

Domiciliary and Residential Care Support Carers – Guide for Managers (Manual Handling)

1.0 Under the current circumstances it is not possible to provide “face to face” manual handling training to staff undertaking the role of “Support Carers”. To support the service and manage risk, a number of higher risk manual handling activities have been identified, and training videos and documented safe working practices have been made available for support carers who may be involved in these activities.

These are:

- Physical roll to fit a sling in bed
- Fitting a slide sheets under a person on the bed and using them to fit the sling.
- Hoisting a person from the bed into a chair and then back to bed.
- Fitting a sling on a person who is sitting in the chair/Fitting a sling on a person who is sitting in the chair using slide sheets.

2.0 This training is provided on the understanding that support workers will always be “paired” with experienced and competent carers who will take the lead and direct and control manual handling activities.

In addition, to ensure that manual handling activities involving support staff are undertaken safely, all managers, supervisors and Senior Carers are to ensure the following arrangements are implemented and communicated to all carers:

1. Lead carers are to check that the support carer has completed the online training - support staff are not to undertake manual handling activities unless they have accessed all the training videos and safe working practices
2. Before starting, lead carers are to fully explain the manual handling task to the support carer, including what they are required to do to support the lead carer and how they will be told to stop in the event that the task must be halted
3. The lead carer should not start any manual handling activity until they are satisfied the support carer understands their role
4. The lead carer should communicate any concerns to the support carer immediately
5. The lead carer is to constantly monitor the support carer to ensure they are carrying out the manual handling safely

3.0 Carers should contact their line manager for advice if there are any problems during a call

4.0 Where managers cannot assist the carers, the Working Safely Advisors will be available during all calls for manual handling support and advise via Skype or telephone. Contact details as follows:

- Amanda Strachan (telephone only)
- Helen Thomas (telephone and Skype)
- Nerys Morris (telephone and Skype)

5.0 Lead carers should complete the attached competency checklist the first time a support worker attends a call and return it to their Line Manager. This must be retained as a record of competency.