Guidance for Display Screen Equipment (DSE) and Workplace Assessment

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Type of document	Guidance
Target audience	All staff using display screen equipment
Document purpose	To provide guidance on the arrangements for managing the safe use of display screen equipment and workstations and the ongoing monitoring to ensure staff work as safely as possible

Approving meeting	Health and Safety Sub-committee	Date 23-Jul-20
Implementation date	23-Jul-20	

CWP documents to be read in conjunction with	
GR30	Decontamination and Disinfection policy incl. Decontamination of Electronic Equipment
GR1	Incident Reporting and Management policy
GR2	Health and Safety Arrangements and Responsibilities
IM1	ICT Acceptable Usage Policy

Document change history	
What is different?	The policy has been completely amended and updated
Appendices / electronic forms	Different system of working and E-Learning for DSE
What is the impact of change?	System already in place but not documented

Training requirements	Training requirements for this policy are in accordance with the CWP Training Needs Analysis (TNA) with Education CWP.

Document consultation	
Clinical Services	
Corporate services	Workforce Well-being, ICT Services, Health and Safety, Procurement
External agencies	Cardinus

Financial resource implications	Select

External references	
1.	

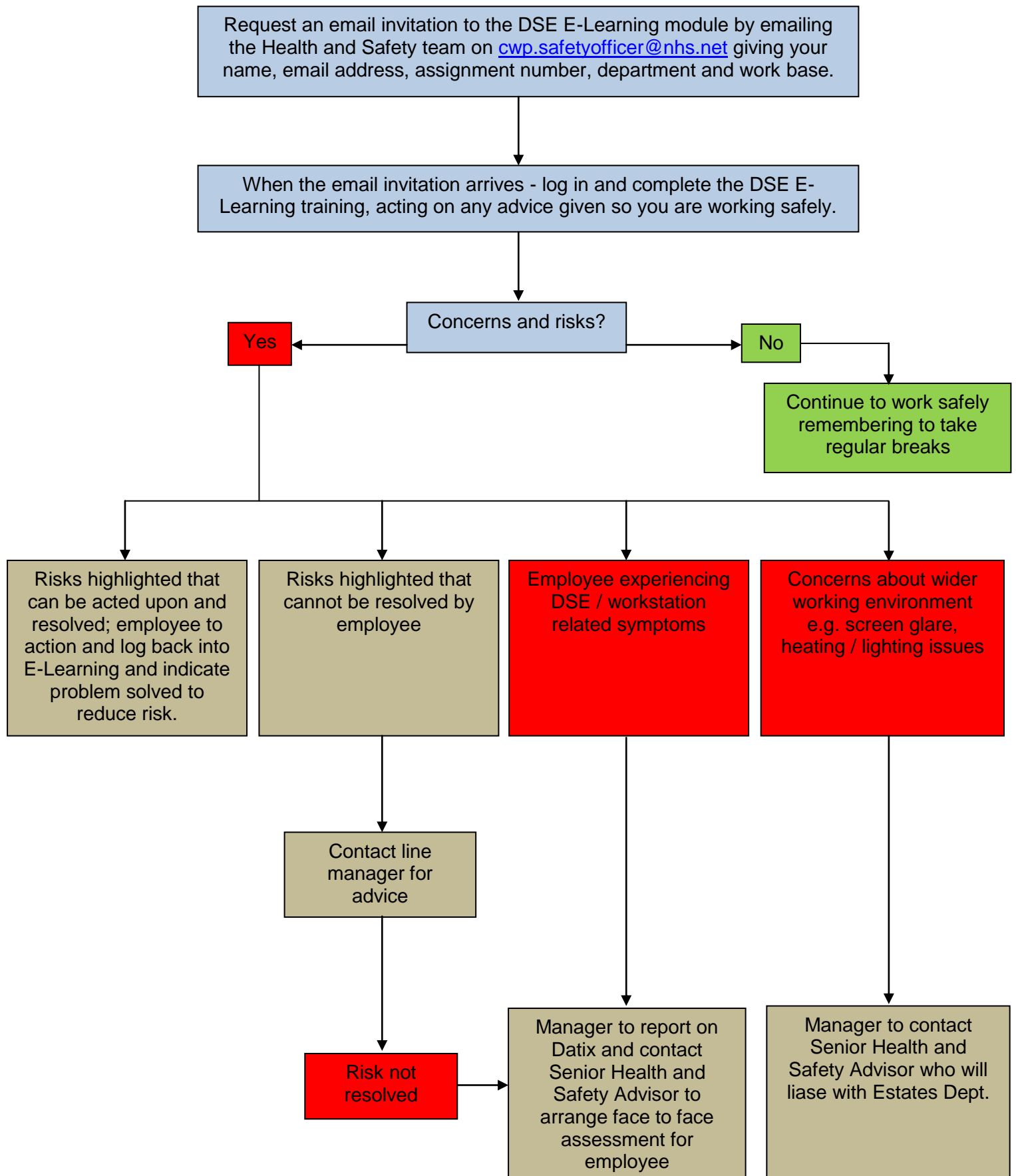| **Equality Impact Assessment (EIA) - Initial assessment**	**Yes/No**	**Comments**

