



 **Review Sheet**



Last Reviewed
31 Oct '23

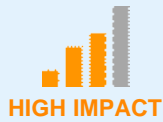


Last Amended
31 Oct '23



Next Planned Review in 12 months, or
sooner as required.

Business impact



These changes require action as soon as possible.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

This policy details how the service will support both staff and Service Users with moving and handling requirements. It highlights the need for risk assessments and regular review of risks associated with moving and handling tasks via the TILEO or LITE assessment process. It has been reviewed and updated with additional information including types of equipment. Underpinning Knowledge and Further Reading references have been checked and remain current. Please note, the Double Up Home Care Policy and Procedure (CC71) has been archived as content is included in this policy.

Relevant legislation:

- 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
- The Manual Handling Operations Regulations 1992 (as amended 2002)

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: Skills for Care, (2022), *Supporting lone workers*. [Online] Available from: <https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Managing-people/Supporting-lone-workers.aspx> [Accessed: 31/10/2023]
- Author: Health and Safety Executive, (2022), *What you need to do - Moving and handling*. [Online] Available from: <https://www.hse.gov.uk/healthservices/moving-handling-do.htm> [Accessed: 31/10/2023]
- Author: Health and Safety Executive, (2022), *Moving and handling in health and social care*. [Online] Available from: <https://www.hse.gov.uk/healthservices/moving-handling.htm> [Accessed: 31/10/2023]
- Author: Health and Safety Executive, (2020), *Protecting lone workers: How to manage the risks of working alone*. [Online] Available from: <https://www.hse.gov.uk/pubns/indg73.htm> [Accessed: 31/10/2023]
- Author: Health and Safety Executive, (2022), *Toolkit for MSDs*. [Online] Available from: <https://www.hse.gov.uk/msd/toolkit.htm> [Accessed: 31/10/2023]
- Author: Health and Safety Executive, (2022), *Manual handling at work*. [Online] Available from: <https://www.hse.gov.uk/msd/manual-handling/index.htm> [Accessed: 31/10/2023]
- Author: Healthy Working Lives, (2020), *Manual handling*. [Online] Available from: <https://www.healthyworkinglives.scot/workplace-guidance/safety/manual-handling/Pages/controlling-manual-handling-risks.aspx> [Accessed: 31/10/2023]



Suggested action:	<ul style="list-style-type: none">• Encourage sharing the policy through the use of the QCS App
Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



1. Purpose

1.1 To ensure legal compliance with manual handling operations regulations, that services are delivered in line with assessed Service Users' needs and contractual requirements, and that this is done in a safe and personalised manner using a robust risk assessment approach.

1.2 To ensure that Medcom Personnel Ltd has a systematic approach to determine the number of staff and range of skills required in order to meet the needs of Service Users and keep them safe at all times.

1.3 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.

1.4 To support Medcom Personnel Ltd in meeting the following Key Lines of Enquiry/Quality Statements (New):

Key Question	Key Lines of Enquiry	Quality Statements (New)
EFFECTIVE	E1: Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	QSE1: Assessing needs QSE2: Delivering evidence-based care & treatment
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?	QSE2: Delivering evidence-based care & treatment QSE3: How staff, teams & services work together
EFFECTIVE	E4: How well do staff, teams and services within and across organisations work together to deliver effective care, support and treatment?	QSE3: How staff, teams & services work together
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?	QSS4: Involving people to manage risks QSS5: Safe environments
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	QSS6: Safe and effective staffing
WELL-LED	W3: How are the people who use the service, the public and staff engaged and involved?	QSW3: Freedom to speak up

1.5 To meet the legal requirements of the regulated activities that Medcom Personnel Ltd 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
- | The Manual Handling Operations Regulations 1992 (as amended 2002)



2. Scope

- 2.1** The following roles may be affected by this policy:
 - | All staff
- 2.2** The following Service Users may be affected by this policy:
 - | Service Users
- 2.3** The following stakeholders may be affected by this policy:
 - | Family
 - | Commissioners
 - | External health professionals
 - | Local Authority
 - | NHS



