Moving & Handling
This workbook covers Level 1 training & the theory assessment for Level 2

For all staff

Please ensure you read the workbook thoroughly and complete the assessment at the end
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Learning Outcomes

After completing this handbook, you should be able to:

- Define the term “Manual handling”.
- Describe the causes and effects of musculoskeletal disorders
- State basic methods of promoting and managing your own musculoskeletal health
- Outline how legislation applies to manual handling at work
- Describe the principles of ergonomics and risk assessment in reducing the risk of manual handling injury
- Describe the principles of safer manual handling
- Identify the risks involved in team handling
- Describe the importance of good communication in relation to manual handling
- Outline the management of manual handling within the Trust’s Safer Handling Policy, Safe Systems of Work, access to Staff Health & Wellbeing and incident reporting.
- Identify high risk activities/manoeuvres
- Successfully complete a written assessment of knowledge

What is Manual Handling?

The Manual Handling Operations Regulations 1992 define manual handling as:

“...any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or bodily force”.

The load can be an object, person or animal.
Manual handling activities would normally involve either pushing or pulling; or lifting, carrying and putting down of a load; or a combination of all of these actions.

**Causes of Work Related Musculoskeletal Disorders (WRMSD)**

Musculoskeletal disorders can affect muscles, joints and tendons in all parts of the body. Most Work-Related Musculoskeletal Disorders (WRMSDs) develop over time. They can be episodic or chronic in duration and can also result from injury sustained in a work-related accident. Additionally they can progress from mild to severe disorders. These disorders are seldom life threatening but they impair the quality of life of a large proportion of the adult population.

Work-related disorders can develop in an occupational setting due to the physical tasks with which individuals carry out their normal work activities. WRMSDs are associated with work patterns that include:

- Fixed or constrained body positions
- Continual repetition of movements
- Force concentrated on small parts of the body such as the hand or wrist
- A pace of work that does not allow sufficient recovery between movements

Additionally workplace psychosocial factors such as organisational culture, the health and safety climate and human factors may create the conditions for WRMSDs to occur.

**Statistics**

The Labour Force Survey 2017, reports:

The total number of WRMSDs cases (prevalence) in 2016/17 was 507,000 out of a total of 1,299,000 for all work-related illnesses, accounting for 39% of all work-related ill-health.

An estimated 8.9 million working days were lost due to WRMSDs in 2016/17, an average of 17.6 days lost for each case.

Work-related musculoskeletal disorders account for 35% of all working days lost due to work-related ill health.

The Health & Safety Executive reports that the category of Human health and social work activities presents a higher risk of WRMSDs. Most attention has been directed towards nursing. However, the health care sector employs a large range of occupations, including paramedics, care assistants, theatre support staff, maintenance, food services, and cleaning staff (Hignett, Fray, et al., 2007) all of which require further attention to reduce risks associated with WRMSDs (Oakman et al., 2014). The main physical risk in terms of WRMSDs has focussed on patient handling.
Types of WRMSD

Back Pain

The prevalence of back disorders of 212,000 cases averaged between 2009/10-2011/12 demonstrated that 113,000 cases (53%) were classified as occurring from manual handling, lifting and carrying activities 11,000 cases (5%) occurred through keyboard or repetitive movement activities 53,000 (25%) from awkward or tiring positions and 15,000 (7%) from workplace accidents. Work-related low back pain is a major ill health condition in Great Britain. The majority of back pain patients will have experienced a previous episode and acute attacks often occur as exacerbations of chronic low back pain.

Upper Limb Disorders

Includes a large number of different WRMSDs in the hand, wrist, shoulder and neck. Typical examples include repetitive strain trauma, hand-wrist tendon syndromes, carpal tunnel syndrome or epicondylitis.

Of the total prevalence of WRULDs averaged across this time period 2009/10-2011/12 , 203,000 cases manual handling, lifting and carrying accounted for 81,000 cases (40%), keyboard or repetitive action accounted for 56,000 cases (28%), awkward or tiring positions 29,000 cases (14%) and workplace accidents 13,000 cases (7%).

