



Display Screen Equipment Policy and Procedure

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1 Statement of Aims and Objectives

- 1.1. The Trust Board is accountable for ensuring as far as reasonably practicable the health, safety, and welfare of all employees within the Trust.
- 1.2. The Trust has statutory duties under the Health and Safety at Work etc. Act 1974 and the Display Screen Equipment Regulations (DSE) 1992 (amended 2002) which place specific responsibilities on the employer to provide a safe working environment for staff using DSE. Other Regulations of importance and affecting display screen equipment installations are The Workplace (Health, Safety and Welfare) Regulations 1992, The Provision, and Use of Work Equipment Regulations 1998.
- 1.3. Working together with staff, the Trust is committed to addressing risks arising from use of DSE, by employing good risk management systems and ergonomic practices and ensuring the availability of good quality equipment and furnishings.
- 1.4. The Trust has identified that many employees are DSE users. It is therefore important that any risks associated with its use are eliminated or reduced as far as reasonably practicable.
- 1.5. The development of musculoskeletal disorders (MSDs), headaches, difficulty focusing, sore eyes, fatigue and stress can be symptomatic of the use of a poorly arranged workstation or unsatisfactory work practices. The likelihood of experiencing these symptoms is linked to the frequency, duration, intensity, and pace of spells of continuous use of Display Screen Equipment as well as by the user not understanding how to set up their equipment or their workstation.
- 1.6. The Trust will take all reasonable steps to secure the safety of its employees and reduce any risks to a minimum through the provision of information, instruction, training, supervision, and maintenance of equipment.
- 1.7. The implementation of this policy therefore requires the total co-operation of all members of management and staff.

2 Principles

- 2.1. The Trust has established a clear and safe policy and procedure to manage DSE risk effectively. We will:
 - 2.1.1. Increase staff awareness of potential health issues when using DSE, by giving information and training to staff including but not exclusively.
 - 2.1.2. how to adjust their chair.
 - 2.1.3. how to organise their workstation to avoid awkward or repetitive

reaching movements.

- 2.1.4. how to maintain workstation hygiene; and
- 2.1.5. who to contact for help with workstation set-up and to report any concerns.
- 2.1.6. Ensure that each person who is a DSE user completes a DSE Workstation Self-Assessment Form, keeping this under review and requiring annual review on appraisal.
- 2.1.7. Ensure that where necessary DSE Workstation Self-Assessment Forms are reviewed by a DSE Assessor to ensure that risks have been reduced, so far as is reasonably practicable.
- 2.1.8. Encourage reporting of any ill-health effects that may be associated with DSE use by completing an Incident Report Form (DIF-1 Datix).
- 2.1.9. Ensure that the Trust complies with its statutory duty under health and safety legislation.

3 Responsibilities

- 3.1. The **Chief Executive Officer** is accountable for:
 - 3.1.1. Ensuring that there are sufficient resources to implement this policy.
 - 3.1.2. Having an effective health and safety management system in place to enable the Trust to implement this policy.
 - 3.1.3. Ensuring that the Trust is compliant with Display Screen Equipment Regulations 2002.
- 3.2. The **Director of Nursing and Quality** on behalf of the Chief Executive Officer is responsible for health and safety. In conjunction with the Head of Compliance and the Health and Safety Managers he/she will ensure that adequate organisational structures and sufficient resources exist to allow for the implementation and maintenance of this policy.
- 3.3. **Managers** have responsibility for managing the risks associated with DSE use by:
 - 3.3.1. implementing this policy within their areas of control.
 - 3.3.2. ensuring that all DSE 'users' including new starters complete their DSE self-assessment on their first day and upload it to the individual's ACTUS record.