3. Objectives

- 3.1** By implementing this policy, Medcom Personnel Ltd will support effective manual handling to:
 - | Ensure that best practice in the handling and moving operations is carried out by all staff
 - | Uphold the Service Users'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 handling practices of people and loads in their workplace
 - | Ensure that all Service Users 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 Service Users dependency
 - | Ensure that lessons are learnt following near misses, accidents or incidents to ensure that the situation does not arise again
- 3.2** By implementing this policy, Medcom Personnel Ltd 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



4. Policy

4.1 Medcom Personnel Ltd understands its responsibility as an employer and social care provider that it has a duty of care to both staff and Service Users to protect and keep them safe from harm. As such, Medcom Personnel Ltd has a robust training programme in place which ensures it can meet the needs of contracted Service Users by matching them with suitable, highly skilled, competent staff, confident in moving and handling.

Medcom Personnel Ltd will comply with the Health and Safety at Work etc. Act (1974) which requires Medcom Personnel Ltd 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'.

Medcom Personnel Ltd will ensure that its employees will 'take reasonable care for their safety and the health and safety of other people who may be affected by their acts or omissions'.

4.2 As an employer, Medcom Personnel Ltd 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 factors
- | 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, for example, to ensure the health, safety and welfare of the employee

4.3 Whilst Medcom Personnel Ltd acknowledges its responsibility for the health, safety and welfare of its employees and others affected by its undertaking, including, for example, Service Users, visitors, and contractors, 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 Service User
- | Report any incidents involving manual handling immediately. This includes near-miss events

4.4 Mrs Irene Mtisi has overall responsibility for health and safety at Medcom Personnel Ltd and will ensure that this policy is shared with all staff and implemented.

Medcom Personnel Ltd 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



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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 lifting equipment
- | 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 (list not exhaustive)
- | 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, CQC (list not exhaustive)
- | 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

4.5 Assessment and the Service Users's 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
- | Ensuring that staff are adequately trained and supported to carry out the moving and handling techniques required for the individual Service Users.

Medcom Personnel Ltd is committed to ensuring that staff meet the dependency and individual needs of Service Users. This includes an appropriate staffing level and skill mix to provide safe and effective Care. Medcom Personnel Ltd understands the importance of ensuring that Service Users are involved in a person-centred assessment. The Service Users'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. Service Users will be involved in the creation of risk assessments as far as possible. Medcom Personnel Ltd will work closely with other external agencies when it has been identified that the Service Users requires increased staff support. This is to ensure that, where needed, staff arrive at the Service Users's home at the correct time and understand how the Service Users's needs, expectations and wishes can be met safely.

4.6 Moving and Handling Equipment

Medcom Personnel Ltd 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 Medcom Personnel Ltd.

Medcom Personnel Ltd will work in partnership with equipment owners, where required, to ensure compliance with equipment checks and maintenance.



5. Procedure

5.1 Manual Handling Risk Assessments

These are carried out 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)
- | 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 Service Users's needs change and therefore more assistance with a task is necessary

5.2 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

5.3 TILEO Assessment or LITE Assessment

There are multiple assessments that are used by training providers to assess manual handling activities.

Two of them are specified below and both look at four specific areas:

TILE(O) - Task, Individual, Load, Environment - easily remembered by the acronym TILE(O)

LITE - Load, Individual, Task, Environment - easily remembered by the acronym LITE

(Please apply the method that you use within your organisation)

5.4 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?

5.5 I (Individual Movers)

Do the people carrying out the tasks require:

- | Specialised training?
- | Unusual strength or ability?
- | A uniform or personal protective equipment?



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- | Consideration during impaired ability – for example, if pregnant?

5.6 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?

5.7 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?

5.8 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?