Lower Limb Disorders

Can often give rise to greater degrees of immobility and thereby can degrade quality of life substantially (Bruchal, 1995; Lohmander et al., 2004) and involve the muscles, tendons or nerves, ligaments and other tissues in the lower limbs, and they are generally manifested by inflammation, pain, discomfort or tingling.

Acute disorders can include meniscal tears of the knee or ankle and metacarpal fractures of the ankle and foot. Overuse injuries for example include in the hip and thigh, osteoarthritis and hamstrings strains, in the knee, osteoarthritis, patellofemoral pain syndrome, shin splints and in the foot and ankle, Achilles tendonitis, plantar fasciitis or ankle sprain amongst others.

The prevalence rate of WRLLDs was 260 cases per 100,000 people employed and equated to a total case number of 84,000.

Work-related Musculoskeletal Disorders (WRMSDs) Statistics in Great Britain 2017 – The Health and Safety Executive (November 2017)

Motivation

Manual Handling injuries cost our employers a great deal of money every year due to sick leave, replacement staffing and injury compensation claims. As employees however we need to be more aware of the personal costs as a result of back pain/injury.

- Reduced salary (with prolonged sickness)
- Intermittent or constant pain
- Loss of normal social & family life
- Increased expenditure (pain relief for example)
- Depression & anxiety
- Ability & fitness to practice in current job role

How would you feel if you were unable to continue with your job but couldn’t find an alternative because of your back or shoulder pain?

Many people carry the belief that they never do tasks involving manual handling but when you consider the definition; it’s clear that we ALL carry out manual handling tasks at some point in our day be it at work or home.

Because we report ‘workplace injuries’, we tend to think that it’s the things we do at work that are the problem but in reality the main cause of musculoskeletal injury is cumulative stress; in other words a build-up of all the tasks we do incorrectly.

Back and musculoskeletal injuries can be excruciatingly painful and debilitating but most are preventable simply by improving our practice and posture both in work and at home.

**Legislation**

**The Health & Safety at Work Act 1974**

The main piece of legislation related to Manual Handling is the Health & Safety at Work Act 1974. The Act puts a responsibility on all employers: It shall be the duty of every employer to ensure; so far as is reasonably practicable, the health, safety and welfare at work of all his employees.

It also places responsibilities on the employee: It is the responsibility of every employee to take reasonable care for the health and safety of himself and of other persons who may be affected by his acts and omissions at work.

The **Management of Health & Safety at Work Regulations 1999** sets out broad requirements across all areas of Health & Safety and states amongst other things that the employer must

- Make suitable & sufficient assessment of the health & safety risks to employees and others (risk assessment)
- Provide adequate training and instruction.

As employees we cannot be complacent; we must ensure our employer is made aware of these hazards & risks to enable them to carry out their duties of care.

Other regulations that have relevance to Manual Handling include:

**Provision and Use of Work Equipment Regulations 1998 (PUWER)**

These regulations focus on the provision and use of work equipment.

**PUWER** states that employer must provide suitable equipment that is maintained in an efficient working order and good repair and provide information, training and instruction in its use (see “How can we reduce manual handling risk?” below)
Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)

In addition to the above, LOLER requires employers to have lifting equipment weight tested at regular intervals (see “How can we reduce manual handling risk?” below)

Manual Handling Operations Regulations 1992 (as amended 2002) (MHOR) sets out a hierarchy of measures to reduce the risks from manual handling

- **Avoid** hazardous manual handling operations so far as is reasonably practicable
  - **Ask yourself**: Do I need to do this task? Can I mechanise the task?
- **Assess** any hazardous manual handling operations that cannot be avoided
- **Reduce** the risk of injury so far as is reasonably practicable (to the lowest practicable level).