- 3.3.3. ensuring reasonable adjustments are made to workstation or environment where identified and agreed.
- 3.3.4. referring DSE Self-Assessments for staff with existing, potential and identified health problems in connection with DSE to the Occupational Health Service.
- 3.3.5. ensuring that staff can take frequent breaks and have contrasting activities to break up their DSE use.
- 3.3.6. ensuring reporting of any ill-health effects that may be associated with DSE use by completing an Incident Report Form (DIF-1); where appropriate arranging for the local DSE Assessor to review the workstation.
- 3.3.7. ensuring 'users' are aware of their entitlement to eye and eyesight testing, and how to access this service.
- 3.3.8. ensuring all DSE 'users' are given training to ensure that they are fully conversant with the software and are comfortable with its use; and
- 3.3.9. encouraging staff to carry out regular stretching exercises and ensure they take care of their own welfare whilst at work.
- 3.4. **All staff** have a responsibility to:
 - 3.4.1. understand the content of this policy.
 - 3.4.2. complete a DSE Workstation Self-Assessment Form and then agree this and/or any reasonable adjustments with their manager.
 - 3.4.3. maintain appropriate levels of hygiene for their workstation in line with the Trust's Infection Prevention Control Policy including cleaning of keyboards, phones and laptops.
 - 3.4.4. plan their work so that they have periodic changes of activity from the screen and keyboard.
 - 3.4.5. take frequent breaks and have contrasting activities to break up their DSE use.
 - 3.4.6. attend computer software training as necessary.
 - 3.4.7. co-operate with their manager and DSE Assessor to implement changes to reduce the risks at their workstation. See Appendix C.
 - 3.4.8. review their DSE Workstation Self-Assessment annually in conjunction with their manager on appraisal or following any change of equipment or injury; and

- 3.4.9. maintain appropriate levels of hygiene for their workstation in line with the Trust's Infection Prevention Control Policy including cleaning of keyboards, phones, and laptops.
- 3.5. The **Health & Safety Managers** have responsibility for:
 - 3.5.1. providing advice to managers and staff in relation to managing the risk from DSE.
 - 3.5.2. monitoring incident reporting of ill-health associated with DSE use on Incident Reports (DIF-1), to ensure that managers have put in place measures to reduce risks to staff using DSE.
 - 3.5.3. ensuring DSE Assessors are identified and trained in all premises using DSE.
 - 3.5.4. managing DSE Assessors including ensuring they attend all necessary training including refresher sessions to be able to undertake their role; and
 - 3.5.5. maintaining a central record of trained DSE assessors.
- 3.6. **DSE Assessors** will.
 - 3.6.1. review DSE Self-Assessments for each workstation where a need is identified, in conjunction with the individual staff member, and advise staff on reasonable adjustments.
 - 3.6.2. advise managers of outstanding issues with workstations already assessed in their department, and of any reported ill-effects relating to the use of DSE, so they may implement corrective measures.
 - 3.6.3. advise on the requirement for DSE workstations and ancillary equipment to meet the DSE schedule.
- 3.7. The **Head of IM&T** is responsible for:
 - 3.7.1. ensuring that the purchase and maintenance of all computer hardware meets the schedule of requirements under the DSE Regulations 2002.
 - 3.7.2. ensuring that the design, selection, commissioning, and modification of software for the Trust meets the schedule of requirements under the DSE Regulations 2002.
 - 3.7.3. ensuring all IM&T staff understand the requirements of the schedule under DSE Regulations 2002 including ensuring the Helpdesk can deal with enquiries concerning DSE and software; and
 - 3.7.4. ensuring that all computer hardware and software is risk assessed regarding the DSE Regulations 2002 before purchase.

- 3.8. The **Head of Procurement** has responsibility for:
- 3.9. ensuring the procurement of workstation related furniture and fittings meets the requirements of the schedule under the DSE Regulations 2002.
- 3.10. ensuring provision is made for suitable and sufficient replacement and or reasonable adjustments to existing workstation furniture or fittings which do not currently meet the schedule or the needs of the user; and
- 3.11. ensuring maintenance of existing compliant workstation furniture and fittings.
- 3.12. The **Occupational Health Service Provider** has responsibility for:
 - 3.12.1. pre-employment screening.
 - 3.12.2. advising the Trust on any existing DSE related health problems identified in the pre-employment screening.
 - 3.12.3. advising the Health and Safety Managers of any DSE related referrals.
 - 3.12.4. advising on appropriate replacement DSE equipment to prevent or reduce identified muscular skeletal conditions.
 - 3.12.5. designing return-to-work programs with managers where requested to do so, following any musculoskeletal injury or ill-health; and
 - 3.12.6. recommending 'Access to Work' referral for any new or existing staff with disabilities.

4 Definitions

- 4.1. **DSE Equipment:** any desktop computer, laptop or iPad/tablets and smartphones. It does not include equipment such as defibrillators or blood pressure machines.
- 4.2. **DSE Workstation:** A place at which any DSE and associated items are used. It includes items of office equipment used in connection with work carried out on the DSE, e.g., monitor or screen, keyboard, mouse, printer, chair, desk or work surface, footrest, document holder, Dictaphone, landline telephone, etc. It also includes the immediate work environment around the display screen equipment i.e., lighting, ventilation, space, etc.