5.9 Equipment to Support Service Users

Consider what equipment, if any, is needed to support the situation better, ensuring the safety of both Service Users and Care Worker. The following list is not exhaustive but identifies some common pieces of equipment that may be used:-

- | Hoist (mobile or over tracked ceiling)
- | Hoist slings
- | Walking frame
- | Riser recliner chair
- | Perching stool
- | Stand aid
- | Rotunda transfer platform
- | Three wheeled rollator
- | Wheelchair
- | Zimmer frame
- | Slide sheets
- | WendyLett sheets

5.10 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 items 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

Use of Hoists

Staff using hoists must refer to the Safe Use of Hoists Policy and Procedure at Medcom Personnel Ltd.



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5.11 External Advice and Support

Specialist advice on how to help a Service Users with specific moving and handling needs may be required. Usually, in the first instance, staff should support the Service Users to contact their GP. Other sources of professional advice include:

- | Occupational therapists
- | Physiotherapists
- | Manual handling advisers
- | Ergonomists with experience in health and social care
- | Professional bodies
- | Organisations such as the National Back Exchange or Chartered Society for Physiotherapists

5.12 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, the 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 - 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.

Service Users Risk Assessment - in respect of Service Users risk assessment and handling plans, it is recognised that a specific assessment for each Service Users 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 Service Users's risk assessment must be reviewed at least annually, or when circumstances change.

Service Users Environmental Risk Assessment - an individual risk assessment is completed for the Service Users's property, outlining identified risks including moving and handling risks, for example, loose rugs or wires, and the control measures put in place.

5.13 Basic Principles of Manual Handling

There are some 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 (S' Shape)
- | Grasp the load firmly as close to the body as you can
- | Use the strong thigh muscles in 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

When Supporting or Assisting Service Users

- | In line with current manual handling operations regulations, a Service Users 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 Service Users's independence. Providing a hoist for ease and speed of use may be deemed unlawful and this must never be done
- | Every Service Users will be assessed for their moving and handling needs before service commencement
- | All direct Care Workers will be made aware of what action to take in the event of a fallen/falling Service Users. Please refer to the Falls Management Policy and Procedure



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- | All staff are trained to use safe moving and handling techniques as required - this may include specialist techniques for specific Service Users
- | Service Users assessments must be reviewed on a regular basis to ensure that any dependency changes are identified and controlled as required. Details from such assessments must be recorded and retained in the Service Users's Care Plan
- | When equipment is utilised, the correct piece of equipment must be used for the correct task. This will assist in avoiding unnecessary injuries that put both the Service Users and Care Worker at risk

5.14 Moving and Handling in Pairs or Teams (Double Handed)

Care Plans and any associated risk assessments will fully detail any requirements for "team lifting" to ensure these are coordinated properly.

- | Staff who are lifting 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 Service Users 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 lifting team of two people, the load should only be increased by two thirds of the sum of both their individual capabilities
- | If double-handed care is deemed necessary, appropriate equipment should be in place. If there is no equipment in place, staff should question what can be done safely with two people that can't be done with one person without equipment

Further information on a [team handling operation](#) can be found on the Health and Safety Executive website.

5.15 Individual Risk Assessments

The assessment must be person-centred and, where possible, involve the Service Users, 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 Service Users's moving and handling needs, and record:

- | What the Service Users is able and unable to do independently
- | The extent of the Service Users'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 Service Users can participate and cooperate with transfers
- | Whether the Service Users 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 bariatric equipment where necessary, and if applicable, the type of bed, bath and chair required, as well as specific handling equipment, type of hoist and sling, sling size and attachments. Please refer to the Supporting Bariatric Care Policy and Procedure
- | The assistance required for different types of transfer of the Service Users, including the number of staff needed. Although hoists can be operated by one person, hoisting tasks often require two staff to ensure the safe transfer of the Service Users
- | The arrangements for reducing the risk and for dealing with falls if the Service Users is at risk

A Service Users'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 Service Users may become upset or agitated when being moved. Other Service Users, though willing to assist at the start of a manoeuvre, may find themselves unable to continue.

5.16 Managing a Falling Service Users

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

Service Users at risk of falling must have an appropriate falls Care Plan and risk assessment in place.

Please refer to the Falls Management Policy and Procedure.