The employer is also required to have local policies and systems in place and it is from these as well as the legislation that they may be measured and potentially prosecuted for major failings.

**Risk Assessment**

The process of risk assessment is not difficult; in truth each and every one of us carries out risk assessments hundreds of times per day without even realizing it e.g. when driving car, crossing a road.

When it comes to workplace risk assessments however the process must be carried out in a conscious manner and recorded for where there are significant risks.

The acronym **TILE** is used for risk assessment which helps us to break the assessment down into manageable chunks;

**TASK** – *Does the task involve twisting, stooping, holding loads away from the trunk, reaching upwards, strenuous pushing or pulling, carrying long distances, unpredictable movement of the load, repetitive handling, insufficient time for rest/recovery*.

**INDIVIDUAL** – *The individual is the person carrying out the task: consider the individuals capabilities. Does the activity require unusual capability? Does it pose a risk to those with a health problem, to those that are pregnant or to new employees? Does the task require special training? Are you wearing the appropriate clothing/footwear? Ask yourself: Do I need help?*

**LOAD** – *Is the load heavy, bulky/unwieldy, unstable/unpredictable, difficult to grasp, sharp/hot? Consider if you need equipment to help with the task.*

**ENVIROMENT** – *Are there constraints on handler’s posture? Are there obstacles (furniture, cables etc)? Poor lighting, hot/humid conditions, strong air movements? Is the area prepared appropriately?*

If you identify a manual handling risk with the potential to cause harm, you should report it to your line manager/supervisor as soon as possible.
How can we REDUCE manual handling risk?

We can use equipment to mechanise the task

The Provision and Use of Work Equipment Regulations 1998 (PUWER) covers all equipment that is used for work purposes.

In relation to moving and handling activities, the organisation will provide a range of handling equipment such as: trucks, trollies, barrows, patient hoists, bed movers, stand-aids and slide sheets etc.

PUWER essentially requires the organisation to ensure that all equipment it provides is fit for purpose and that all users require adequate training, instruction and information to use that piece of equipment safely and effectively.

The responsibility of the user (employee) is to ensure that they have received adequate training, instruction and information in its use and ensure that they carry out a check to ensure that the piece of equipment is fit for purpose prior to carrying out the moving and handling task.

If the user is not competent to use the equipment, they MUST NOT use it.

If the piece of equipment is not fit for purpose, the user MUST NOT use it. The user should report to the line manager, ensure that the equipment is labelled out of use and complete an eDatix incident report.

The Lifting Operations Lifting Equipment Regulations 1998 (LOLER) place duties on people and organisations, who own, operate or have control over lifting equipment. All lifting operations involving lifting equipment must be properly planned by a competent person, appropriately supervised and carried out in a safe manner.

LOLER also requires that all equipment used for lifting is fit for purpose, appropriate for the task, suitably marked and, in many cases, subject to statutory periodic thorough examination. Records must be kept of all thorough examinations and any defects found must be reported to both the person responsible for the equipment and the relevant enforcing authority.

Reduce Risk by following Safe Systems of Work

It is a requirement of the Health & Safety at Work etc Act 1974 that an organisation provides systems of work that are, so far as is reasonably practicable, safe and without risks to health.

The Manual Handling Training Department has produced a comprehensive range of Safe Systems of Work to help staff and managers in both clinical and non-clinical areas to identify and manage manual handling risk within the workplace. If you are unfamiliar with the load or technique, you should undertake an on-the-spot risk assessment, read the appropriate Safe System of Work and follow the advice and use the appropriate equipment if required. The SSOW are designed to be simple to read and follow. However, they are intended as guide to safe practice rather than strict instruction. Workplace practice should always be subject to appropriate supervision and assessment to ensure compliance and competence.
Manual Handling Safe Systems of Work are divided into 3 sections:

- **Control Measures / Staff Checklist**
  all the things that you need to think about and do prior to carrying out the task.

- **Risks, Dangers and Precautions**
  Identifies the things that can go wrong during a manual handling task and how they can be avoided.

