



**NHS Staff Council**

**Health, Safety  
& Wellbeing Group**

# **Workplace health and safety standards webinar.**

**16<sup>th</sup> March 2023**

**12:00pm – 1:30pm**

**Working In  
Partnership**

# Speakers



**Kim Sunley**

Staff side chair of HSWG  
and  
Health, Safety and Wellbeing  
National Officer at the Royal  
College of Nursing



**Jenny Michael**

Management side chair of  
HSWG  
and  
Health, Safety & Wellbeing  
Manager Portsmouth Hospitals  
University NHS Trust



**Martin McMahon**

HM Inspector of Health and Safety at  
the Health and Safety Executive



**Stewart Crowe**

Assistant Director of Health and  
Safety at  
Liverpool University Hospital  
NHS Foundation Trust

# Agenda

Item	Time
<b>Chair's welcome</b> Kim Sunley, Staff Side Chair of NHS Staff Council Health, Safety and Wellbeing Group	12:00
<b>Findings from the HSE inspections of NHS Trusts/Boards (2018-2022) on the management of risk from musculoskeletal disorders and violence and aggression</b> Martin McMahon, HM Inspector of Health and Safety	12:10
<b>How we are implementing the NHS Workplace Health and Safety Standards to improve the management of risk</b> Stewart Crowe, Assistant Director of Health and Safety at Liverpool University Hospital NHS Foundation Trust	12:35
<b>Questions &amp; answers</b>	13:00
<b>Chair's reflections</b> Jenny Michael, Management Side Chair of the NHS Staff Council Health, Safety and Wellbeing Group	13:20
<b>Close</b>	13:30

# NHS Staff Council



**HSE**

# **Management of risk from Musculoskeletal Disorders and Violence and Aggression**

## **Findings from HSE Inspections 2018-2022**

**Martin McMahon HM Inspector of Health and Safety  
Health and Social Care Services Unit**

## MSDs and V&A NHS Inspections Background

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- 60 NHS Trusts and Boards inspected between 2018-22 on management of MSDs and V&A risk
- Aligned with HSE Health and Work priorities
  - Work related Stress (WRS) and MSDs most reported causes of occupational ill health in GB
  - Workplace V&A a stressor and contributor to WRS
- Thorough management review based on 'Plan, Do, Check, Act' principles
  - Pre visit documentation review
  - numerous levels of engagement through Board to Frontline
  - feedback directly to senior management / Directors

# MSDs and V&A NHS Inspections Enforcement summary



Material Breach Rate		
	MSDs	V&A
2018-19	10 (50%)	11(55%)
2019-20	11 (55%)	14 (70%)
2021-22	7(35%)	11 (55%)
<b>TOTAL</b>	<b>28 (47%)</b>	<b>36 (60%)</b>

- Includes:
  - 9 INs in 2018-19 (5 for MSDs, 4 for V&A, across 2 organisations)
  - 17 INs in 2019-20 (9 for MSDs and 8 for V&A, across 10 organisations)
  - 9 INs in 2021-22 (6 for MSDs and 3 for V&A, across 4 organisations)
- 38 organisations had enforcement taken – 26 for both MSDs and V&A
- Caution not to place too much weight on enforcement level trends as a small numerical change on small sample can have significant % impact
- Can be said that MSDs and V&A remain significant issues within healthcare



# Analysis

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- Inspections identified a range of issues that can be categorised into four broad areas
  - Risk assessment
  - Training
  - Roles and Responsibilities
  - Monitoring and Review
- In general - whilst policies and procedures in place ('Plan, Do'), less evidence these are monitored and reviewed to ensure they are still effective ('Check', 'Act')
- Leadership crucial

# Positives

- 22 (37%) out of 60 visits had no formal enforcement action taken
  - Even where action was taken there was still compliance with other duties
- Although caution with a low sample, there was a drop in formal enforcement between campaigns in 2019-20 and 2021-22
  - 55% to 35% for MSDs
  - 70% to 55% for V&A
- Some innovative practice observed
  - Designing out manual handling risk when developing new hospital facility
  - Innovative IT solutions for tracking course attendance and equipment maintenance
  - Effective environmental measures to descale risk of violence (soothing décor in dementia wards, clear signage, screen with updated waiting times in A&E)