Equality Impact Assessment (EIA) - Initial assessment	Yes/No	Comments
Does this document affect one group less or more favourably than another on the basis of:		
- Race	No	
- Ethnic origins (including gypsies and travellers)	No	
- Nationality	No	
- Gender	No	
- Culture	No	
- Religion or belief	No	
- Sexual orientation including lesbian, gay and bisexual people	No	
- Age	No	
- Disability - learning disabilities, physical disability, sensory impairment and mental health problems	No	
Is there any evidence that some groups are affected differently?	No	
If you have identified potential discrimination, are there any exceptions valid, legal and/or justifiable? Not applicable		
Is the impact of the document likely to be negative?	No	
- If so can the impact be avoided?	N/A	
- What alternatives are there to achieving the document without the impact?	N/A	
- Can we reduce the impact by taking different action?	N/A	
Where an adverse or negative impact on equality group(s) has been identified during the initial screening process a full EIA assessment should be conducted. If you have identified a potential discriminatory impact of this procedural document, please refer it to the human resource department together with any suggestions as to the action required to avoid / reduce this impact. For advice in respect of answering the above questions, please contact the human resource department.		
Was a full impact assessment required?	No	
What is the level of impact?	Low	

Contents

Quick reference flowchart – Routes for DSE Training and Advice
For quick reference the guide below is a summary of actions required.

Request an email invitation to the DSE E-Learning module by emailing the Health and Safety team on cwp.safetyofficer@nhs.net giving your name, email address, assignment number, department and work base.

When the email invitation arrives - log in and complete the DSE E-Learning training, acting on any advice given so you are working safely.

Concerns and risks?

Yes

No

Continue to work safely remembering to take regular breaks

Risks highlighted that can be acted upon and resolved; employee to action and log back into E-Learning and indicate problem solved to reduce risk.

Risks highlighted that cannot be resolved by employee

Employee experiencing DSE / workstation related symptoms

Concerns about wider working environment e.g. screen glare, heating / lighting issues

Contact line manager for advice

Risk not resolved

Manager to report on Datix and contact Senior Health and Safety Advisor to arrange face to face assessment for employee

Manager to contact Senior Health and Safety Advisor who will liase with Estates Dept.

1. Introduction

This guidance document clarifies the commitment of Cheshire and Wirral Partnership Trust to identify, assess and control the risks associated with display screen equipment (DSE) as required by Health and Safety (DSE) Regulations 2002 and section 2 and 3 of the Health and Safety at Work etc. Act 1974.

As a responsible employer the Trust must, as far as is reasonably practicable, ensure a safe and healthy working environment for employees when they are working with display screen equipment. This guidance illustrates how it will comply with its' legal obligation for the following:

- The provision of suitable DSE work equipment
- The assessment of DSE work stations in the work place
- The provision of adequate information, instruction and on line DSE training and assessment for its' employees
- Appropriate adaptations to the work station where necessary
- Provision of eye testing when necessary and to provide appropriate corrective eyewear for use with visual display units (VDU)

2. Scope

This guidance applies to all Trust staff that use DSE for the majority of their working day and it applies within the normal place of work, whether hot desking or working at an alternative base or working from home. It will normally be appropriate to class the member of staff as a DSE user or operator if they:

- Normally use DSE continually or more or less continually for more than an hour at a time, and
- use DSE this way more or less daily, and
- have to transfer information quickly to or from the DSE
- have to apply high levels of concentration or are;
- highly dependent on the DSE or have little choice about using it or
- need specialised training or skills to use it.