- **Technique**
  A step-by-step guide on how to carry out the task safely.

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**Reduce risk by adopting better posture**

Most back pain does not 'just' happen; it is mostly as a result of cumulative stress, age, psychosocial & psychological issues.

A direct trauma may also result in back pain; however with all the activities that we undertake in our everyday life, we are continually placing stress on the musculoskeletal structures in the back (and other parts of the body). Cumulative stresses can cause damage; it is often a simple act such as picking up a small item from the floor that creates the severe pain.

We need to be more aware of our posture and how to improve it to prevent injury. Prevention is better than cure but remember once you have a back injury; you’ve are likely to have it for life!

One of the easiest ways to become more posture aware is to watch other people. Watch how people sit, stand and walk; how they hold their head and their shoulders, very quickly you will notice that we are all different but you’ll see patterns of movement both bad and good and you’ll recognise poor posture easily. This will encourage you to look at what your own body is doing, knowing what you are doing wrong will help you to recondition yourself into better postures but this can only happen if you remain consciously aware.

**Adopt efficient movement principles**

To enable ourselves to carry out handling tasks safely we need to first understand and remember the efficient movement principles which are also known as the Principles of safe handling.

- **Stable base**
  - With our feet set a hip width apart, adopt a staggered stance (*one foot in front of the other*) with soft knees and hips. This helps us gain a wide, stable base. This allows you to transfer your weight from one front foot to back foot (*pulling activities*) or from back foot to front foot (*pushing activities*).

- **Spine in line**
  - Standing upright with our spine in line and head up. Maintain natural S-shaped curves.

- **Body Weight Transfer**
Move forward and place all your weight onto the front foot (with nose over toes) with your spine in line. Transfer your body weight to your back foot (nose over toes) with your spine in line. This is **Body Weight Transfer**.

- Body weight transfer with the spine in line whilst maintaining a wide stable base, the **centre of gravity** will remain within your base.

- **Hold the load close**
  - Keeping the load close to you brings the **centre of gravity** of the item closer to yours reducing the amount of pressure applied to the structures of the back, neck, arms, shoulders. Keeping the load low stops you from using your arms and shoulders to ‘lift’. Keep elbows in and keep fingers and thumbs closed to prevent hand injuries.

- **Breathing**
  - We need oxygen to survive, our muscles need oxygen too. A good breath prior to the move creates a girdle effect on the abdominal muscles therefore supporting the spine.

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**Safer Handling Policy**

You have a duty to familiarise yourself with Trust policies which can be found on the Trust Intranet site.

The Safer Handling Policy (incorporating the heavier patient pathway) provides you with

- Information regarding both employer and employee responsibilities.
- Emergency handling
- Specialist advice
- Provision and procurement of equipment
- Load handling techniques
- Safe systems of work
- Risk assessment
- Training
- The heavier patient pathway
- Specialist handling

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**Further information**

Other relevant Trust Policies & Procedures
The Trust Intranet
The Health & Safety Executive website ([www.hse.gov.uk](http://www.hse.gov.uk))
Trade Unions
Professional Organisation
Google etc
Assessment Paper – Moving & Handling (Level 1)

Questions

1) Manual handling includes which of the following actions? (select ALL that apply)

- □ Lifting
- □ Lowering
- □ Pushing
- □ Pulling
- □ Carrying
- □ Kicking

2) What does the acronym TILE stand for when undertaking a risk assessment for a manual handling activity? (select ONE of the following options)

- □ Time, Idea, Logic, Effort
- □ Tidiness, Inclination, Load, Environment
- □ Task, Individual, Load, Environment
- □ Time, Individual, Load, Effort

3) The Manual Handling Operations Regulations require employers to apply which guidelines to manual handling tasks? (select ONE of the following options)

- □ Avoid or take care when lifting
- □ Avoid, Assess, Reduce and Review the task
- □ Examine the load, consider the environment before lifting