## Proposed next steps

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- Communicating findings to sector
- Sample interventions
- Look out for HSE health and social care services ebuletin for more detail – subscribe at [HSE: Latest news on health and safety at work](#)

# **Management of risk from Musculoskeletal Disorders and Violence and Aggression**

## **HSE Inspections 2018-2022**

**Martin McMahon HM Inspector of Health and Safety**

**Health and Social Care Services Unit**

**THANK YOU!**

# Liverpool University Hospital

## How we are implementing the NHS Workplace Health and Safety Standards to improve the management of risk

Stewart Crowe BSc (Hons) MBA CFIOSH

Ass. Director of Health and Safety

Liverpool University Hospital NHS Foundation Trust





Workplace  
health and  
safety standards



Updated 2022



# NHS Standards content

Workplace health and safety standards

## K. Hazardous substances

Standard	Employers have effective arrangements in place	
Rationale	Hazardous substances include both chemical and biological hazards, and others. Examples include: <ul style="list-style-type: none"> <li>Exposure to blood borne viruses, such as HIV</li> <li>Exposure to wet work, causing skin disease</li> <li>Handling of chemicals such as formaldehyde</li> <li>Handling of cleaning and maintenance products</li> <li>Exposure to infectious diseases such as SARS</li> </ul>	
Legal Reference	Health and Safety at Work Etc Act 1974 Control of Substances Hazardous to Health Regulations 2002 Management of Health and Safety at Work Regulations 1992 Personal Protective Equipment at Work Regulations 1992 RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013	
Criteria	Evidence	Legal Reference
The organisation has current policies and procedures for the control of chemical and biological hazards.	Policies and procedures	Management of Health and Safety at Work Regulations 1992
Where employees are likely to be exposed to substances hazardous to health, suitable and sufficient risk assessments have been completed.	Risk register Risk management policy COSHH assessments	Control of Substances Hazardous to Health Regulations 2002, Regulation 7
The organisation has taken steps to prevent or adequately control exposure to substances hazardous to health using risk hierarchies.	COSHH assessments Policies and procedures	Control of Substances Hazardous to Health Regulations 2002, Regulation 7

Workplace health and safety standards

Criteria	Evidence
<p>The organisation has safe systems of work and procedures to ensure that control measures are properly used or applied.</p> <p>The procedures should include:</p> <ul style="list-style-type: none"> <li>visual checks and observations at appropriate intervals</li> <li>ensuring that where more than one item of PPE is being worn, the different items are compatible with each other</li> <li>supervising employees to ensure that the defined methods of work are being followed</li> <li>prompt remedial action where necessary.</li> </ul>	COSHH assessments Inspection reports Maintenance records
<p>The organisation has an effective Respiratory Protection Equipment (RPE) Programme which ensures safe RPE is provided and used properly when required. It should include the following:</p> <ul style="list-style-type: none"> <li>Clear oversight of and definition of duties within the programme</li> <li>Suitable and sufficient risk assessment process that justifies use of RPE</li> <li>Correct RPE selection and use</li> <li>Effective cleaning, maintenance, and storage of RPE</li> </ul> <p>Monitoring and review of programme to ensure it remains effective</p>	COSHH assessments RPE assessments