Part time workers should also be assessed using the same criteria, if an employee works 2 days a week and is using DSE for the majority of the time then they too should be considered a user.

3. Aims

This guidance aims to protect employees from the risks associated with working with DSE. This document covers DSE, the workstation, the immediate working environment, equipment, training, individual needs and eyesight tests. It aims to prevent health problems including:

- musculoskeletal disorders – particularly upper limb disorders,
- visual and general tiredness,
- stress and other psychosocial issues,

by encouraging good design of equipment, furniture, the working environment (lighting, temperature, humidity, window coverings to prevent screen glare etc.) and the organisation of work and work load.

4.   DSE Users and portable computers

Where DSE users use portable computers e.g. laptops, tablets etc. for significant periods of time they are also covered by the regulations. Specifics relating to portable computers include:

- Where portable computers are used for prolonged periods (an hour or more) the user should be supplied with equipment that allows the workstation to be set up correctly i.e. separate keyboard and mouse, monitor riser, adjustable chair and suitable working environment.
- Where laptops are used for significant periods in workplaces provided by other employers e.g. on secondment, it is good practice to make advance arrangements to ensure that a suitable working environment is provided such as an adjustable chair etc.
- Where work takes place in various locations e.g. mobile workers, the use of a separate keyboard, mouse and monitor riser (or separate screen) may be more practicable.

5.   Workstations

5.1   Regular Use of More Than One Workstation

Where an employee uses more than one workstation on a regular basis, their workstation assessment should include all workstations where they normally work. If the employee requires a reasonable adjustment at one workstation, the other workstation should comply with the same standard.

5.2.   Shared Workstations

Where workstations are specifically used for a small number of people, the workstation should be designed to meet the requirements of those that normally work there e.g. an adjustable monitor riser if the workstation is shared by people of different height, and a suitable adjustable operator chair.

5.3.   Hot-Desks

Where workstations are available to any member of a mobile team or group they should be designed to meet the requirements or all potential users by being fully adjustable.

6.   Mobile / Agile Working

All staff should have an office base, but there may be occasions when members of staff are permitted to work from home on a regular basis. Satisfactory workstation arrangements should be in place for home working and staff should complete the DSE Training and assessment on line and follow suggested advice (see Appendix 1)

7.   Decontamination of DSE at Hot Desk and Shared Workstations

Electronic equipment, including mobile phones, desk phones and other communication devices, tablets, desktops, and keyboards (particularly where these are used by many people), should be decontaminated at least twice daily with 70% ethyl alcohol or product as specified by the manufacturer.

N.B. Gloves should be removed and hands decontaminated before touching equipment. Cleaning should be conducted using PDI Sani-Cloth AF Universal Norovirus RN14476 wipes with a contact time

of a minimum of 30 seconds. If you have any issues in relation to product availability email Facilitates management on cwp.facilitiesmanagement@nhs.net

8.   DSE Training

As a responsible employer the Trust has invested in a DSE E-Learning package to be used by all employees who meet the criteria to be a DSE operator / user. The system is a tailored system which directs staff to actual CWP departments and contacts they need as they work through the training. It includes information and advice on good working practice, advice on relevant exercises, and stress relief.

The training programme helps staff identify risks and suggests ways of improving their workstation set up to enable safer working. The system has an assessment at the end of the training to measure staff understanding and generates a report for the individual that highlights any low / medium or high risk areas that need to be followed up. If the system has indicated risks in the way the person is working it will offer specific advice for improving it and will prompt the individual on a monthly basis by email to remind them to act on the advice given and log back in to the system to update that the risks have been actioned and the risk reduced. If staff are relocated to another permanent work place they will be expected to redo the training to evaluate the risks in their new work setting and action any advice given to enable safe working practice.