4) If you identify a manual handling risk with a potential to cause harm, what are your responsibilities? (select ONE of the following options)

- □ Report it to your manager or supervisor as soon as possible
- □ Do nothing
- □ Complain to your work colleagues
- □ Leave it until the next working day before reporting it

5) What would you do if you were asked to do a manual handling task that you thought you would not be able to manage alone? (select ONE of the following options)

- □ Do it anyway
- □ Refuse to do it without assistance
- □ Ask for help
6) What are your responsibilities under the Milton Keynes University Hospital Safer Handling policy? (select THREE of the following options)

□ Read and comply with the policy
□ Complete moving & handling training as required
□ Not to lift anything
□ Use appropriate equipment

7) You have been asked to move an unfamiliar load that you think may cause harm to you. What action should you NOT take? (select ONE of the following options)

□ Go ahead and move it regardless of any risk
□ Read the Safe System of Work and following the advice
□ Undertake a new risk assessment
□ Use the appropriate equipment

8) Where can you find information that would help you to reduce risk of injury to yourself and others when moving and handling? (select FOUR of the following options)

□ The Trust policies and procedures
□ The Health & Safety Executive website
□ The NHS Jobs website
□ Trade Unions and Professional Organisations
□ The Trust Internet/Google Drive

9) Which of the following improves your working posture? (select THREE of the following options)

□ Standing with a stable base
□ Maintaining your natural spinal curves
□ Sitting in a chair that is appropriately adjusted
□ Over-reaching for a load

10) Which of the following should be AVOIDED when handling a load? (select THREE of the following options)

□ Twisting
□ Stooping
□ Over-reaching
□ Holding the load close

11) Back pain can be caused by (select ALL that apply)

□ Awkward working positions
□ Repeated twisting, stooping and over-reaching
□ Extending periods in a fixed working position
12) When should you follow the principles for safer handling? (select ONE of the following options)

- Always, make a habit of it, at home and at work
- Only when someone is watching
- Only when you are working with someone else
- Only at work

13) Which is the most effective height for pushing and pulling tasks? (select ONE of the following options)

- Knee and ankle height
- Waist and knee height
- Knee and shoulder height
- Waist and shoulder height

14) “Ready, steady, lift” is a clearer instruction to ensure all the team lift at the same time rather than saying “One, Two, Three” (select TRUE or FALSE)

- True
- False

15) What of the following do you need to consider when undertaking an on-the-spot risk assessment? (select ALL that apply)

- Whether you have the physical capability and skills
- Whether there is adequate space
- Whether there is sufficient lighting
- Whether there is appropriate equipment available
- Whether equipment is in good working order
- The condition, level and type of flooring

16) What do you need to consider about yourself before undertaking a manual handling task? (select ALL that apply)

- Fitness and health
- Stress levels
- Clothing and footwear
- Current injuries
- Height
- Knowledge, skills and training
17) The Safe System of Work identifies a piece of equipment to be used for a manual handling task. What would you do if the equipment was faulty? (select TWO of the following options)

- Report the fault to the department manager
- Take the equipment out of action and mark it as out of order
- Continue the task using the faulty equipment
- Attempt to repair the equipment yourself

18) The Trust has a legal duty to ensure which of the following? (select FOUR of the following options)

- Access to appropriate training
- Provision of appropriate equipment
- Maintenance of equipment in good working order
- Elimination of all manual handling related tasks
- Adequate supervision for employees

19) The Trust is solely responsible for my health, safety and wellbeing at work. (select TRUE or FALSE)

- True
- False

20) When using equipment to move a load, you should (select ALL that apply)

- Check it is suitable for the task
- Ensure that the user is trained
- Check equipment prior to use
- Report any concerns regarding damage

Name (print):  
Signature:  
Job Title:  
Ward/Department:  
Date Completed:  

Please return the assessment paper only to:  
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Staff Health & Wellbeing Department  
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