

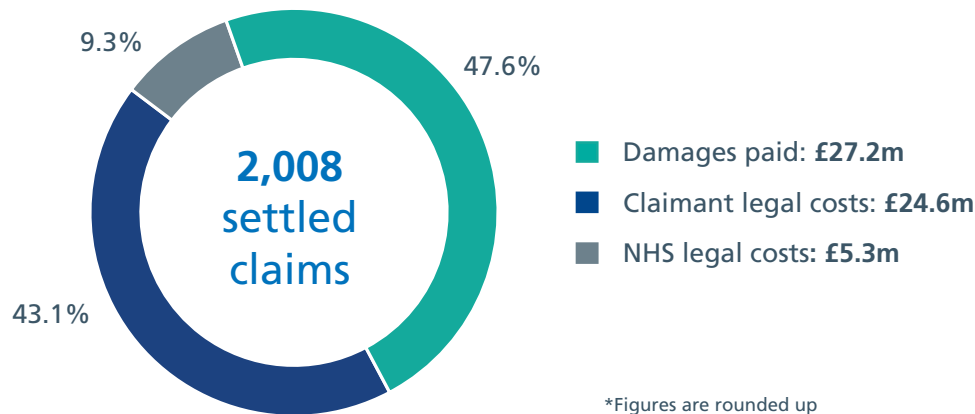
# Did you know?

## Manual handling



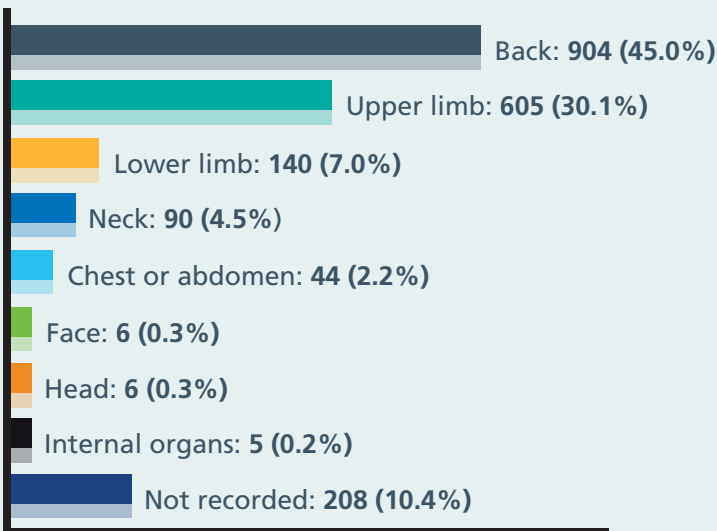
## Did you know?

From 1 April 2009 to 31 March 2019, NHS Resolution was notified of 4,733 claims relating to manual handling. Of these 4,733 claims, **2,008** have been settled, 2,322 were without merit and 403 remain open. As a result, for the 2,008 settled claims NHS Resolution has paid out **£57.1m** in damages, claimant legal costs and NHS legal costs.



Manual handling incidents can cause a range of injuries to both staff and patients.

## Areas of injury for all settled claims



Manual handling incidents that lead to claims can result from supporting patients to transfer or move, both with and without equipment such as hoists. They can also result from interactions with clinical and non-clinical equipment.

## Examples of manual handling claims

Repetitive manual handling task to support a patient over time resulted in a neck injury.

**Damages paid:**  
**£290,000**

Back and shoulder injuries sustained whilst providing assistance to patient because hoist was broken.

**Damages paid:**  
**£20,000**

Back injury sustained whilst supporting a bariatric patient to transfer.

**Damages paid:**  
**£109,000**

Shoulder injury sustained by lifting and moving equipment.

**Damages paid:**  
**£35,000**

Manual handling incidents can result from inadequate training, risk assessments and equipment. They can also occur from a failure to apply or use training, risk assessments and equipment that has been provided.

## What can you do?

- Are you aware of any manual handling incidents within your department that have led to harm and/or a claim? What has changed since then to prevent future events? Have you shared your learning with other departments, teams or organisations?
- Have you received adequate training to complete the manual handling tasks in your job role? Do you know what risk assessments should be completed before undertaking a manual handling task? If not, speak to your manager.

## Resources:

For further resources on manual handling, please visit these links:

Health and Safety Executive (HSE):

<http://www.hse.gov.uk/healthservices/moving-handling-equipment.htm>

Royal College of Nursing (RCN):

<https://www.rcn.org.uk/get-help/rcn-advice/moving-and-handling>

Institution of Occupational Safety and Health (IOSH):

<https://www.iosh.com/>

For further information please contact: [safety@resolution.nhs.uk](mailto:safety@resolution.nhs.uk)

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