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5.17 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 Accident Form must be completed in all cases and passed to Mrs Irene Mtisi
- | If the accident is deemed to be reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), Mrs Irene Mtisi will submit the report to the Health and Safety Executive (HSE)
- | Manual handling incidents involving Service Users 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 reviewed to ensure the continued safety of all staff members
- | Accidents, incidents and near misses will be reviewed as part of continuous improvement at Medcom Personnel Ltd and to understand any lessons learnt

5.18 Contingency Planning

Mrs Irene Mtisi 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 Service Users and their family/advocate if applicable.

Mrs Irene Mtisi will ensure that there is an adequate pool of staff with the ability to provide Care in the event of unplanned absences.

Insufficient Staffing

Medcom Personnel Ltd will, on becoming aware of any absent Care Worker, refer to the contingency plan in relation to the Service Users's needs. Medcom Personnel Ltd will instruct any attending staff on the plan and on what Care can be safely delivered without any absent staff.

Medcom Personnel Ltd will send a second member of staff as soon as possible.

Care Workers must not attempt to offer Care to the Service Users if any need has been identified as requiring more staff than are available. Where the Care Worker is working with another agency who fails to attend the scheduled Care, the Care Worker must contact the senior person on call immediately for advice and support.

Safe Support

Any new staff must be introduced to the Service Users by a staff member already familiar and known to the Service Users. The existing staff member will brief the new member of staff. This briefing will have also been provided by Medcom Personnel Ltd when the Service Users was allocated to the new staff member to ensure they are aware of the Service Users's Care needs.

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 individual Service Users. Any changes/amendments will be made and information shared with the Care team.

Service Users, Care Workers, families and other representatives can request a review with Mrs Irene Mtisi if they have any concerns, or ideas about how support may be improved.

5.19 Training

The provision of information and training alone will not ensure safe moving and handling. Effective training will complement a safe system of work. Every staff member at the start of their employment must be instructed in manual handling and moving techniques in accordance with the Induction procedure at Medcom Personnel Ltd. Every member of Care staff must receive manual handling training and receive an update annually.

- | All staff must, as part of their training, receive safer handling and back care training from someone suitably trained and competent, and agreed by Medcom Personnel Ltd, before commencing any assignments
- | Mrs Irene Mtisi is responsible for ensuring that all staff complete training as required in order to meet the requirements of Health and Safety Legislation, policies and procedures at Medcom Personnel Ltd and those of the CQC
- | Mrs Irene Mtisi must ensure that all staff undertaking manual handling activities as part of their role



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attend manual handling refresher training annually. All course contents (including duration) must comply with the guidelines laid down in the Training policy and procedure

- | Mrs Irene Mtisi is responsible for maintaining records of staff induction, mandatory, refresher training and competency assessments
- | Mrs Irene Mtisi must ensure that all staff receive sufficient notice and details about training to be completed, including the wearing of appropriate clothing and footwear when attending practical training sessions

5.20 Record Keeping

All staff are responsible for recording Care delivered as agreed in the Care Plan, and to communicate with Medcom Personnel Ltd. Where Care cannot be delivered as agreed in the Care Plan, this will be documented in Care notes and Medcom Personnel Ltd will be notified immediately. This includes where the Service Users declines any Care.

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

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

- | 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 Service Users will be carried out following the UK GDPR, data protection policies and procedures at Medcom Personnel Ltd.



6. Definitions

6.1 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

6.2 Load

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

6.3 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

6.4 Hazard

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

6.5 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

6.6 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

6.7 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:

- Where practicable, a 'no hazardous lifting' working environment will be encouraged and staff will report any concerns immediately to Mrs Irene Mtisi
- The Registered Manager is responsible for ensuring that risk assessments and contingency plans are carried out on all unavoidable handling tasks carried out by staff
- The Registered Manager 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 Service Users
- 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
- 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 a Service User as a result, the Care Quality Commission 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 Service Users is paramount



