



Moving and Handling

Policy and Procedure

(Includes Moving and Assisting People and moving and handling objects)

DATE CREATED	May 2023	DATE OF NEXT REVIEW	October 2024
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DESIGNATION	Therapy Manager and Director of Well-being		
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1. Purpose of policy

- To ensure legal compliance with manual handling operations regulations, that services are delivered in line with assessed Individuals' needs and contractual requirements, and that this is done in a safe and personalised manner using a robust risk assessment approach.
- To ensure that St Elizabeth's has a systematic approach to determine the number of staff and range of skills required in order to meet the needs of Individuals and keep them safe at all times.
- 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.
- To support St Elizabeth's in meeting the following regulations:
 - To meet the legal requirements of the regulated activities that {St Elizabeth's Domiciliary Care Agency} is registered to provide:
 - Personal Protective Equipment at Work (Amendment) Regulations 2022
 - Personal Protective Equipment at Work Regulations 1999
 - Lifting Operations & Lifting Equipment Regulations 1998 (LOLER 98')
 - Provision and Use of Work Equipment Regulations 1998 ('PUWER 1998')
 - The Care Act 2014
 - Equality Act 2010
 - The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
 - Health and Safety at Work etc. Act 1974
 - Management of Health and Safety at Work Regulations 1999
 - The Workplace (Health, Safety and Welfare) Regulations 1992
 - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
 - UK GDPR

	<ul style="list-style-type: none"> The Manual Handling Operations Regulations 1992 (as amended 2002)
Intended audience	All staff who are employed across the organisation
Links to other policies	<p>This policy should be read in conjunction with:</p> <ul style="list-style-type: none"> Falls Policy Dignity Choice and Respect Policy Mental Capacity statement and Herts County Council Policy Consent to Care and Treatment Policy Risk assessment Policy

Policy Statement

This policy details how the service will support both staff and individuals' with moving and handling requirements. It highlights the need for risk assessments and regular review of risks associated with moving and handling tasks and mirrors St. Elizabeth's values:



Policy Objective

- ✓ By implementing this policy, St Elizabeth's will support effective manual handling to:
- ✓ Ensure that best practice in the handling and moving operations is carried out by all staff
- ✓ Uphold the Individual's right to dignity, privacy, choice and respect
- ✓ Generate a culture that ensures that the employees' wellbeing is prioritised
- ✓ Advise managers and staff on the implementation of safe assisting and moving people and loads in their workplace
- ✓ Ensure that all Individuals 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 a consistent approach is used to establish safe staffing levels to support increased Individual dependency
- ✓ Ensure that lessons are learnt following near misses, accidents or incidents to ensure that the situation does not arise again
- ✓ By implementing this policy, St Elizabeth's will minimise manual handling injuries by:
 - Ensuring that managers put in place appropriate risk control measures
 - Providing managers with appropriate information, guidance and support to enable them to develop risk reduction control measures
 - Involving staff who are involved in manual handling with the preparation of the risk assessment
 - Providing staff at risk with information, instruction and formal manual handling training

Scope

The following roles may be affected by this policy:

- All staff

The following Individuals may be affected by this policy:

- Individuals

The following stakeholders may be affected by this policy:

- Family
- Commissioners
- External health professionals
- Local Authority
- NHS

Policy

St Elizabeth's will comply with the Health and Safety at Work Act (1974) which requires St Elizabeth's Domiciliary Care Agency to provide 'such information, instruction, training and supervision as is necessary to ensure so far as is reasonably practicable, the health and safety at work of his employees'.

St Elizabeth's Domiciliary Care Agency will ensure that its employees will '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'.

As an employer, St Elizabeth's Domiciliary Care Agency 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, taking account of all factors:
 - Task
 - Individual capacity
 - Load
 - Environment, and
 - Other
- ✓ Reduce the risk of injury from these operations as far as is reasonably practicable, using an ergonomic approach
- ✓ Ensure that employees understand clearly how manual handling operations have been designed to ensure their safety
- ✓ 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. This should be done by examining the employee's current job role to take account of any complexities (e.g. pregnant worker assessments), and where required, redesign tasks etc. to ensure the health, safety and welfare of the employee

Whilst St Elizabeth's acknowledges its responsibility for the health, safety and welfare of its employees and others affected by its undertaking, including Individuals, visitors, and contractors etc, employees have a duty to:

- ✓ Follow safe systems of work as directed by risk assessments, cooperate with managers and report any known defects in equipment and/or processes designed to make manual handling safer to them directly
- ✓ Attend and participate in any training given in moving and handling assessment principles
- ✓ 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 change in working conditions which may create moving and handling risks
- ✓ Report any significant change in the nature of the task or the load
- ✓ Use the equipment provided in accordance with the manufacturer's guidance and associated training, instruction, information and supervision
- ✓ Ensure that Care Plans are followed in relation to the number of staff required to assist a Individual
- ✓ Report any incidents involving manual handling immediately. This includes near-miss events

Each member of the Senior Leadership Team has overall responsibility for health and safety in their department at St Elizabeth's and will ensure that this policy is shared with all staff and implemented.

