ensure that appropriate resources are available to support the implementation of this policy in each location.

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5. Ensure that appropriate systems are in place to assess risk and communicate the results to all relevant employees and any person who may be exposed to the risk.
6. Identify training needs for staff, review as necessary and facilitate the release of staff to attend such training.
7. Ensure that information, training and instruction is provided in a form, manner and language that is easily understood by the employee(s) concerned.
8. Ensure that staff are adequately supervised and that on site training is ongoing, so that skills taught at ManualHandling/PeopleHandling training are translated into practice.
9. In order to help minimise the potential for handling related related injuries adopt an regonomic approach when planning refurbishments or the construction of buildings by consulting with a wide group of professionals/employees at the planning and implementation stages.

Client Service Managers

1. Where hazardous manual handling and /or people handling activities cannot be avoided, ensure that appropriate written risk assessments are carried out in consultation with staff, taking account of the working environment, systems of work and any control measures put in place to reduce the level of risk as far as is reasonably practicable.
2. Ensure the findings of the written risk assessment are recorded, implemented and communicated to staff undertaking the tasks in question.
3. Develop systems of work and set standards at their location as required.
4. Identify training needs for all staff (including managers), facilitate the release of staff to attend training.
5. Ensure employees are adequately supervised and use the principles of good manual handling and people handling in the performance of their work tasks.
6. Ensure working environments and systems of work are as far as is reasonably practicable safe.
7. Ensure employees falling into any of the "sensitive risk groups" (pregnant, post natal and breast feeding employees, night workers and shift workers) are protected against dangers which may affect them specifically in relation to the manual handling of loads
8. In consultation with staff ensure sufficient suitable equipment is provided to facilitate safe handling. This equipment must be easily accessible and properly maintained. Service records should be retained.
9. Ensure that employees receive training on the correct use of manual handling and people handling equipment (e.g. hoists, sliding sheets)
10. Report unsafe environments and systems of work to the relevant senior manager and take immediate action that may be required to render the area safe.
11. Should an incident occur as a result of a manual or people handling task ensure that all relevant personnel are informed in a timely manner in line with Sunbeam House



Services accident reporting procedure. Ensure that the staff member is facilitated with timely access to medical assessment if required.

Responsibilities of all Sunbeam House Service Employees

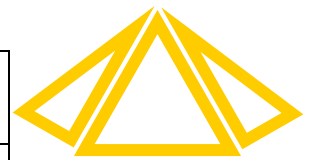
1. Adhere to this policy and any associated risk assessments
2. Co-operate in the regular review of the risk assessments and control measures to ensure they are valid and are being effectively implemented and /or updated as required.
3. Take reasonable care of their own safety, health and welfare and that of others when conducting manual handling and people handling activities.
4. Attend mandatory manual handling/people handling training sessions prior to taking up their position within the organisation. Staff must undertake refresher training every three years. It is the staff member's responsibility to ensure that their people handling training is in date and to pre-book places on manual/people handling training courses.
5. Implement the principles of good manual handling and other techniques as taught in training.
6. Inform their manager of any reason (e.g. musculo-skeletal injury, illness or pregnancy) which might affect their ability to perform manual handling and people handling or increase the risk represented.
7. Work within their capabilities and limitations and not carry out any activity or use any equipment for which they have not received training.
8. Report any defects in equipment/machinery or the place of work and any unsafe systems of work to their client service manager.
9. Report accidents, incidents and any difficulties arising (e.g. significant pain) with regard to manual handling and people handling tasks in line with accident reporting protocol.
10. Ensure their clothing and footwear is appropriate for their work.

Responsibilities of Manual Handling/People Handling Instructors

It is the responsibility of the Manual Handling /People Handling instructors to:

1. Support and promote Sunbeam House Services manual handling/ people handling policy.
2. Deliver training in accordance with F.E.T.A.C. level 6 instructors training programme.
3. Complete and maintain relevant training documentation as per local arrangements.
4. Ensure that manual handling issues raised during training courses are documented and ensure that the relevant Client Service Managers/Senior Service Managers are made aware of these issues.
5. Attend refresher training/workshops to update skills and best practice.

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6. Ensure that any incident occurring during manual handling/people handling training is recorded and reported in accordance with Sunbeam Services accident reporting protocol.

4.0 Procedure

In the case of hazardous tasks that cannot be eliminated from the work or avoided, a written risk assessment must be carried out. Guideline on risk assessment can be found in appendix 1.

1. Service user's handling chart is contained in appendix 2

1. The aim of the assessment is to identify means of reducing the risk to the lowest level reasonably practicable.
2. At the outset an ergonomic approach should be used to identify the hazards associated with manual handling and people handling activities.

4.1 Education and Training

Training is only one component of the comprehensive strategy to reduce the risk of injury and in particular back injury within the workplace. All training programmes aim to change attitudes and behaviour and facilitate safe handling activities in the workplace.

All employees have a personal responsibility to ensure their skills are current and inform their manager of their training needs. Refresher training is available to reinforce and evaluate skills in line with best practice.

Training should also be repeated at not greater than three –yearly intervals.

All manual handling and people handling instructors must achieve a FETAC level 6 award in manual/people handling instruction prior to delivering training.