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Welcome

The purpose of this newsletter is to provide specialised information to moving & handling instructors. We will endeavor to bring to you information regarding new products and services found in the market place.

In this fourth issue, we, as usual, are living up to our name and bringing you reports from the world-wide community of moving and handling.

Our key story is a follow-up to the story in the last issue regarding online moving and handling training.

The following pages show just how busy and **united** our sources have been as we have news from the United Kingdom, United States of America, United Arab Emirates and Australia.

There are a few articles of interest to those of you involved with bariatric

care, and we have a couple of stories relating to emergency care.

We have heard of moving and handling deaths caused by incorrect usage of hoists, so the article on the back page is one that most of you will be interested in, as it involves the death of a patient where no hoist was available.

Gavin Wright
TLC Managing Director

Online training for care/nursing staff proving to be popular

In the last issue of TLC News & Views we discussed the benefits of on-line training. The response was excellent.

Other companies are offering online training for care staff but at a huge cost. The problem is that the programme has to be designed to suit your corporate needs. This obviously has to be done by someone with sufficient computer “geekyness” to enable a system which not only delivers the information in your corporate style, but can ensure it is monitored correctly.

Correct monitoring involves the trusts moving and handling trainer knowing not only who has passed the online theory, but also how efficiently they did so. For instance, in order to progress, the student needs to pass with a score of 100%, but did they do this at the first attempt or was it the seventh?

Obviously, if it was the seventh this might be an indicator that that individual may need some assistance. The system not only tells you who completed, but also

how long how many attempts they took to do so.

To set a system up like this, the typical quote people are getting is **£28,000**. That is before you pay for “bums on seats” (or whatever the electronic version of that phrase is). The computer people have to be paid for setting up the system, and then the educationalists and the medical staff have to be paid for their input. How though, does this cost compare with the TLC system? For a limited time, our set-up fee is

Online training cont..



free. Yes, £0. How? Because in TLC we **are** the geeks. Not only are we all from a medical background, but certain ones of us have the know-how to run the system as well. So if anyone gets stuck on a problem, the chances are the same individual can help you whether your problem is a technical or course related problem.

Maybe it only took the individual seven attempts because they have a dyslexia problem; well again, it takes a suitably qualified "geek" to make sure that the system can "speak" (rhymes with geek) the text on the page. Maybe, the individual has language barriers. Again, the technology required to "speak" as well as display the information in that persons language takes a lot of setup time and related cost. How much would another company, who make their money from set up costs charge for this extra service? I'm sure it would outweigh

the original £28,000.

Here at TLC though, we are currently working on a system that will read the page in English (perhaps Geordie what do you think?). When this is ready, there will be no extra cost on top of the £10 per head we are currently charging. In other words, it is a freebie, just like the setup costs.

What about the language barriers? Well we are known as TLC World-wide. Yet again, the additional cost (at the moment) will be absorbed by TLC (dependent upon quantity of seats purchased). If you have a Phillipino nurse or any other nationality and would like us to accommodate them we will do our best to have the page translated into their language.

Just think what this could do for your investors in people award.

How much extra would it cost to amend or implement changes to your system? If we manage it for you, you know the answer already. Let someone else manage it and they will have their overpaid IT staff charge you for the privilege.

The cost of £10 per head is based upon a minimum of 100 seats purchased. Over 25 seats can be purchased at £12.50 per person while individuals can purchase seats for £17.50 each.

To benefit from corporate branding a minimum of 500 seats need to be booked. For TLC to be able to absorb the cost of translation services, 2000 seats need to be booked (not in the foreign language of course).

For further information contact our Managing Director, Gavin Wright.

"Just think what this could do for your investors in people award."

How about a free trial?

If you are a moving and handling coordinator, then give Gavin a call to arrange a no-obligation, free trial.

Hospital enjoying fruits of better moving and handling training

Training courses and new equipment have helped staff at the hospital in the US deal with the increasing weight of patients.

According to a report on the KC Community News website, the Liberty Hospital in Kansas City has seen the average size of patients increase significantly in the last decade.

As a result, it has had to increase investment in moving and handling equipment and training for staff.

The facilities now include ceiling mounts that can be used to move obese patients safely. Staff are also required to take training on safe lifting techniques.

The employee health nurse at the hospital, Diane Ehren-Kipping, explained to the paper that the policy seemed to be paying off - with a 50 per cent drop in lost workdays because of injuries caused by poor moving and handling technique.