St Elizabeth's will:

- ✓ Avoid the need for employees 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
- ✓ Record the assessments and communicate their findings to all staff involved
- ✓ Ensure that staff are adequately trained in the use of any equipment etc.
- ✓ Provide information, instruction, training and supervision for all staff in terms of appropriate moving and handling assessment principles
- ✓ Monitor and review moving and handling assessments when there is reason to believe that they are no longer valid due to a change in working conditions, the staff involved or a significant change in the moving and handling operations affecting the nature of the task or the load. This may be identified through changes in legislation, best practice etc.
- ✓ 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 organisations such as the HSE, the Local Authority, OFSED, CQC etc.

- ✓ Monitor sickness absence records and ensure these are regularly reviewed to identify patterns and trends that can be used to identify if any such absences are directly or indirectly related to manual handling activities
- ✓ Ensure that, where staff have injuries, disabilities or conditions such as pregnancy, moving and handling constraints are taken into account in terms of the risk assessment process
- ✓ Ensure that individual risk assessments (where necessary) are on file, and liaise with employment law and health and safety professionals as appropriate

Assessment and Individual Changing Needs

Assessing dependency levels is crucial for safe staffing. Safe staffing is about having enough staff who have the right skills and values to deliver high-quality care and support. It involves:

- ✓ Having safe staffing levels, including contingency plans
- ✓ Recruiting the right people, with the right values, skills and experience to deliver safe care and support
- ✓ Carrying out the right recruitment checks
- ✓ Ensuring that staff are competent and safe to do their role
- ✓ St Elizabeth's is committed to ensuring that staff meet the dependency and individual needs of Individuals. This includes an appropriate staffing level and skill mix to provide safe and effective Care.
- ✓ St Elizabeth's understands the importance of ensuring that Individuals are involved in a person-centred assessment. The Individual's needs will also be reviewed regularly and when needs change.
- ✓ Where two or more care workers are required, risk assessments will be undertaken and shared with the staff involved. Individuals will be involved in the creation of risk assessments as far as possible.
- ✓ St Elizabeth's will work closely with other external agencies when it has been identified that the Individual requires increased staff support. This is to ensure that, where needed, staff arrive at the Individual's home at the correct time and understand how the Individual's needs, expectations and wishes can be met safely.
- ✓ St Elizabeth's recognises it has a duty of care to ensure that any equipment supplied for manual handling purposes has been maintained and stored correctly, and that procedures are in place to ensure that equipment is safe for ongoing use.
- ✓ This policy statement includes ALL equipment. For the avoidance of doubt, this includes equipment that is either leased or owned by a third party, but used by employees of St Elizabeth's. St Elizabeth's will work in partnership with equipment owners, where required, to ensure compliance with equipment checks and maintenance.

Procedure

Basic Principles of Manual Handling Objects

The 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 must be moved using a handling aid
- Make sure the route is clear of obstructions
- Make sure 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
- 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

TILEO Assessment

One way to assess manual handling activities is to look at four specific areas – Task, Individual, Load and Environment (easily remembered by the acronym TILEO).

T (Task) – Does the task involve:

- Twisting or stooping?
- Strenuous pushing or pulling?
- Excessive lifting or lowering?
- Handling at a distance from the trunk?
- High task frequency without adequate rest periods?

I (Individual Movers) – Do the people carrying out the tasks require:

- Specialised training?
- Unusual strength or ability?
- A uniform or personal protective equipment?
- Consideration during impaired ability – for example, if pregnant?

L (Load) – Is the person or object being moved:

- Heavy or large?
- Unwieldy or difficult to grasp?
- Unpredictable or unstable?
- Vulnerable to injury or fragile?
- Sharp, hot or hazardous in any other way?

E (Environment) – Does the area in which work is carried out have:

- Restricted space?

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

O (Other) – Final things to consider:

- Is the movement or posture hindered by personal protective equipment, or
- Is there an absence of the correct PPE for the task?
- Is equipment involved, if so is it clean, serviced, available and well maintained?