- 4.3. **DSE 'User'**: Any person who uses DSE more or less constantly during the working day or uses it for more than one hour continuously most days. Managers can obtain further guidance from the Health and Safety Managers as to interpretation of the term 'user' or see Appendix B. The importance of this definition is that only 'users' are entitled to free eye and eyesight tests and are required to be given DSE training. The regulations don't apply to workers who use DSE infrequently or only use it for a short time.
- 4.3.1. Part-time workers are assessed using the same criteria, for example, if an employee works only two days a week but spends most of that time on DSE, that person should be considered a 'user'.
- 4.3.2. If a display screen equipment 'user' is employed to work at home or at any other location away from their workplace, the DSE Regulations apply, whether the workstation is provided in whole or in part by the employer.

5 Arrangements

- 5.1. The Trust has a statutory duty to carry out a DSE risk assessment on all DSE workstations. All workstations must be assessed even if they are used for only a short period of time a day. They must be assessed against the schedule in the DSE Regulations, which is reflected in the DSE Workstation Self-Assessment Form.
- 5.2. All staff that use a workstation should complete a DSE Workstation Self-Assessment Form (Appendix A), unless they only use it for short periods of time, i.e., an operational member of staff only accessing e-mails for less than an hour.
- 5.3. Where 'hot desking' is available the workstation must be fully adjustable for users.
- 5.4. The Trust has a duty to ensure that a workstation is suitable for any temporary worker.
- 5.5. Once a DSE Workstation Self-Assessment Form has been completed the member of staff should discuss and agree this with their line manager. If any deficiencies are highlighted the line manager should contact the Health and Safety team to request a DSE Assessor to review the risk assessment findings. The Assessor will ensure that the workstation meets the requirements of the DSE Regulations, and the staff member is able to use it safely.
- 5.6. The DSE Workstation Self-Assessment Form is located on the Trust Intranet "Zone" under "Forms" and is also accessible remotely via i-pad or smartphone.

- 5.7. Managers are responsible for ensuring that the requests for improvements or changes to the workstation advised by the DSE Assessor following an assessment are implemented swiftly for their member of staff and this includes contacting IM&T and Procurement for equipment or furniture. This is not the responsibility of the Health and Safety Managers or the DSE Assessors.
- 5.8. It is a legal requirement that managers plan the tasks of DSE 'users' to ensure that their work is periodically interrupted by breaks or changes of activity to reduce the workload on their DSE equipment. e.g., filing, photocopying.
- 5.9. Staff must be provided with information as to how to use their DSE correctly and safely. This is provided in the DSE Workstation Self-Assessment Form, on the intranet, in this Policy and in the Trust's DSE Guidance.
- 5.10. Staff should be encouraged to report any ill-health symptoms associated with using their DSE. Once reported, the DSE Workstation Self-Assessment Form should be reviewed to identify the cause. Managers should encourage their staff member to see their GP or Occupational Health if symptoms persist.
- 5.11. Practical training will be given by the DSE Assessor as they review the DSE Workstation Self-Assessment Form with the staff member.
- 5.12. All DSE Workstation Self-Assessment Forms should be reviewed at least annually. They should also be reviewed whenever there are significant changes to software, hardware, workstation furniture, increased time spent using DSE, or if the workstation is moved, lighting modified, etc.
- 5.13. Eye care**
- 5.13.1. Users of DSE are entitled to an appropriate eye-sight test, carried out by a competent person. If corrective lenses are advised a pair of single vision lenses can be chosen from a certain range. If a higher specification of spectacles is chosen, then the staff member will need to contribute towards the cost.
- 5.13.2. For further information and application form please e mail: employee.benefits@secamb.nhs.uk

5.14. Fast Track Therapy for Musculoskeletal Problems

5.15. If staff are suffering from muscular / joint aches and pains, you have access to physiotherapy services via the Wellbeing Hub. The Trust will provide you the expertise required to make a difference by providing timely assessments and access to up to six treatment sessions a year.

5.16 Stress Management

5.17 The Trust's Stress Management Policy outlines the procedures for referral to occupational health should stress be identified as a factor in a DSE self-assessment.