Workplace health and safety standards

<p>The organisation has an effective fit testing programme to ensure tight fitting respirators selected are suitable for the wearer.</p> <p>This should include:</p> <ul style="list-style-type: none"> <li>Clear responsibility within organisation for fit testing programme oversight, monitoring and review</li> <li>Sufficient resources provided to carry out fit testing (e.g., accommodation, equipment, materials, personnel)</li> <li>Competency of those providing fit testing</li> <li>Fit testing Record keeping compliant with requirements of INDG479</li> <li>Effective RPE storage arrangements</li> </ul>	<p>COSHH assessments</p> <p>RPE assessments</p> <p>Fit testing records</p> <p>Fit2Fit accreditation of fit testers (NB Fit2Fit accreditation is not mandatory but is recognized by HSE as way to demonstrate competency)</p>	Control of Substances Hazardous to Health Regulations 2002, Regulation 7
<p>Where appropriate, the organisation has systems in place to ensure control measures are maintained, tested, and examined.</p> <p>Control measures should be observed regularly to check that they are being followed. They should be reviewed periodically to ensure that they remain appropriate.</p>	<p>COSHH assessments</p> <p>Inspection reports</p> <p>Maintenance records</p>	Control of Substances Hazardous to Health Regulations 2002, Regulation 9 Personal Protective Equipment at Work Regulations 1992, Regulation 7

## Why – safety culture: Looking after our people to look after our patients





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Clipboard								
Alignment								
Number								
A1								
	A	B	C	D	E	F	G	H
76	<b>E1. Musculoskeletal disorders/Manual Handling</b>							
77		Musculoskeletal Disorders/Manual Handling	10	6	4	0	10	60%
78		Sub Total	10	6	4	0	10	60%
79	<b>F1. Electric Profiling Beds</b>							
80		Electric Profiling beds	4	3	1	0	4	75%
81		Sub Total	4	3	1	0	4	75%
82	<b>G1. Violence &amp; aggression/challenging behaviour</b>							
83		Violence & aggression/challenging behaviour	11	5	6	0	11	45%
84		Sub Total	11	5	6	0	11	45%
85	<b>H1. Lone Working</b>							
86		Lone Working	7	5	2	0	7	71%
87		Sub Total	7	5	2	0	7	71%
88	<b>I1. Work Related Stress</b>							
89		Work Related Stress	10	6	4	0	10	60%
90		Sub Total	10	6	4	0	10	60%
91	<b>J1. Bullying &amp; Harrassment</b>							
92		Bullying & Harrassment	8	3	5	0	8	38%
93		Sub Total	8	3	5	0	8	38%
94	<b>K. Hazardous Materials</b>							
95		COSHH	13	6	7	0	13	46%
96		Management of Sharps	10	4	6	0	10	40%
97		Sub Total	23	10	13	0	23	43%
98	<b>L. Work Equipment</b>							
99		Provision & use of work & lifting equipment	7	5	2	0	7	71%
100		Display screen equipment	10	7	2	0	9	70%
101		Sub Total	17	12	4	0	16	71%
102	<b>M. The Workplace</b>							
103		Legionella	8	6	2	0	8	75%
104		Asbestos Containing Materials (ACMs)	9	8	1	0	9	89%
105		Temperature	6	4	2	0	6	67%
106		Workplace transport	6	3	3	0	6	50%
107		Electricity	9	7	2	0	9	78%
108		Noise & vibration	6	2	4	0	6	33%
109		Contractors & subcontractors	7	3	4	0	7	43%
110		Sub Total	51	33	18	0	51	65%