Key Facts - People affected by the service

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

- 1 You will be involved as far as possible in creating your manual handling risk assessment
- 1 Advice and guidance will be sought when required from external partners, such as occupational therapists and physiotherapists to improve safety for staff and positive Service Users outcomes
- 1 Medcom Personnel Ltd will encourage you to be as independent as possible with your own mobility
- 1 Medcom Personnel Ltd will involve you in decisions about your Care and this includes your right to choose staff of the same gender as you to deliver personal or intimate care
- 1 Care Workers 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. This is to ensure your safety and the safety of staff. However, we will agree a plan with you if this ever happens



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>

Backcare Awareness Programme - We've got your back:

<https://www.bfwh.nhs.uk/onehr/wp-content/uploads/2023/10/A5-Brochure-BCAW23-WEB-VERSION.pdf>

HSE - Back pain:

<https://www.hse.gov.uk/msd/backpain>



Outstanding Practice

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

- 1 Risk assessments of environmental and person-specific factors are consistently incorporated into care to manage and mitigate risks
- 1 Risk assessments are updated when incidents, accidents or near misses arise or a Service Users's condition changes, as well as annually
- 1 Regular review and supervision of the Care required by the Service Users takes place and Care Plans are changed to reflect the risks, with evidence of communication to staff to prevent an incident arising again
- 1 There is evidence of working with other external professionals to ensure that staff and Service Users remain safe
- 1 Support or care is person-centred and includes communication needs and the communication methods used to ensure that Service Users are involved in decisions about their Care
- 1 There is evidence that Service Users are encouraged to be as independent as possible, with a focus on encouraging mobility and exercises evident in the Care Plan
- 1 The wide understanding of the policy is enabled by proactive use of the QCS App



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Moving and Handling Operations Risk Assessment - CC79	In any situation where moving and handling of significant weight takes place	QCS
Service User Moving and Handling Risk Assessment - CC79	To be used to assess risk when moving Service Users	QCS
Moving and Handling Checklist - CC79	Before attempting to move either a person or an object.	QCS
Manual Handling Equipment Weekly Checklist - CC79	To check manual handling equipment, where required.	QCS
Individual Wheelchair Checks - CC79	To check wheelchair conditions weekly, where required.	QCS

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Assessor Name:		Signature:	
Date of Assessment:		Review Date:	
Reason for Assessment:			
Task:		Location:	
Description of task:			
Frequency of task		Equipment used	
Personal Protection		Twisting or Stooping	
Load		Environment	
Weight:		Space:	
Size:		Levels:	
Shape:		Temperature:	
Handling points:		Humidity:	
External Features:		Height:	
Internal features:		Stability:	

Individual Capabilities	
Name:	
Medical History:	
Strength/Height:	
Knowledge/Training:	
Clothing/Equipment:	
Internal Features:	

Conclusions and Recommendations



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Name:		Location:	
Assessment completed by:		Signed:	
Date completed:		Date for review:	

