

STAFF COPY TO KEEP

MANUAL HANDLING

Policy Statement

The safety of our service users and staff, in respect of manual handling protocols, is a high priority for CASSI.

Objective

The objective of this policy is for a manual handling protocol to be established and followed at all times by staff and service users. There will usually be a protocol designed by an external independent consultant, particularly where the service user has a physical disability or limitation to movement.

Strategies and Procedures

Staff safety, training and well being is critical to organisational success. In achieving a common standard of training and knowledge in this area, CASSI has a number of strategies and procedures:

- All staff will be trained in correct and appropriate techniques by a suitably experienced member of staff prior to being involved in any manual handling and transferring. That training will be consistent with the established manual handling protocol and will be provided before staff are rostered on to work at the applicable location,
- CASSI will also ensure staff have the opportunity to be trained in general principles and practices of manual handling. That will include the correct use of hoists, equipment and mobility aids. That training will be organized on an annual basis for all current staff; plus “catch up” training for staff who are engaged after the annual training has been provided,
- All direct care staff have a responsibility to participate in manual handling training to ensure they are confident and competent in this area,
- The service user and CASSI will engage in effective strategies to ensure that the necessary hoists and other equipment is available for use by direct care staff,
- Where ever the use of equipment is defined as being necessary it is CASSI’s firm policy that this equipment be used,
- CASSI has a “no lift” policy in that staff are not to physically support the weight of people that they are assisting to transfer or move,

- If a service user is unsteady and gets to a point when a fall is most likely going to occur, we advise staff that if they can steady the resident without a risk of injury to themselves or the service user then it is up to them to assess the situation. If they are unsure or not 100% positive they are able to assist safely without a risk of injury, they are to stand back and not “catch” a falling service user. The jerky movement associated with “catching” a falling service user is a well-known cause of injury within the healthcare industry. The staff member then has an obligation to manage the post fall situation according to organisational guidelines.
- The ability of staff to “steady” an “unsteady” service user will be variable according to the staff member and the service user. Ultimately, the staff member has a duty of care to assess the task and ensure they are following the plan and ensuring they do not take any risks that would place themselves or the service user at risk (there is legislation available that lists the duty of care of healthcare workers and the duty of care of employers).
- Where there is only one staff member on duty and there are no appropriate aids to facilitate transfers, an ambulance should be called to assist. On such occasions the staff person involved will always contact the Service Manager or the On Call Service Manager prior to any alternate arrangements being undertaken.

Staff who fail to actively and positively adhere to the established manual handling protocol and the policies that CASSI has in these areas could be subject to disciplinary action.