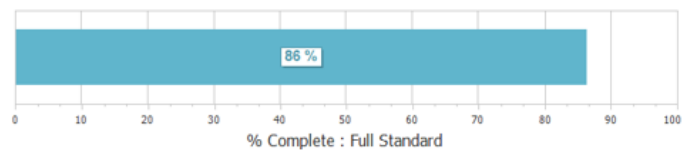


Indicator	Current						
A- Leadership	77%						
B - Planning for Emergencies	71%						
C - Health and Safety Arrangements	82%						
D - Risk Assessment and Risk Control	67%						
E - Competence	65%						
F - Communication	71%						
G - Consultation	50%						
H - Health and Safety Monitoring	55%						
I - Accidents and Incidents	81%						
J - Review	55%						
A1 - Management of Health & Safety	46%						
B1 - Incident Reporting	50%						
C1 - Provision of an OHS	67%						
D1 - Slips & Trips	54%						
E1 - Musculoskeletal Disorders/Manual Handling	60%						
F1 - Electric Profiling Beds	75%						
G1 - Violence & Aggression/Challenging Behaviour	45%						
H1 - Lone Working	71%						
I1 - Work Related Stress	60%						
J1 - Bullying & Harrassment	38%						
K - Hazardous Substances	43%						
L - Work Equipment	71%						
M - The Workplace	65%						
N - Radiation	88%						
O - First Aid	75%						
P - Working Time Directive (Including Night Workers)	63%						
Q - New & Expectant Mothers	75%						
R - Pandemic and Worker Health & Safety	73%						
Overall	63%						

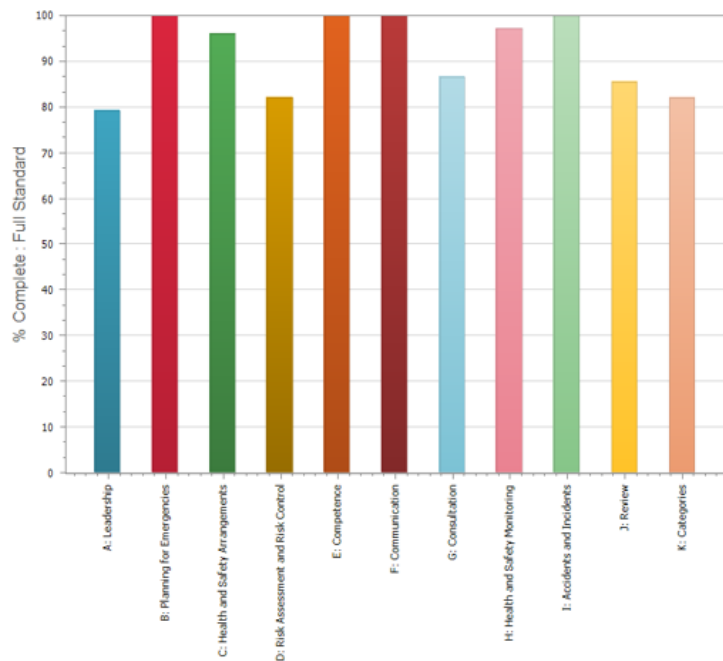
% Compliance by Indicator



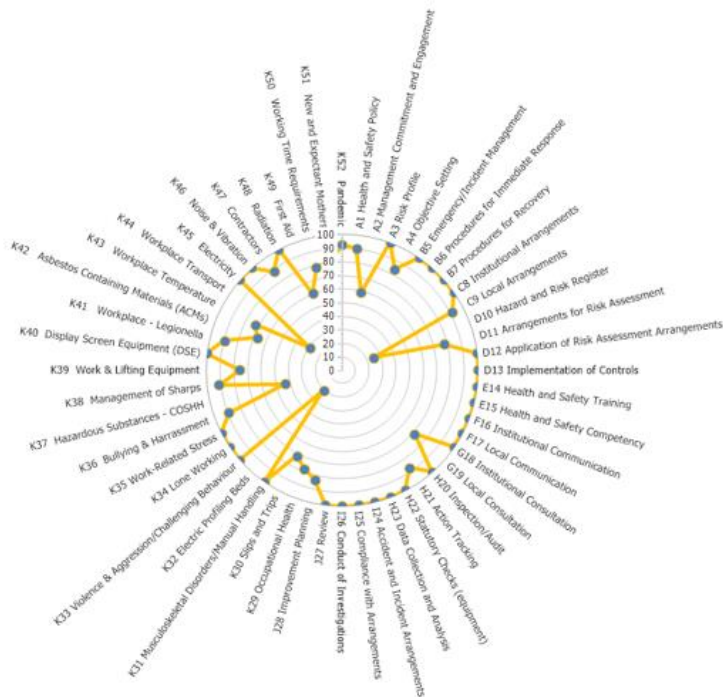
### Audit Findings : % Overall Progress to meet the Standard



### Audit Findings : % Progress to meet the Standard by Indicator



### Audit Findings : % Compliance by Theme



### Action Plan

The audit identified the following standards could not be adequately evidenced in order for the auditor to deem the particular NHS WPHSS standard was achieved.