6 Competence

6.1. The DSE Workstation Self-Assessment Form is written with a 'Things to consider' column to help staff to complete it. All DSE users must complete this.

6.2. The Trust recognises that specific skills are required to be a DSE Assessor and provides training and refresher courses for staff to allow them to perform this role competently.

6.3. The Health and Safety Managers are also competent to undertake DSE assessments.

7 Monitoring

7.1. The Health and Safety Committee and Local Health and Safety Working Groups will monitor compliance with this policy:

8 Audit and Review

8.1. The Compliance team will provide the Board with regular monitoring information on DSE related injuries.

8.2. This policy will be reviewed annually for its effectiveness by the Central Health and Safety Working Group.

8.3. All policies have their effectiveness audited by the responsible Management Group at regular intervals, and initially six months after a new policy is approved and disseminated.

8.4. Effectiveness will be reviewed using the tools set out in the Trust's Policy and Procedure for the Development and Management of Trust Policies and Procedures (also known as the Policy on Policies).

- 8.5. This document will be reviewed in its entirety year or sooner if new legislation, codes of practice or national standards are introduced, or if feedback from employees indicates that the policy is not working effectively.
- 8.6. All changes made to this policy will go through the governance route for development and approval as set out in the Policy on Policies.

9 Equality Analysis

- 9.1. The Trust believes in fairness and equality, and values diversity in its role as both a provider of services and as an employer. The Trust aims to provide accessible services that respect the needs of each individual and exclude no-one. It is committed to comply with the Human Rights Act and to meeting the Equality Act 2010, which identifies the following nine protected characteristics: Age, Disability, Race, Religion and Belief, Gender Reassignment, Sexual Orientation, Sex, Marriage and Civil Partnership and Pregnancy and Maternity.
- 9.2. Compliance with the Public Sector Equality Duty: If a contractor carries out functions of a public nature then for the duration of the contract, the contractor or supplier would itself be considered a public authority and have the duty to comply with the equalities duties when carrying out those functions.

Appendix A

Display Screen Equipment (DSE)

Self-assessment PROCEDURE

Completing your self-assessment

DSE Responsibilities

SECamb is responsible for ensuring so far as is reasonably practicable, the health, safety and welfare of its employees. You are responsible for completing your self-assessment for DSE every year, or, if your workstation changes, for example if you move to another office or another site, you must complete another self-assessment.

You should keep your self-assessment on your ACTUS record.

Next steps

If your self-assessment shows that you have a clinical need in relation to DSE use, your line manager will refer you to the Occupational Health service.

If your self-assessment shows that you only require adjustments to your workstation or working environment, you must discuss these with your line manager. Following agreement, your line manager will organise the provision of any equipment or furniture that you have agreed is required to improve the safe use of your workstation.

You and your manager may feel that you require a full assessment of your workstation from a DSE Assessor. This can be arranged by contacting the Health and Safety Manager who can put you in touch with a DSE Assessor for your area. The DSE Assessor can assess your workstation and advise you how to make improvements.

Please note completing your DSE self-assessment is an annual requirement.

Appendix B: DSE Workstation Self-Assessment Form

This page is blank intentionally. The Display Screen Equipment (DSE) Workstation Self-Assessment form commences on the following page.



SELF-ASSESSMENT FORM

There is evidence that, as well as manual handling, heavy manual labor, awkward postures and a recent or existing injury are all risk factors in the development of Musculoskeletal Disorders (MSDs). The Manual Handling Operations Regulations 1992 (MHOR) require employers to manage the risks to their employees. This means that employers like SECamb must reduce the risk of injury to their employees so far as is reasonably practicable and explore changes to their tasks and to the working environment to ensure their health, safety, and welfare.

You need to complete this form so that we can understand how safely you are using your computer and workstation. This is so that we can ensure as far as reasonably practicable that you suffer no ill effects from your work.

Read the 'things to consider' column and assess yourself against the photographs. Try to adjust your position or items of equipment. Once you have completed your form send it to your line manager who should discuss your assessment with you and should complete the right-hand column on the form.

DSE = Display Screen Equipment i.e., computer, laptop, phone, modem, CPU, mouse, etc.

Workstation = desk, chair, phone, document holder, footstool, printer, etc.

