Manual Handling Awareness Policy

PRN-87: Manual Handling Awareness Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Policy Introduction

CAREHOPES, the trading name of AI Auto-Tech Ltd, is committed to ensuring the safety and wellbeing of companions, volunteers, contractors, and service users. Manual handling awareness is essential in companionship work, where staff may assist service users with mobility, personal items, or environmental adjustments.

This policy outlines how CAREHOPES ensures safe manual handling practices, reduces risk of injury, and maintains professional boundaries while supporting vulnerable individuals.

2. Key Principles

- **Safety:** Manual handling must prioritise the safety of both staff and service users.
- **Awareness:** Companions must recognise manual handling risks and respond appropriately.
- **Boundaries:** Companions do not perform clinical or physical care tasks.
- **Prevention:** Risk reduction is achieved through awareness, planning, and safe techniques.
- **Compliance:** All actions align with UK health and safety regulations.
- **Respect:** Manual handling support must be delivered with dignity and sensitivity.

3. Policy Statement

CAREHOPES ensures that companions understand manual handling risks and follow safe practices. Companions must:

- Use safe lifting and movement techniques

- Avoid hazardous manual handling
- Report unsafe environments
- Maintain professional boundaries
- Protect service users from harm
- Document concerns accurately

Companions must **not**:

- Lift service users
- Move service users physically
- Provide personal care
- Use hoists or medical equipment
- Perform tasks requiring clinical training

4. Purpose

- Reduce manual handling risks
- Protect staff from injury
- Protect service users from harm
- Provide clear manual handling guidance
- Strengthen safeguarding through risk awareness
- Ensure compliance with health and safety legislation

5. Scope

This policy applies to:

- Employees
- Volunteers
- Contractors
- Agency workers

It covers manual handling in:

- Private homes
- Community settings
- Transport environments

- Overnight companionship
- Holiday companionship

6. Related Policies (Selected ONLY from relevant categories)

Safety, Health & Risk Management

- **PRN-046** Health and Safety Policy
- **PRN-126** Infection Prevention and Control Policy
- **PRN-069** Risk Assessment Policy
- **PRN-100** Environmental Safety & Home Condition Policy
- **PRN-120** Fire Safety Policy
- **PRN-121** First Aid Policy

Safeguarding & Protection

- **PRN-003** Adult Safeguarding Policy
- **PRN-136** Safeguarding Children Policy
- **PRN-144** Child Abuse Policy
- **PRN-070** Safeguarding Reporting and Escalation Procedure
- **PRN-056** Mental Capacity Act Policy

Conduct, Ethics & Behaviour

- **PRN-014** Code of Conduct Policy
- **PRN-015** Code of Ethics
- **PRN-099** Professional Boundaries Policy

Lone Working & Multi-Agency Work

- **PRN-054** Lone Working Policy
- **PRN-053** Lone Working and Community Visits Procedure
- **PRN-145** Working in Pairs Policy
- **PRN-146** Working with Other Social Workers and Carers Policy
- **PRN-147** Proxy Working Principle

Digital & Information Governance

- **PRN-112** Data Protection and GDPR Policy

- **PRN-023** Confidential Information Management Policy
- **PRN-024** Confidentiality Policy
- **PRN-050** Information Sharing and Confidentiality Procedure

7. Definitions

Manual Handling: Any activity involving lifting, carrying, pushing, pulling, or moving objects or equipment.

Hazardous Manual Handling: Tasks that pose risk of injury due to weight, posture, repetition, or environment.

Professional Boundaries: Limits that protect companions from performing tasks outside their remit.

8. Companion Responsibilities

8.1 Safe Manual Handling Techniques

Companions must:

- Bend knees, not back
- Keep loads close to the body
- Avoid twisting while lifting
- Assess weight before moving objects
- Ask for assistance when needed

8.2 Environmental Awareness

Companions must:

- Identify clutter or obstacles
- Ensure pathways are clear
- Report unsafe home conditions
- Avoid lifting heavy furniture

8.3 Supporting Service Users

Companions may:

- Offer verbal guidance
- Provide emotional reassurance
- Support safe mobility through conversation

- Encourage independence

Companions must **not**:

- Physically lift or move service users
- Assist with transfers
- Support weight-bearing
- Provide personal care

8.4 Use of Equipment

Companions must **not**:

- Use hoists
- Use slings
- Use mobility aids on behalf of service users
- Operate medical equipment

8.5 Safeguarding Awareness

Manual handling risks may indicate:

- Neglect
- Unsafe living conditions
- Cognitive decline
- Physical deterioration
- Domestic abuse

Concerns must be reported immediately.

9. Common Manual Handling Situations

9.1 Moving Objects

Companions may move:

- Light items
- Chairs
- Small tables
- Personal belongings

Companions must avoid:

- Heavy furniture
- Appliances
- Large boxes
- Items stored at height

9.2 Assisting with Mobility

Companions may:

- Walk alongside service users
- Offer verbal encouragement
- Support confidence

Companions must not:

- Physically support weight
- Prevent falls
- Lift service users from the floor

9.3 Transport

Companions must:

- Avoid lifting mobility aids
- Ensure safe entry/exit from vehicles
- Report unsafe vehicle conditions

10. Risk Assessment

Companions must:

- Assess risks before performing tasks
- Consider weight, size, and environment
- Avoid tasks beyond safe capability
- Request paired working if needed
- Report hazards immediately

11. Reporting Manual Handling Concerns

Companions must:

- Inform the office immediately

- Document concerns factually
- Report safeguarding risks
- Cooperate with external agencies if required

12. Training Requirements

Staff must receive training in:

- Manual handling awareness
- Safe lifting techniques
- Environmental risk assessment
- Safeguarding
- Lone-working safety
- Professional boundaries

13. Documentation & Record Keeping

Records must include:

- Manual handling concerns
- Actions taken
- Safeguarding escalations
- Environmental risk notes

Records must be stored securely.

14. Policy Review

This policy will be reviewed annually or sooner if required due to:

- Legislative changes
- Safeguarding updates
- Organisational changes
- Health and safety guidance