It is recognised that some staff may not strictly be considered DSE operators / users, for example, patient care providers, but they may regularly access DSE during the course of their day and they too would benefit from accessing the training and following the advice. Managers are responsible for ensuring that their staff complete the DSE E-Learning training. It is the staff members' responsibility to act on advice given to ensure that they work in as safe a way as possible and if there are any issues that they cannot action and improve they should report this to their supervisor / line manager for advice.

The E-Learning package encourages staff to take regular breaks from the DSE and demonstrates exercises to prevent eye strain and musculoskeletal problems and to encourage safe working practices.

9.   Reporting Symptoms

Managers should arrange for a follow up assessment where staff have completed the DSE E-Learning training and assessment and are reporting any of the following:

- Backache
- Tired eyes / headaches
- Aches and pains in hands or arms
- Discomfort whilst using the workstation
- Impairment of grip or movement of fingers or joints
- Other health issues that may be affected by working with DSE such as disability

Initially contact should be made with the Senior Health and Safety Adviser for advice and to arrange a face to face assessment by the Senior Health and Safety Adviser with the member of staff at their workstation and if symptoms persist, the manager should complete a management referral form V9 to the Workforce well-being department.

10.   Eyesight Tests for DSE Users

Staff who are DSE users / operators are entitled to a free eyesight test and a voucher towards the cost of their spectacles. When this is requested the manager needs to complete the relevant request form and forward to the Workforce well-being department for processing,

11.   Disabled Persons Provision

Where an employee has a recognised disability within the meaning of the Equality Act 2010 the Trust has a responsibility to make 'reasonable adjustments' to enable them to carry out their role.   An employee with a disability, who carries out work that falls within the DSE Regulations, should consult with their manager in the first instance to discuss their needs and how they can be met. The manager and employee can obtain advice and assistance on 'reasonable adjustments' from the Trust Senior Health and Safety Adviser, Workforce well-being and/or Peoples Services department.

12.   DSE Furniture and Equipment (not computers or laptops)

To ensure staff are provided with appropriate DSE furniture that is suitable for their needs, whilst ensuring there is effective control over cost and replacement, the Trust Health and Safety team have created a catalogue of approved operator chairs, desks and other corrective equipment that will meet the needs of the majority of staff. The standard DSE operator chair will be supplied on all occasions unless there is a specific need for a different type of chair.

Chairs designed to meet specific medical or disability needs are available from the approved supplier. Where a request is made for a non-standard chair following assessment by the Senior Health and Safety Adviser or Workforce well-being department, the procurement team will ensure that the requisition is accompanied by the necessary email authorising the purchase. This should be the preferred route before contacting the independent Access to Work organisation which would be used if other assessments have been exhausted.

It is possible for the health and safety team to arrange for certain equipment to be trialled by an individual for a couple of weeks via the corrective equipment catalogue to ensure its' suitability before purchase.

There is also guidance on backcare and initial workstation set up on the CWP Workstation Assessments (Health and Safety) intranet page.

13.   DSE Equipment (computers and laptops etc.)

All purchases of computers and laptops etc. should only made with the specific advice and approval of the CWP ICT Services department via the Service Desk to ensure that the equipment is appropriate for use and can be fully supported by the CWP ICT department. Certain software packages may be recommended by Access to Work assessments; these still need to be approved by ICT Services.

14.   Reporting Incidents relating to DSE

All incidents and accidents relating to DSE must be reported via the Datix Incident reporting system (GR1 – Reporting Incidents and Management Policy) so they can be monitored and any actions required as a result of the incident can be actioned. Where Workforce Well-being report to a manager

that a member of their staff has reported repetitive strain injury due to their use of DSE, the manager must complete a Datix and also report it to the Senior Health and Safety adviser as it may be RIDDOR reportable.

Appendix 1 – Working from Home Guidance

All staff working remotely including working from home or location not their usual base need to review the following guidance

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If you require further support contact your line manager → If staff member requires immediate musculoskeletal support and a referral to physiotherapy is required click here for further information

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Line manager to discuss and refer to Health & Safety team on details below for Workstation assessment:

Email must include:

Staff Member Name:

Email address:

Assignment number:

Department:

Please email the above information to the following address:

Health and Safety team

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Cardinus workplace assessment to be completed remotely to support the employee

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The information gathered within the Workstation assessment will be monitored and any follow up actions advised will need to addressed with employee and line manager supported by Health and Safety manager.