Workstation location: _____ Directorate:

User _____ Name:

Date _____ of _____ Assessment:


Are you Full time or Part-time If part-time, how many hours a week do you work: _____ hours

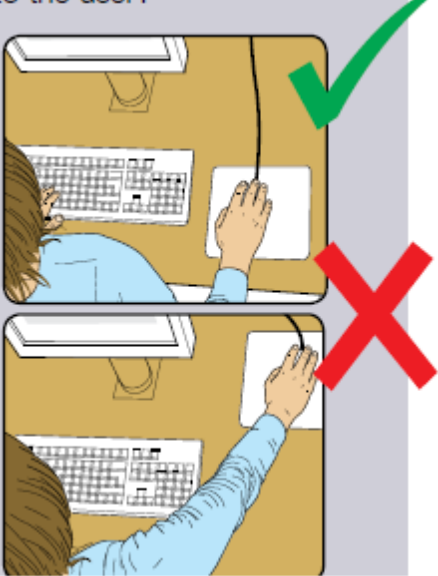
Do you normally use your (DSE) for continuous spells of an hour or more at a time
Yes No

If 'Yes' do you do this daily Yes No


How many hours on average daily do you spend using your DSE? _____ hours

What Software do you use: Word Access Excel PowerPoint

Risk Factors	Tick Answer		Things To Consider	Action To Take
	Yes	No		
1 KEYBOARDS				
Is the keyboard separate from the screen?			This is a requirement, unless the task makes it impracticable (e.g. where there is a need to use a portable	
Does the keyboard tilt?			Tilt need not be built in.	
<p>Is it possible to find a comfortable keying position?</p> 			<p>Try pushing the display screen further back to create more room for the keyboard, hands, and wrists.</p> <p>Users of thick, raised keyboards may need wrist rest.</p>	
Risk Factors	Tick Answer		Things To Consider	Action To Take
	Yes	No		
Are the characters clear and readable?			Keyboards should be kept clean. If characters still can't be read, the keyboard may need modifying or replacing.	

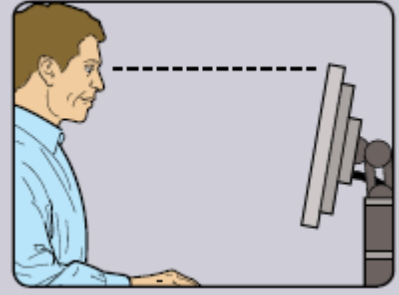
			Use a keyboard with a matt finish to reduce glare and/or reflection.	
2 Mouse, trackball etc				
Is the device suitable for the tasks it is used for?			If the user is having problems, try a different device. The mouse and trackball are general-purpose devices suitable for many tasks, and available in a variety of shapes and sizes. Alternative devices such as touch screens may be better for some tasks (but can be worse for others).	
Is the device positioned close to the user? 			<p>Most devices are best placed as close as possible, e.g. right beside the keyboard.</p> <p>Training may be needed to:</p> <ul style="list-style-type: none"> ▪ prevent arm overreaching. ▪ encourage users not to leave their hand on the device when it is not being used. ▪ encourage a relaxed arm and straight wrist. 	
Risk Factors	Tick Answer		Things To Consider	Action To Take
	Yes	No		
Is there support for the device user's wrist and forearm?			Support can be gained from, for example, the desk surface or arm of a chair. If not, a separate supporting device may help.	


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			The user should be able to find a comfortable working position with the device.	
Does the device work smoothly at a speed that suits the user?			See if cleaning is required (eg of mouse ball and rollers). Check the work surface is suitable. A mouse mat may be needed.	
Can the user easily adjust software settings for speed and accuracy of pointer?			Users may need training in how to adjust device settings.	
3 Display screens				
Are the characters clear and readable? 			Make sure the screen is clean and cleaning materials are available. Check that the text and background colours work well together.	
Is the text size comfortable to read?			Software settings may need adjusting to change text size.	

Risk Factors	Tick Answer		Things To Consider	Action To Take
	Yes	No		
Is the image stable, ie free of flicker and jitter?			Try using different screen colours to reduce flicker, eg darker background and lighter text. If there are still problems, get the set-up checked, eg by the equipment supplier.	


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Is the screen's specification suitable for its intended use?			For example, intensive graphic work or work requiring fine attention to small details may require large display screens.	
Are the brightness and/or contrast adjustable?			Separate adjustment controls are not essential, provided the user can read the screen easily at all times.	
Does the screen swivel and tilt? 			Swivel and tilt need not be built in; you can add a swivel and tilt mechanism. However, you may need to replace the screen if: <ul style="list-style-type: none"> ■swivel/tilt is absent or unsatisfactory. ■work is intensive; and/or ■the user has problems getting the screen to a comfortable position. 	