What is the Activity?	A. Walking																													
Manual Handling Risks?	Who might be harmed?	Control measures?	Risk Rating (Tick below) High / Medium / Low																											
			<table border="1"> <tr> <td>H</td> <td>M</td> <td>L</td> </tr> <tr> <td colspan="3">Current method?</td> </tr> <tr> <td colspan="3">Independent</td> </tr> <tr> <td colspan="3">Requires Assistance</td> </tr> <tr> <td colspan="3">Requires equipment</td> </tr> <tr> <td colspan="3">Number of staff required?</td> </tr> <tr> <td colspan="3"></td> </tr> <tr> <td colspan="3">Equipment if applicable?</td> </tr> <tr> <td colspan="3"></td> </tr> </table>	H	M	L	Current method?			Independent			Requires Assistance			Requires equipment			Number of staff required?						Equipment if applicable?					
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Number of staff required?																														
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What is the Activity?	B. Transfer from the floor																													
Manual Handling Risks?	Who might be harmed?	Control measures?	Risk Rating (Tick below) High / Medium / Low																											
			<table border="1"> <tr> <td>H</td> <td>M</td> <td>L</td> </tr> <tr> <td colspan="3">Current method?</td> </tr> <tr> <td colspan="3">Independent</td> </tr> <tr> <td colspan="3">Requires Assistance</td> </tr> <tr> <td colspan="3">Requires equipment</td> </tr> <tr> <td colspan="3">Number of staff required?</td> </tr> <tr> <td colspan="3"></td> </tr> <tr> <td colspan="3">Equipment if applicable?</td> </tr> <tr> <td colspan="3"></td> </tr> </table>	H	M	L	Current method?			Independent			Requires Assistance			Requires equipment			Number of staff required?						Equipment if applicable?					
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What is the Activity?	C. Sit/Stand Transfers Forwards off the back of a chair/from a chair/from a bed/repositioning in sitting																													
Manual Handling Risks?	Who might be harmed?	Control measures?	Risk Rating (Tick below) High / Medium / Low																											
			<table border="1"> <tr> <td style="text-align: center;">H</td> <td style="text-align: center;">M</td> <td style="text-align: center;">L</td> </tr> <tr> <td colspan="3" style="text-align: center;">Current method?</td> </tr> <tr> <td colspan="3" style="text-align: center;">Independent</td> </tr> <tr> <td colspan="3" style="text-align: center;">Requires Assistance</td> </tr> <tr> <td colspan="3" style="text-align: center;">Requires equipment</td> </tr> <tr> <td colspan="3" style="text-align: center;">Number of staff required?</td> </tr> <tr> <td colspan="3" style="text-align: center;"> </td> </tr> <tr> <td colspan="3" style="text-align: center;">Equipment if applicable?</td> </tr> <tr> <td colspan="3" style="text-align: center;"> </td> </tr> </table>	H	M	L	Current method?			Independent			Requires Assistance			Requires equipment			Number of staff required?						Equipment if applicable?					
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Number of staff required?																														
Equipment if applicable?																														