"What makes us unique is

that the program has been very successful," she explained. "You have an administration that wants to do the right thing to protect employees and patients with education, training and the right resources."

Interestingly, Ms Ehren-Kipping said that it was younger members of staff that were now more likely to hurt themselves after lifting a patient incorrectly.

"When you're younger you think, 'oh, I can do that'," she explained.



"When you're younger you think, 'oh, I can do that'"

Public get the chance to see hospital's moving and handling equipment in action

A hospital in Devon has hosted an open day to show members of the public how their financial donations have been used to improve facilities and install new moving and handling equipment.

The local North Devon Gazette reported that the League of Friends to the Tyrrell Community Hospital in Ilfracombe celebrated the 35th anniversary of their association over the weekend with an open day.

During the event, members of the public could tour the medical

facility and see how their donations have been spent.

In 2007, the group gave the local hospital over £10,000 for new equipment, including new moving and handling kit.

For example, some of the money was used to buy a standing hoist and several hoist slings for amputee patients.

Chairman Gloria Satchwell explained to the paper: "The Tyrrell hospital is such an important part of the community in Ilfracombe.

"The money we are investing - and will continue to invest - will help to provide all the care and attention needed by both inpatients and outpatients in Ilfracombe."

It is hoped that the Friends to the Tyrrell Community Hospital will be able to donate a further £50,000 to the medical facility later this year. Some of the money could go to buying more state-of-the-art moving and handling.



"some of the money was used to buy a standing hoist and several hoist slings for amputee patients"

New training rig could help airport staff improve moving and handling technique



"You work with such a variety of people at the airport, people from different walks of life"

A new training rig could help firefighters stationed at Norwich International Airport improve their moving and handling techniques.

The local Norwich Evening News went behind the schemes at the airport to see how firecrews are preparing to deal with potential accidents. It reported that the hub had recently built a £1 million training rig that the ten-man

team of firefighters can use to practice their skills on. As well as training for potential crashes and disasters, firefighters also have to help passengers with limited mobility on and off planes, making moving and handling training important.

Deputy watch manager Jonny Feaks explained to the paper: "There is always something going on at the airport. As well as firefighting there are lots of other jobs.

We do some baggage handling, medical stuff and lifting passengers with reduced mobility on and off planes. You work with such a variety of people at the airport, people from different walks of life.

The new rig will mean we are more than equipped to [deal with] anything we could come across."

Gloucestershire hospitals introduce screen to cut superbug infections



"More use of single user slide sheets and hoist slings will likely help reduce the spread of HAIs"

In a bid to combat superbug infections, hospitals in Gloucestershire are introducing a screening programme for patients coming in for operations. The local thisisgloucestershire.co.uk portal reported that all patients admitted through ER departments at Cheltenham General or Gloucestershire Royal hospitals, as well as those people undergoing operations, will be tested for the superbug MRSA.

Nose and throat swabs will let doctors identify potentially infected patients. Within 48 hours, the results will show if anyone has the infection and action can then be taken. Dr Philippa Moore, the director of infection prevention and control at Gloucestershire Primary Care Trust, explained to the website: "The idea is to identify patients who are carrying MRSA and who are colonised. The problem is that if they are colonised they may infect themselves or others. "Those people are then given treatment to de-colonise them so they

are at a reduced risk." "We are ahead of government targets and one of the first trusts in the south-west to introduce universal screening. I think the screening will have a substantial impact on bringing infection rates down."

An area that TLC feel is often overlooked in infection control is the need to keep moving and handling equipment clean. More use of single user slide sheets and hoist slings will likely help reduce the spread of HAIs.

US hospital shows how new technology can improve patient care

A US hospital has revealed how it has embraced the latest technologies to improve patient care and staff safety.

The Fort Wayne Journal Gazette reported that Parkview North Hospital has recently invested \$5 million (£2.5 million) in expanding and improving its medical and surgical unit to meet growing patient numbers.

Much of the money was spent installing the

latest safety technology in the ward.

All beds are now equipped with exit alarms that can be programmed to alert nurses and other medical professionals when a patient leaves their bed. It can also be adjusted to monitor patients who are at risk of falls or are heavily medicated, the hospital's clinical manager of medical surgical and paediatric services, Tyra Watson, explained to the paper.

What's more, the unit boasts a state-of-the-art ceiling lift system that can reduce the need for staff to lift and carry patients.