PHASE	INDICATOR	THEME
Act	K: Categories	K29 Occupational Health
	NHS WPHSS 29.03.01	<p><b>Question</b></p> <p>Occupational Health Services which are not led by a qualified consultant in occupational medicine should have in place arrangements to receive advice from one in the same ICS / regional collaborative.</p> <p><b>Risk Treatment</b></p> <p>Ensure remedial actions when set are reviewed to ensure they are completed.</p> <p><b>By</b> Rik <b>e-Mail</b> rik@montgomeryandcoupers.co.uk <b>Date</b> 30/11/2022</p>
Act	K: Categories	K30 Slips and Trips
	NHS WPHSS 30.03.08	<p><b>Question</b></p> <p>There is regular monitoring of compliance with the slips and trips policy and procedures.</p> <p><b>Risk Treatment</b></p> <p>Annual and six weekly area monitoring dataset needs to be updated to include more specific questions around slips, trips and falls.</p> <p><b>By</b> Ann White <b>e-Mail</b> rik@montgomeryandcoupers.co.uk <b>Date</b> 01/12/2022</p>



The NHS Workplace Health Health and Safety Standard

Audit: Aintree Univers  
Accident & Emerger

Executive Summary

A 'profile' summary of the assurance level achieved during the audit following graphical representation of where the audit identified gaps in existing standards along with recommendations follow within the main report.

	Indicator	Theme	Target	Basic	
Plan	A: Leadership	A1 Health and Safety Policy	High		
		A2 Management Commitment and Engagement	High		
		A3 Risk Profile	High		
		A4 Objective Setting	High		
	B: Planning for Emergencies	B5 Emergency/Incident Management	External		
		B6 Procedures for Immediate Response	High		
		B7 Procedures for Recovery	High		
	Do	C: Health and Safety Arrangements	C8 Institutional Arrangements	High	
			C9 Local Arrangements	High	
	D: Risk Assessment and Risk Control	D10 Hazard and Risk Register	High		
D11 Arrangements for Risk Assessment		High			
D12 Application of Risk Assessment Arrangements		High			
D13 Implementation of Controls		High			
E: Competence		E14 Health and Safety Training	High		
	E15 Health and Safety Competency	High			
	F: Communication	F16 Institutional Communication	High		
F17 Local Communication		High			
G: Consultation	G18 Institutional Consultation	High			
	G19 Local Consultation	High			
Check	H: Health and Safety Monitoring	H20 Inspection/Audit	High		
		H21 Action Tracking	High		
		H22 Statutory Checks (equipment)	High		
		H23 Data Collection and Analysis	High		
	I: Accidents and Incidents	I24 Accident and Incident Arrangements	High		
		I25 Compliance with Arrangements	High		
		I26 Conduct of Investigations	High		
Act	J: Review	J27 Review	External		
		J28 Improvement Planning	High		
	K: Categories	K29 Occupational Health	High		
		K30 Slips and Trips	High		
		K31 Musculoskeletal Disorders/Manual Handling	High		
		K32 Electric Profiling Beds	High		

Introduction

This management standard referred to as the NHS Workplace Health & Safety WPHSS) has been developed for use across the Liverpool University Hospitals (LUHFT) by the Health & Safety Team. It is based on the Health and Safety Executive's Successful Health and Safety Management (HSG 65) and aligned to BS ISO 45001: Health and Safety Management Systems. It incorporates all aspects of the Work Safety Standards as developed by the Health, Safety and Wellbeing in Healthcare (HSWPG).

This standard provides a framework to develop a Trust wide Health and Safety Management and a flexible approach to measuring the level of assurance across hospitals, functions based on a variety of risk profiles that exists across the Trust. It provides requirements and provides guidance to help individual functions to comply with 'goals' and provides practical pointers and signposting for meeting appropriate standards for workforce health and safety.