What is the Activity?	C(2) Sit/Stand Transfers Bed to wheelchair and wheelchair to bed																													
Manual Handling Risks?	Who might be harmed?	Control measures?	Risk Rating (Tick below) High / Medium / Low																											
			<table border="1"> <tr> <td style="text-align: center;">H</td> <td style="text-align: center;">M</td> <td style="text-align: center;">L</td> </tr> <tr> <td colspan="3" style="text-align: center;">Current method?</td> </tr> <tr> <td colspan="3" style="text-align: center;">Independent</td> </tr> <tr> <td colspan="3" style="text-align: center;">Requires Assistance</td> </tr> <tr> <td colspan="3" style="text-align: center;">Requires equipment</td> </tr> <tr> <td colspan="3" style="text-align: center;">Number of staff required?</td> </tr> <tr> <td colspan="3" style="text-align: center;"> </td> </tr> <tr> <td colspan="3" style="text-align: center;">Equipment if applicable?</td> </tr> <tr> <td colspan="3" style="text-align: center;"> </td> </tr> </table>	H	M	L	Current method?			Independent			Requires Assistance			Requires equipment			Number of staff required?						Equipment if applicable?					
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What is the Activity?	C (3) Sit/Stand Transfers Wheelchair to toilet chair																													
Manual Handling Risks?	Who might be harmed?	Control measures?	Risk Rating (Tick below) High / Medium / Low																											
			<table border="1"> <tr> <td style="text-align: center;">H</td> <td style="text-align: center;">M</td> <td style="text-align: center;">L</td> </tr> <tr> <td colspan="3">Current method?</td> </tr> <tr> <td colspan="3" style="text-align: center;">Independent</td> </tr> <tr> <td colspan="3" style="text-align: center;">Requires Assistance</td> </tr> <tr> <td colspan="3" style="text-align: center;">Requires equipment</td> </tr> <tr> <td colspan="3">Number of staff required?</td> </tr> <tr> <td colspan="3"> </td> </tr> <tr> <td colspan="3">Equipment if applicable?</td> </tr> <tr> <td colspan="3"> </td> </tr> </table>	H	M	L	Current method?			Independent			Requires Assistance			Requires equipment			Number of staff required?						Equipment if applicable?					
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What is the Activity?	D. Toileting (Using the toilet) Bed pan or bottle/commode/toilet																													
Manual Handling Risks?	Who might be harmed?	Control measures?	Risk Rating (Tick below) High / Medium / Low																											
			<table border="1"> <tr> <td style="text-align: center;">H</td> <td style="text-align: center;">M</td> <td style="text-align: center;">L</td> </tr> <tr> <td colspan="3">Current method?</td> </tr> <tr> <td colspan="3" style="text-align: center;">Independent</td> </tr> <tr> <td colspan="3" style="text-align: center;">Requires Assistance</td> </tr> <tr> <td colspan="3" style="text-align: center;">Requires equipment</td> </tr> <tr> <td colspan="3">Number of staff required?</td> </tr> <tr> <td colspan="3"> </td> </tr> <tr> <td colspan="3">Equipment if applicable?</td> </tr> <tr> <td colspan="3"> </td> </tr> </table>	H	M	L	Current method?			Independent			Requires Assistance			Requires equipment			Number of staff required?						Equipment if applicable?					
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What is the Activity?	E. Bathing Different tasks include: Bath/Shower wet area/Shower cubicle/Bed bath																							
Manual Handling Risks?	Who might be harmed?	Control measures?	Risk Rating (Tick below) High / Medium / Low																					
			<table border="1"> <tr> <td style="text-align: center;">H</td> <td style="text-align: center;">M</td> <td style="text-align: center;">L</td> </tr> <tr> <td colspan="3" style="text-align: center;">Current method?</td> </tr> <tr> <td colspan="3" style="text-align: center;"> Independent Requires Assistance Requires equipment </td> </tr> <tr> <td colspan="3" style="text-align: center;">Number of staff required?</td> </tr> <tr> <td colspan="3" style="text-align: center;"> </td> </tr> <tr> <td colspan="3" style="text-align: center;">Equipment if applicable?</td> </tr> <tr> <td colspan="3" style="text-align: center;"> </td> </tr> </table>	H	M	L	Current method?			Independent Requires Assistance Requires equipment			Number of staff required?						Equipment if applicable?					
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Current method?																								
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What is the Activity?	F. Movement in bed Different tasks include: Moving up in bed, rolling in bed, Lying to sitting over the edge of the bed, lateral transfer																							
Manual Handling Risks?	Who might be harmed?	Control measures?	Risk Rating (Tick below) High / Medium / Low																					
			<table border="1"> <tr> <td style="text-align: center;">H</td> <td style="text-align: center;">M</td> <td style="text-align: center;">L</td> </tr> <tr> <td colspan="3" style="text-align: center;">Current method?</td> </tr> <tr> <td colspan="3" style="text-align: center;"> Independent Requires Assistance Requires equipment </td> </tr> <tr> <td colspan="3" style="text-align: center;">Number of staff required?</td> </tr> <tr> <td colspan="3" style="text-align: center;"> </td> </tr> <tr> <td colspan="3" style="text-align: center;">Equipment if applicable?</td> </tr> <tr> <td colspan="3" style="text-align: center;"> </td> </tr> </table>	H	M	L	Current method?			Independent Requires Assistance Requires equipment			Number of staff required?						Equipment if applicable?					
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What is the Activity?	G. Any other task assessed (please state):					
Manual Handling Risks?	Who might be harmed?	Control measures?	Risk Rating (Tick below) High / Medium / Low			
			<table border="1"> <tr> <td style="text-align: center; color: red;">H</td> <td style="text-align: center; color: orange;">M</td> <td style="text-align: center; color: green;">L</td> </tr> </table>	H	M	L
			H	M	L	
			Current method?			
			Independent Requires Assistance Requires equipment			
			Number of staff required?			
Equipment if applicable?						