Assessing Manual Handling Risks

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

Types of Risk Assessment

The three different types of risk assessment are:

Generic Risk Assessment - covering the whole office or work activities together with any locations visited by staff outside these sites as part of their duties. A generic assessment must be completed at least annually and more frequently if significant changes in equipment, workplace or staffing occur. The risk assessment is used to identify manual handling hazards and required control measures using the TILEO assessment.

Individual Risk Assessment (Staff) - to be completed for any member of staff whose capacity for moving and handling at work may be impaired. This would include staff who are pregnant, young workers or those with ill health or disabilities.

Individual Risk Assessment (Children, Young people and Adults) - individual's require risk assessment and handling plans, it is recognised that a specific assessment for each Individual is required. All these areas form the basis for both the assessment and the control measures that can be put in place to minimise risk and enable safe systems of work. The Individual Risk Assessment must be reviewed at least annually, or when circumstances change.

Risk Assessments

- ✓ 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 carpet is fitted or new furniture installed etc.)
- ✓ A member of staff complains of shoulder, arm, neck or back pain or any other pain/injury attributed to handling activities at work
- ✓ New staff are appointed
- ✓ New staff are appointed who are under 18 years of age
- ✓ A member of staff informs you that she is pregnant or is returning to work following a pregnancy of at least 6 months
- ✓ A member of staff returns to work following a lengthy absence
- ✓ A handling task becomes too difficult
- ✓ The Individual's needs change

Supporting Individuals

Before any new type of placement commences, St Elizabeth's will ensure the care and support needs of the Individual are fully documented within an individualised care plan, with the objective of ensuring that the care provided is reliable and consistent at all times, taking into account the details below. This is crucial if there are a number of different staff who support the Individual.

Capacity/Consent

In line with current manual handling operations regulations, an Individual should (where practicable) be allowed to assist their own movement with care even where this may require extra staff to provide support to aid the Individual's independence. Where an Individual may lack capacity, the Mental Capacity Act (MCA) 2005 Policy and Procedure at St Elizabeth's and best interest principles will be followed.

Dependency Assessment

Dependency tools can help decide how many staff members are required based on individual needs. An appropriate member of the multi-disciplinary team will assess all Individuals' dependency, either through the following means or by the use of a locally recognised dependency assessment tool. In some cases, this will be undertaken by the funding authority.

This assessment will identify the level of support the Individual requires and the number of staff required to provide that support.

Increased Dependency

Increased staffing will normally be proposed in response to moving and handling needs, but other issues may give rise to a proposal, such as staff safety or specific health interventions.

The reason for the increased staffing must be clearly identified in the care plan and risk assessment.

The service lead must review the requirement for increased staffing to ensure that consideration has been given in relation to the skills of the staff and the personality and gender requirements/preferences if applicable.

Contingency Planning

The Service Lead will ensure that effective rota planning, recruitment and consultation with staff take place when planning the care package that requires increased staffing. This will include the assessment of the risks, contingency planning in case of staff shortages, and the views and preferences of the Individual and their family/advocate if applicable.

The Service Lead will ensure that there is an adequate pool of staff with the ability to provide Care in the event of unplanned absences.

Insufficient Staffing

St Elizabeth's will, on becoming aware of any absent staff member, refer to the contingency plan in relation to the Individual's needs. St Elizabeth's will assess their resources to ensure the care can be delivered safely.

Staff must not attempt to offer care to the Individual if any need has been identified as requiring more staff than are available.

Safe Support

Any new staff must be introduced to the Individual by a staff member already familiar and known to the Individual, following a full induction and training. The existing staff member will brief the new member of staff and ensure they read the care plans.

Review/Audit

Care plans and risk assessments will be subject to regular review and audit to ensure they remain appropriate and fully meet the needs of the Individuals. Any changes/amendments will be made and information shared with the staff team.

Individuals, staff, families and other representatives can request a review if they have any concerns, or ideas about how support may be improved.

Moving and Handling in Pairs or Teams (Double Handed)

Care plans and any associated risk assessments will fully detail any requirements for moving and positioning in teams to ensure these are coordinated properly.

Staff who are participating should ideally be around the same height and build. One person involved in the moving and handling must be responsible for giving instructions, including when staff should support, move off, stop and place the Individual or load down at the same time.

Moving and handling in teams does not mean that the weight of the load can be doubled for each extra person in the team. For example, for a team of two people, the load should only be increased by two thirds of the sum of both their individual capabilities.

Further information on a team handling operation can be found on the Health and Safety Executive website and within the Double Up Home Care Policy and Procedure.