Capable of handling loads of up to 1,000 pounds, the "system can lift patients from the bed to the bathroom along a ceiling-mounted track", the paper noted.

It is hoped that the new systems will improve safety for both patients and staff.



"All beds are now equipped with exit alarms that can be programmed to alert nurses ... when a patient leaves their bed"

Moving and handling strains 'push nurses to early retirement'

The physical straining of moving and handling patients has been cited as one of the reasons why many nurses look to retire early.

Speaking at the recent National Conference of Nursing Workforce Leaders in June, nurses Peggy Hewlett and Janet Moye said that the grueling workload of many medical professionals pushed them into early retirement, website.nurse.com

reported. The pair explained that recent research showed that 82 per cent of nurses aged over 40 planned to retire within the next 15 years.

Ms Moye is reported to have explained that moving handling stresses were partly to blame for this situation. She said: "Decreasing workload was the single change that would keep these older nurses working past the traditional retirement age." That's consistent with national findings that nurses would

reconsider leaving positions if workloads were reduced. It's not just hours or patient load; it might be walking, lifting, and physical demands."

Ms Hewlett suggested that one way to retain older nurses would be to offer them new jobs that reflected their experience. For example, she said that some could become best practices coaches and help train younger members of staff about the correct moving and handling techniques.



"some could become best practices coaches and help train younger members of staff"

Nurse urges hospitals across the globe to continue to invest in moving and handling equipment



"Without the equipment, Ms Larson said her job would be nearly impossible"

It is absolutely vital that hospitals across the world provide staff with the right moving and handling equipment, as obesity levels soar.

That is the conclusion of an article on the arabianbusiness.com website that looks at the ways hospitals in the Middle East are struggling to cope with the increasing weight of the population.

It points to research from the International Obesity Task Force that

suggested that the number of chronically obese people in several Arab countries is increasing rapidly. As a result, hospitals are finding they have to spend more money on specialist moving and handling equipment.

Lori Larson, a nurse at the Mayo Clinic in Rochester in the US, explained that it was vitally important for staff health that hospitals continued to invest in specialist moving and handling

equipment and training.

Without the equipment, Ms Larson said her job would be "nearly impossible". She added to the website: "It's vital, not only for the patient's safety, but for the staff's safety. There is a high potential for injury.

"When patients are larger with post-op pain, you never know when they might pull on you ... Overhead lifts are just a safer option."

US fire department get equipment to safely move obese patients



"there's no question that lifting bariatric patients from the ground to the back of the ambulance is a definite problem"

A recent report has stressed that it is important the firefighters receive the best moving and handling training, as they sometimes have to deal with obese patients.

The Citizen of Laconia newspaper in the US reported that a local hospital is set to give the town's fire department a state-of-the-art hydraulic stretcher in a bid to reduce injuries from moving and handling obese patients.

According to the paper, the Lakes Region General Hospital has a contract with the local fire department to provide ambulance services.

As a result, its staff need the equipment to help them deal with obese patients.

City manager Eileen Cabanel explained to the paper that several firefighters have already been hurt while lifting overweight patients onto stretchers or in the process of loading the

stretchers onto ambulances.

"We did training on lifting bariatric patients and there's no question that lifting them from the ground to the back of the ambulance is a definite problem," she explained.

"One serious injury can cripple a firefighter so you can see where a stretcher can pay off with one injury prevented."

Classified ad.

The following second hand equipment is for sale via the TLC office;
Locomotor escort hoist £450 + vat (£528.75) retail price (£1051 inc vat)
Portable Physio couch £100 + vat (£117.50) retail price (£235 inc vat)
 Postage will be extra.

Obesity forces Australian hospitals to invest in new equipment

Rising levels of obesity among Australians have forced hospitals in the country to invest heavily in the latest moving and handling equipment.

The local Courier newspaper reported that health authorities in the town of Ballarat in Victoria have been investing heavily in specialised equipment to cope with overweight patients, including new beds, wheelchairs and commodes. However, nurse Chris Watts explained that the existing hospital facilities in the town were not designed to accommodate the new

bariatric equipment.

Chris explained to the paper: "We're currently designing up a bariatric facility, with appropriate space, bathrooms and capacity for overhead tracking for our lifting machines."

Chris went on to add that the rise in obese patients made it more important that medical professionals were trained in the best moving and handling techniques and alerted ahead of time.