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Moving and Handling Action Plan						
Area	What Action is needed?	By Whom?	By When?	Resources?	Is it complete?	
					Yes	No

Before attempting to move either a person or an object, you should ask yourself the following questions:

1. THE TASK

- Does it involve holding the weight away from your body?
- Does it involve twisting your body:
 - Stooping?
 - Reaching upwards?
- Does it involve excessive movement of the load?
- Does it involve carrying the load for a distance?
- Does it involve excessive pushing or pulling?
- Does it involve excessive raising or lowering distances?
- Does it involve any sudden movement of the load?
- Does it require frequent or prolonged physical effort?
- Does it involve insufficient rest or recovery periods?

2. THE LOAD

Is it:

- Heavy?
- Bulky or unwieldy?
- Difficult to grasp?
- Unstable, or with contents that are likely to shift?
- Sharp, hot, or otherwise potentially damaging?

3. THE WORKING ENVIRONMENT

Are there:

- Space constraints preventing good posture?
- Uneven, slippery or unstable floors?
- Variations in the level of floors or work surfaces?
- Extremes of temperatures, humidity or air movement?
- Poor lighting conditions?

4. INDIVIDUAL CAPABILITY

Does the job:

- Require unusual strength, height (list not exhaustive)?
- Create a hazard to those who are pregnant or have a health problem?
- Require special knowledge or training for its safe performance?

Before attempting a moving and handling task whereby any of the above questions can be answered 'yes', consult a senior member of staff for further instruction and advice.

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Service Users's Name:		Service Users's ID:	
------------------------------	--	----------------------------	--

Sling Information	
Make of Sling:	
Which hoist is it safe to use with?	
Size of Sling:	
Type of Sling	

Hoist Information		
Make of Hoist:		
Type of Hoist:		
Make and Model number:		
Date of Last Annual check:		
Six Monthly Maintenance Date:	Last	Next

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Other Moving and Handling equipment	
State	
State	
State	

Sling Maintenance checks					Month					
Area	Week 1		Week 2		Week 3		Week 4		Week 5	
	Y	N	Y	N	Y	N	Y	N	Y	N
The sling is intact with no fraying?										
The stitching on loops and bindings is secure?										
The sling material is intact with no tears?										
The sling is clean and no stains?										
Is the sling for the correct person?										
Date:										
Sign:										

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Hoist Maintenance checks				Month							
Area	Week 1		Week 2		Week 3		Week 4		Week 5		
	Y	N	Y	N	Y	N	Y	N	Y	N	
If electric, is the battery charged up?											
If manual, does the valve close properly?											
Does the hoist work?											
Does the leg spreader bar lock into open and closed positions?											
Do the castors move freely and smooth?											
Does the hoist steer well?											
Do the brakes work?											
Is the hoist clean?											
Are all the bolts and screws secure?											
If fitted. Is the protective padding intact?											
Date:											
Sign:											

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Other Moving and Handling equipment	Week 1		Week 2		Week 3		Week 4		Week 5	
	Y	N	Y	N	Y	N	Y	N	Y	N
.										
.										
.										
Date:										
Sign:										

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Moving and Handling Equipment Action Plan

Area	Issue	Action required	By Whom	By When	Reported To	Signed	Date

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Service Users Name:				Month:							
Wheelchair Information											
Wheelchair ID:											
Make of Chair:											
Colour:											
Private/Chair Loan:											
Type of Cushion:											
Date of last service:											
Area		Week 1		Week 2		Week 3		Week 4		Week 5	
		Y	N	Y	N	Y	N	Y	N	Y	N
Wheel locks engage tyres properly; brakes work, are in clean and good condition											
Wheels/casters are in good condition											
Tyres are inflated and not flat											
Footrests are present and in good working order											
Leg rests/footplates lock securely into place, move freely and are all present											
Footrests' spring mechanism is in good working order											
Heel straps, if present, are securely attached at both ends											
Removable arms/rests come off for transfers and are secure when in place											
Back rest: (Folding) locks securely, easily fitted											
Back and seat canvas: Firmly riveted to frame, clean, shows no significant sign of wear and tear											
Seatbelt is in good condition and being used properly											
Handgrips are present and firmly attached to the chair											
Chair folds properly											
Wheelchair is clean and in good condition; frame is in good general condition											
Any defects to report:											
Reported to:											
Date:											

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Sign:					
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