Individual Risk Assessments

The assessment must be person-centred and, where possible, involve the Individual, their family or carer in decisions about how their needs are met. This can reassure them about the safety and comfort of the equipment, and how it, and the methods used, will ensure their safety and the safety of staff. Record the risk assessment in the care plan. Include detail on the Individual's moving and handling needs, and record:

- ✓ What the Individual is able and unable to do independently
- ✓ The extent of the Individual's ability to support their own weight and any other relevant factors, for example, pain, disability, spasm, fatigue, tissue viability or tendency to fall
- ✓ The extent to which the Individual can participate and cooperate with transfers
- ✓ Whether the Individual needs assistance to reposition themselves or sit up when in their bed or chair and how this will be achieved, e.g. provision of an electric profiling bed
- ✓ Specific equipment needed including the type of bed, bath and chair required, as well as specific handling equipment, type of hoist and sling, sling size and attachments.
- ✓ The assistance required for different types of transfer of the Individual, including the number of staff needed. Although hoists can be operated by one person, hoisting tasks require two staff to ensure the safe transfer of the Individual
- ✓ The arrangements for reducing the risk and for dealing with falls if the Individual is at risk
- ✓ An Individual's needs and abilities may change over the course of a day. Staff should understand the impact this may have on moving and handling practices.
- ✓ Some Individuals may become upset or agitated when being moved. Other Individuals, though willing to assist at the start of a manoeuvre, may find themselves unable to continue.

Managing a Falling Individual

An Individual may fall due to illness, seizures, physical disability or the effects of medication, frailty or other causes. If this occurs when a member of staff is supporting an Individual, the member of staff 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 Individual and support them to the floor in a controlled manner and as safely as possible to prevent further injury, such as the staff member falling on the Individual. The staff member may need to try to move obstacles out of the way to prevent an increased risk of injury to the Individual or themselves.

Individuals at risk of falling must have an appropriate falls care plan and risk assessment in place. Please refer to the Falls Policy.

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 objects 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, for example, hoists
- ✓ It must be remembered that, although the handling aids will eliminate many of the manual handling risks, their use will introduce others and these risks must be assessed
- ✓ Any aids used will need to be regularly checked to ensure that they are safe to use. Equipment, such as hoists will need to be maintained by someone competent to do so and will need to have regular services carried out

Monitoring of Manual Handling Accidents, Incidents or Near Misses

- ✓ Any manual handling injury or incident that occurs at work must be recorded and reported as soon as possible
- ✓ Any required remedial action to prevent a similar injury or incident must be undertaken immediately
- ✓ The DATIX incident form must be completed in all cases and inform the appropriate person immediately
- ✓ If the accident is deemed to be reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), HR colleagues will submit the report to the Health and Safety Executive (HSE) on behalf of service managers. Service Manager are responsible for providing HR colleagues with the details in a timely manner
- ✓ Manual handling incidents involving Individuals who receive an injury must also be reported to the Care Quality Commission
- ✓ Following any such incident, risk assessments and work procedures including any care plans will be
- ✓ Serious Untoward Incidents are reviewed by the Executive Team and monitored by the Health, Care & Quality Committee who report to the main board of Trustees
- ✓ reviewed to ensure the continued safety of all staff members
- ✓ Accidents, incidents and near misses will be reviewed as part of continuous improvement at St Elizabeth's and to understand any lessons learnt

External Advice and Support

Specialist advice on how to help an Individual with specific moving and handling needs may be required. For those receiving education services, in the first instance, the therapy team are available to assess need. The team includes:

- ✓ Occupational therapists
- ✓ Physiotherapists

Learning and Development

Service Leads are responsible for ensuring that all staff complete induction, mandatory, refresher training and competency assessments. Before commencing any support packages, all staff must receive safer handling and back care training from someone suitably trained and competent and who has been agreed by St Elizabeth's

- ✓ Service leads are responsible for maintaining records of staff induction, mandatory, refresher training and competency assessments
- ✓ Service Leads must make sure that training equipment and facilities are available
- ✓ Service Leads must ensure that all staff receive sufficient notice and details about training to be completed

Record Keeping

All staff are responsible for recording care delivered as agreed in the care plans. This includes where the Individual declines any care.

All current health and safety related records must be retained locally at:

- South End Much Hadham Hertfordshire SG10 6EW

When records have been replaced or are no longer valid, they can either be held locally or sent to archived electronically or filed appropriately.