"We have to call on a whole lot of resources and teamwork," Chris

said. "For bariatric patients, special areas need to be alerted ahead of time, such as theatre and x-ray."

Bill Wright of TLC world-wide Ltd, said, "The rising incidence of obesity coupled with the falling level of fitness will only put more strain on care staff. All establishments would do well to consider the advantages of [Seco's Smartlift](#) as maneuvering a hoist laden with a bariatric patient is still a hazardous manual handling activity, the smartlift eliminates this problem."



"For bariatric patients, special areas need to be alerted ahead of time, such as theatre and x-ray"

New hoist system for Essex hospital

Improvements to Saffron Walden Community Hospital (SWCH) will include the installation of state-of-the-art moving and handling equipment.

The Saffron Walden Reporter noted that over £1 million is being spent modernising the hospital in Essex after a review criticised facilities at the Avocet ward.

The communications officer at the hospital, Jonathan Morrel, explained that the ward was built in 1976 and that it was therefore high-time the facilities were brought up to date.

The secretary of the League of Friends of SWCH, Dorothy Bartlett, added to the paper: "The Avocet ward caters mainly for elderly patients from Saffron Walden who have recently returned from hospital at Addenbrooke's, Cambridge, or the Princess Alexandra, Harlow, and prepares them for returning home.

"It is a great resource to have in the community."

As part of the modernisation process, a new tracking and hoist system will be installed in the ward to improve the way staff move patients.

Gavin Wright of TLC world-wide Ltd, was able to confirm with Dorothy, that the ward has been cleared of patients for the work to start.

On the previous page of this publication Lori Larson, a nurse at the Mayo Clinic in Rochester in the US, said that it was vital hospitals continued to invest in moving and handling equipment.

She told the [arabianbusiness.com](#) website that the job of nurses would be "nearly impossible" without the use of state-of-the-art moving and handling equipment.



"It is a great resource to have in the community."

Lack of hoists blamed for death



"We kept being told that the hospital was trying to source a hoist, but there were none in stock"

A lack of hoists has been blamed for the death of an old lady in a Midlands hospital.

The local Birmingham Mail reported that Lilian Edkins was admitted to City Hospital overnight but ended up staying in the facility for nearly ten weeks. She unfortunately contracted a superbug and died.

It has now been revealed that a lack of hoists at the NHS Equipment Loans Service was responsible for the delay in sending the 96-year-old lady home.

Medical staff at the hospital analysed Ms Edkins' needs and determined that a hoist needed to be installed in her home to assist her carers in moving and handling the patient.

The hospital ordered the required equipment, only to be told that it was out of stock.

Son Ronald Edkins explained to the paper: "We were told that a hoist must be fitted to her home, so the hospital even went out and assessed her home. We kept being told that the hospital was trying to

source a hoist, but there were none in stock."

A spokeswoman for City Hospital added: "An assessment was carried out which concluded that she needed an electric hoist to enable her to return home. An order for the hoist was made to the NHS Equipment Loans Service, but unfortunately the hoist required was out of stock.

"The trust would like to extend its sympathies to the family of Lilian Edkins."

Backcare celebrate their 40th Anniversary

I know this article was published in the last issue, but they are a worthy cause for re-submission.

BackCare is the only UK charity dedicated to managing and preventing back pain. BackCare's work over the last 40 years includes the direct provision of support and resources through our helpline, website www.backcare.org.uk, publications, factsheets, magazine; funding research and campaigning. BackCare is the publisher of the manual handling "**bible**", *the Guide to the Handling of People*, now in its 5th edition.

BackCare works in

partnership with organisations in various ways.

Organisations may wish to become corporate partners or sponsors, eg sponsoring a publication or event; encouraging employees to fundraise for us, run the London marathon or name us as their Charity of the year; or funding a specific area of our work.

The other way an organisation can work with us is by becoming a corporate associate.

Corporate Associates can be companies, NHS Trusts, nursing homes, government and local government bodies with an interest in

addressing back problems in the workplace. The benefits of becoming a BackCare Corporate Associate include: Website listing including web link, company information and logo

"New Corporate Associates" listing with logo and text, in the next edition of *Talkback*

10% discount on all orders and advertising

BackCare copyright materials for training purposes at discounted rates

Use of the BackCare Corporate Associate Logo

Multiple copies of our quarterly magazine

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The Charity for Healthier Backs

Talkback to keep you up-to-date with the latest on back care issues

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