Risk Factors	Tick Answer		Things To Consider	Action To Take
	Yes	No		
Is the screen free from glare and reflections? 			Use a mirror placed in front of the screen to check where reflections are coming from. You might need to move the screen or even the desk and/or shield the screen from the source of the reflections. Screens that use dark characters on a light background are less prone to glare and reflections.	
Are adjustable window coverings provided and in adequate condition?			Check that blinds work. Blinds with vertical slats can be more suitable than horizontal ones. If these measures do not work, consider anti-glare	


			screen filters as a last resort, and seek specialist help.	
4 Software				
Is the software suitable for the task?			Software should help the user carry out the task, minimise stress and be user-friendly. Check users have had appropriate training in using the software. Software should respond quickly and clearly to user input, with adequate feedback, such as clear help messages.	

Risk Factors	Tick Answer		Things To Consider	Action To Take
	Yes	No		

5 Furniture				
Is the work surface large enough for all the necessary equipment, papers etc?			<p>Create more room by moving printers, reference materials etc elsewhere.</p> <p>If necessary, consider providing new power and telecoms sockets, so equipment can be moved.</p> <p>There should be some scope for flexible rearrangement.</p>	
				
Can the user comfortably reach all the equipment and papers they need to use?			Rearrange equipment, papers etc to bring frequently used things within easy reach. A document holder may be needed, positioned to	

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			minimise uncomfortable head and eye movements.	
Are surfaces free from glare and reflection?			Consider mats or blotters to reduce reflections and glare.	
Is the chair suitable? Is the chair stable? Does the chair have a working? ■seat back height and tilt adjustment? ■seat height adjustment? ■castors or glides?			The chair may need repairing or replacing if the user is uncomfortable or cannot use the adjustment mechanisms.	

Risk Factors	Tick Answer		Things To Consider	Action To Take
	Yes	No		
Is the chair adjusted correctly? 			<p>The user should be able to carry out their work sitting comfortably.</p> <p>Consider training the user in how to adopt suitable postures while working.</p> <p>The arms of chairs can stop the user getting close enough to use the equipment comfortably.</p> <p>Move any obstructions from under the desk.</p>	
Is the small of the back supported by the chair's backrest?			The user should have a straight back, supported by the chair, with relaxed shoulders.	

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Are forearms horizontal and eyes at roughly the same height as the top of the DSE?			Adjust the chair height to get the user's arms in the right position, and then adjust the DSE height, if necessary.	
Are feet flat on the floor, without too much pressure from the seat on the backs of the legs?			If not, a footrest may be needed.	

Risk Factors	Tick Answer		Things To Consider	Action To Take
	Yes	No		

6 Environment

Is there enough room to change position and vary movement?			<p>Space is needed to move, stretch, and fidget.</p> <p>Consider reorganising the office layout and check for obstructions.</p> <p>Cables should be tidy and not a trip or snag hazard.</p>	
Is the lighting suitable, eg not too bright or too dim to work comfortably?			<p>Users should be able to control light levels, eg by adjusting window blinds or light switches.</p> <p>Consider shading or repositioning light sources or providing local lighting, eg desk lamps (but make sure lights don't cause glare by reflecting off walls or other surfaces).</p>	
Does the air feel comfortable?			<p>DSE and other equipment may dry the air.</p> <p>Circulate fresh air if possible. Plants may help.</p> <p>Consider a humidifier if discomfort is severe.</p>	

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Risk Factors	Tick Answer		Things To Consider	Action To Take
	Yes	No		
Are levels of heat comfortable?			Can heating be better controlled? More ventilation or air conditioning may be required if there is a lot of electronic equipment in the room. Or can users be moved away from the heat source?	
Are levels of noise comfortable?			Consider moving sources of noise, e.g. printers, away from the user. If not, consider soundproofing.	
7 Final questions to users...				

- has the assessment covered all the concerns you may have working with DSE?
- Have you experienced any discomfort or other symptoms that you attribute to working with DSE?
- Have you been advised of your entitlement to eyesight testing?
- Do you take regular breaks working away from DSE?

Once you have completed this form, send it to your line manager who should discuss your assessment with you and should complete the right-hand column.