- ✓ Records of risk assessments, training and other health and safety documents will be retained, either in paper or electronic format
- ✓ Those kept in an electronic format will be stored with suitable backup systems to safeguard against computer/systems failure
- ✓ Training records, risk assessments and health and safety policies and procedures must be retained in line with the Archiving, Disposal and Storing of Records Policy and Procedure and relevant legislation

Sharing Information

The sharing of any information regarding Individuals will be carried out following the UK GDPR, data protection policies and procedures at St Elizabeth's.

Definitions

Manual Handling

- For the purposes of this policy, defined as any transporting or supporting of a load by bodily force, either by pushing, pulling, carrying, moving, lifting or putting down. Load includes objects or people (ref. Manual Handling Regulations 1992). This will also cover restraint situations

Load

- Includes any movable object or material supported manually or by tools or equipment. This definition includes people

Musculoskeletal Disorder (MSD)

- MSD involves the muscles, tendons, joints and skeleton, particularly in the back, hands and arms with symptoms ranging from mild aches and pains to severe swelling and inflammation

Hazard

- A hazard is anything that has the potential to cause harm (e.g. slippery floors, a frayed electric flex or a heavy load)

Risk

- A risk is the chance that somebody will be harmed by the hazard and can be quantified as high, moderate or low depending on the severity and likelihood of an incident

Ergonomics

- The study of the relationship between workers and their environment. Ergonomics can be used to assess the 'fit' between people, the work that they do and the things that they use

Safe Systems of Work

- Safe systems of work require risk assessment and analysis of all manual handling tasks undertaken, the individuals performing such tasks, the loads being handled, the environment in which handling takes place and the equipment available. Control measures to reduce all such identified risks to acceptable levels will result in safe systems of work that can be recorded and implemented

Key Facts - Professionals

Professionals providing this service should be aware of the following:

- ✓ Manual handling equipment will be maintained correctly and checked every time before it is used, with a record made that it has been checked
- ✓ Incidents involving manual handling must be reported to the HSE and if there is an injury to an Individual as a result, the relevant regulator body (CQC, OFSTED) must be notified
- ✓ Staff must not undertake care alone or if there are insufficient numbers of staff available according to the identified number of staff required for the care. Staff will ensure that the safety and welfare of themselves and the Individual is paramount
- ✓ Where practicable, a 'no hazardous moving and handling' working environment will be encouraged and staff will report any concerns immediately to the Service Lead
- ✓ The Service Lead is responsible for ensuring that risk assessments and contingency plans are carried out on all unavoidable handling tasks carried out by staff
- ✓ The Service Lead is responsible for ensuring that their staff have received appropriate information, instruction and training in safer manual handling techniques, and this will also include where there is a requirement for increased staffing to support individual Individuals
- ✓ Manual handling risk assessments must be reviewed at least annually or more frequently if a situation changes, or if an accident, incident or near miss occurs

Key Facts - People affected by the service

People affected by this service should be aware of the following:

- ✓ You will be involved as far as possible in creating your manual handling risk assessment
- ✓ Advice and guidance will be sought when required from internal and external professionals, such as occupational therapists and physiotherapists to improve safety for staff and positive Individual outcomes
- ✓ St Elizabeth's will encourage you to be as independent as possible with your own mobility Staff may be unable to deliver your care where there are fewer staff members available than the number that has been identified as required on your risk assessment. At these times resource will be sought from supporting departments to ensure your needs are met.

Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

The Guide to the Handling of People - (6th edition) by Jacqui Smith (Author), Gemma Hastilow and Kate Kitchen (Illustrator)

RCN - Moving and Handling:

<https://www.rcn.org.uk/get-help/rcn-advice/moving-and-handling> HSE - Getting to Grips with Hoisting

People: <https://www.hse.gov.uk/pubns/hsis3.pdf> **NHS Improvement - Root Cause Analysis - Using**

five whys: <https://www.england.nhs.uk/improvement-hub/wp-content/uploads/sites/44/2015/08/learning-handbook-five-whys.pdf>

SCIE - Guide 38 Social Care Governance (SCIE, 2011) - Although not updated since 2011, this workbook provides some clear governance practices for England:

<https://www.scie.org.uk/publications/guides/guide38/>

Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- ✓ There is evidence of working with other external professionals to ensure that staff and Individuals remain safe
- ✓ Regular review and supervision of the care required by the Individual takes place and care plans are changed to reflect the risks, with evidence of communication to staff to prevent an incident arising again
- ✓ Care is person-centred and includes communication needs and the communication methods used to ensure that Individuals are involved in decisions about their care
- ✓ Risk assessments are updated when incidents, accidents or near misses arise or a person's condition changes, as well as annually

- ✓ Risk assessments of environmental and person-specific factors are consistently incorporated into care to manage and mitigate risks