Audit Purpose

The purpose of a health and safety audit (an audit being defined as 'a systematic review of evidence') is to provide assurance to the Senior Leadership that health and safety is adequately managed.

Overview

At its heart, the NHS WPHSS standard provides a description of how health and safety is managed, it maps to the third edition of HSG65 (the HSE's guidance on managing health and safety) and Workplace health and safety standards developed by The NHS Staff Council Partnership, Health Safety and Wellbeing Partnership Group.

Many of the standards and criteria presented within this standard represent specific requirements, while others provide guidance on how organisations can comply with 'setting' legislation. Whilst some of the criteria in the standards may not always be required by the legal references, by following them you will normally be doing enough to meet the law. You are free to take other action to meet these legal requirements.

The standard is divided into modules called 'Indicators' each of which maps to the Plan, Do, Check, Act approach. The Plan, Do, Check, Act approach aims to achieve a balance between the health and safety aspects of management. It also treats health and safety as a part of good management generally, rather than as a stand-alone system.

Briefly

- **Plan:** say what you want to happen
- **Do:** make sure there are systems in place to provide the tools and equipment
- **Check:** make sure the work is being done safely
- **Act and learn:** listen to problems and successes and make improvement

Each Indicator is divided into themes. In collaboration with the Health and Safety Team, each Hospital, Division, Department or Function which is subject to the audit will select Indicators to use. Whilst you can, it is not necessary to select all indicators for every audit, you should select the most value to your institution.

NHS WPHSS 40.02.02	Substantial	The organisation should perform a suitable and sufficient assessments of all workstations which are used for their purpose by "users" - provided by them and used for their purpose by "operators". An assessment should be reviewed if there is reason to suspect it is no longer valid or there have been significant changes.	✓
NHS WPHSS 40.02.03	Substantial	All workstations should meet the requirements laid down in the schedule to the Regulations.	✓
NHS WPHSS 40.02.04	Substantial	Organisations should plan the activities of "users" so that they are able to take frequent breaks or changes in activity.	✓
NHS WPHSS 40.02.05	Substantial	If appropriate, "users" have access to (at their employer's expense), an eye and eyesight test by a competent person and at regular intervals thereafter.	✓
NHS WPHSS 40.02.06	Substantial	The organisation should provide "operators" and "users" with adequate health and safety training in the use of any workstation where they are required to work.	✓
NHS WPHSS 40.02.07	Substantial	The organisation should provide "operators" and "users" with adequate information to ensure their safety whilst using their workstations.	✓
NHS WPHSS 40.03.01	High	The organisation consults and involves staff and safety representatives at all stages of risk assessment planning and implementation.	✓
NHS WPHSS 40.03.02	High	There is regular monitoring of compliance with the DSE policies and procedures.	✓
NHS WPHSS 41.01.01	Basic	K41 Workplace - Legionella	✓
NHS WPHSS 41.02.01	Substantial	The organisation has policies and procedures in place for managing the risk from legionella.	✓
NHS WPHSS 41.02.02	Substantial	A competent person who leads on managing the risk from Legionella is identified and receives adequate training.	✓
NHS WPHSS 41.02.03	Substantial	Suitable and sufficient assessments are in place to assess the risk of bacterial growth.	✓
NHS WPHSS 41.02.04	Substantial	Reasonably practicable control measures for reducing bacterial growth are implemented for all cooling towers, hot and cold-water systems or any other equipment which may pose a risk.	✓
NHS WPHSS 41.02.05	Substantial	Maintenance of systems, services and equipment is in place to ensure that the controls measures remain effective. Any actions or remedial work identified to reduce the risk is carried out in a timely manner.	✓
NHS WPHSS 41.02.06	Substantial	Records of the assessment and precautionary measures and treatments are kept.	✓





# Looking after our people to look after our patients



**Staff Culture  
of Safety**



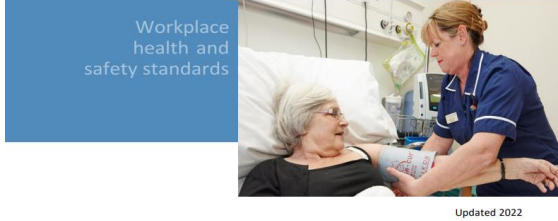
**Patient  
Safety**



NHS Staff Council  
**Health, Safety  
& Wellbeing Group**

**Working In  
Partnership**

# Questions?



Updated 2022

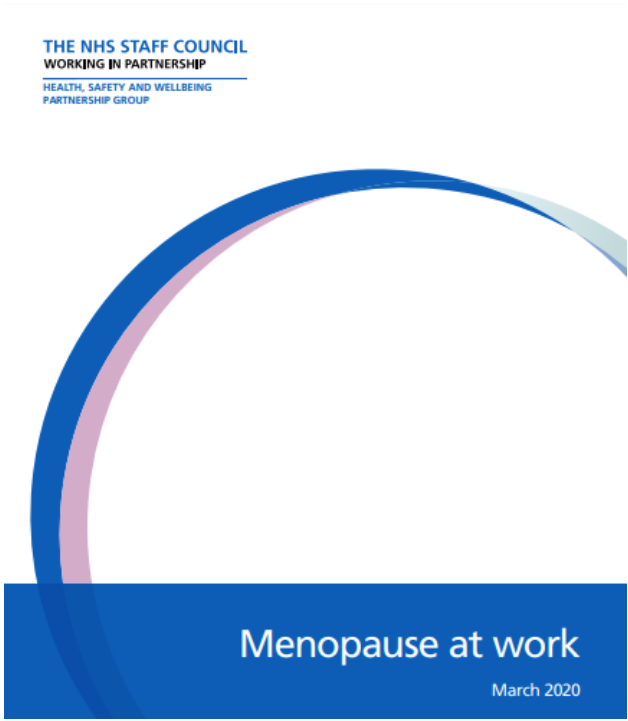
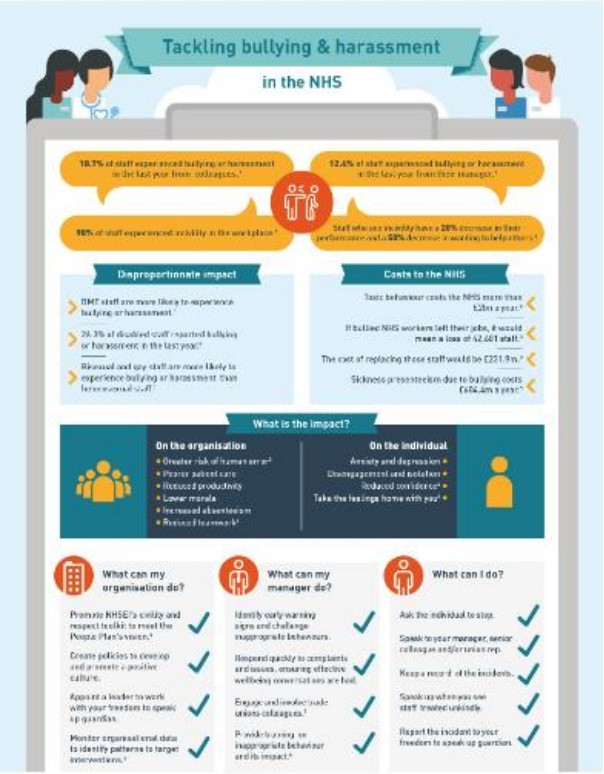
Home / Resources

Guidance

# Supporting NHS staff with domestic violence and abuse

This publication is designed to give organisations information when developing a domestic violence and abuse policy.

Health, Safety and Wellbeing Group  
21 November 2022



The health, safety and wellbeing group's (HSWG) resources can be found on the [NHS Employers](http://www.nhsemployers.org) website.

# Thank you.