NHS Dumfries & Galloway

Display Screen Equipment Policy and Procedures

Printed copies must not be considered the definitive version

DOCUMENT CONTROL		POLICY NO.	OH001
Policy Group	Occupational Health and Safety		
Author	Cathy Baty	**Version no.**	1.2
Reviewer	Andy Howat	**Implementation date**	September 2008
Status	*Approved*	**Next review date**	**May 2017**
Approved by	*APF*	**Last review date:**	**May 2015**

CONTENTS   **Page No.**

Appendices

Policy and Scope Statement

This policy sets out the procedures to be followed in the risk assessment and use of Display Screen Equipment (DSE) also known as visual display terminals.

This policy applies to all staff, including temporary and agency staff, contractors, volunteers, students and those on work experience. It forms an integral part of NHS Dumfries and Galloway's Health and Safety Policy. The policy applies to all situations involving DSE where the risk assessment has identified the person as a "user". This also applies to home working i.e. where a person is authorised to perform DSE at home.

Worthy of note is the fact the DSE regulations have not been amended since 2002 and the way we use equipment has significantly changed. They do not offer appropriate advice for mobile devices e.g. tablets, iphones and for many these are the main method of mobile working.

2. Policy Aims

Managers shall ensure that in their area of responsibility DSE and workstation installations are assessed for conformance with the Work with Display Screen Equipment Regulations 2002.

Assessor(s) shall be trained in DSE Assessment (see learning directory training delivered by Occupational Health) – see appendix 1 and 2 for DSE risk assessment guidance and form. Where complex issues are identified, Occupational Health may be contacted for advice.

3.   Responsibilities

The **Chief Executive** is responsible for:

- Making sure that there are arrangements for identifying, evaluating and managing risk associated with DSE working
- Providing resources for putting the policy into practice
- Making sure that there are arrangements for monitoring and reviewing the effectiveness of the policy

Senior Managers are responsible for:

- Making sure that all staff are aware of the policy
- Making sure that risk assessments are carried out and reviewed regularly
- Putting procedures and safe systems of work into practice, which are designed to eliminate or reduce the risks associated with display screen equipment
- Making sure that staff groups and individuals identified as being at risk are given the appropriate information, instruction and training
- Referring staff who express health related signs and symptoms which they believe may be attributed to/by working with display screen equipment

Line Managers are responsible for:

Line Managers shall ensure that any remedial action required by the assessment(s) is performed in consultation with any user(s).

Line Managers shall ensure that assessments are reviewed 2 yearly **or** sooner in the case of significant changes to factors associated with the use of DSE or the employee (e.g. pregnancy or increase in DSE use).

Line Managers shall ensure that users operating DSE and workstation installations in their areas of responsibility are suitably trained in the health and safety aspect of DSE use, as per HSE Display Screen Equipment Regulations 2002. Additional information and training may be required in case of modification to the installation.

- Managers shall ensure that eyesight testing is available to users. From April 2006 this is freely available via any Optician (in Scotland). Should spectacles be required, specifically for DSE use a voucher may also be obtained to go towards this cost. Vouchers will be dispensed from Occupational Health on receipt of an Optician's report specifically indicating prescription lenses for computer use. It is wise to advise employees to check that their optician is willing to accept the voucher **PRIOR** to glasses being prescribed

All staff are responsible for

- Taking reasonable care of themselves and other people who may be affected by their actions
- Co-operating by following rules and procedures designed for safe working
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate
- Taking part in training designed to meet the requirements of the policy
- Reporting any hazards they identify or any concerns they might have in respect of the use of display screen equipment

4. Monitoring

We will monitor and review this policy in partnership to make sure that we are achieving the aims of the policy. We will do this with Trade Unions, professional organisations and safety representatives.

5. Equality and Diversity

NHS Dumfries and Galloway are committed to equality and diversity in respect of the nine equality groups defined by Age, Disability, Gender, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief and Sexual Orientation whilst also giving consideration to human rights. A rapid impact assessment has been carried out on this procedure. . The issues identified were: Working with DSE has the potential to impact on health, safety and wellbeing of staff this policy aims to protect staff by ensuring suitable and sufficient risk assessment of users. Information instruction and training may be required, in some cases adaptive equipment may be appropriate e.g. specific mouse device, adaptive keyboard or appropriate chair.

6. Document Control Sheet

1. Document Status

Title	Display Screen Equipment Policy and Procedures
Author	Cathy Baty
Approver	Andy Howat
Document reference	
Version number	1.2

2. Document Amendment History

Version	Section(s)	Reason for update
1.1		Review to adhere to policy standard format
1.2		Review of policy and legislation updates

3. Distribution

Name	Responsibility	Version number
Corporate Policy Register	**Jennifer Wilson**	
Intranet	**Jennifer Wilson**	
O.H. and Safety Page	**Cathy Baty**	

4. Associated documents

The relevant legislation includes:
- Display Screen Equipment Regulations 1992 (amended 2002)
- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Provision and Use of Work Equipment Regulations 1998
- Health, Safety and Welfare Regulations 1992

5. Action Plan for Implementation

Action	Lead Officer	Timeframe
To alert all NHS D&G Staff to this review Policy Document	Cathy Baty	Target May2015

Appendix 1 **Guidance on D. S E. assessment**

Worthy of note is the fact the DSE regulations have not been amended since 2002 and the way we use equipment has significantly changed. They do not offer appropriate advice for mobile devices e.g. tablets, iphones and for many these are the main method of mobile working.

Definitions
Display Screen Equipment

A system based on a video display, a keyboard and any other equipment supporting user interaction with a computer system. Includes:

- Any alphanumeric or graphic display, regardless of the display process involved.
- Portable DSE such as laptops and new handheld devices e.g., tablets and smart phones, are subject to the Regulations if in prolonged use for work purposes.

Workstation
Includes optional accessories or peripherals, including any necessary office furniture: Includes:

- Screen, keyboard, mouse, desk, chair
- The environment – light, heat, noise, space
- Applies to employees required to work from home

User
Any person who:

- Normally uses DSE for continuous or near continuous spells of an hour or more at a time
- Uses it in this way more or less daily when at work
- Has to transfer information quickly

Identifying Display Screen Equipment Users

The line manager will identify those classed as a "user", as defined in section 3.

Assessing Risk

Risk assessments must be carried out on all DSE users. The risk assessment will involve identifying all potential hazards and the risks associated with DSE activities. Risk assessments should be carried out by competent people who have undergone DSE assessor training (see learning directory training delivered by Occupational Health). Risk assessments should be recorded on the DSE assessment forms (see appendix 2) The Risk Assessment will incorporate:

- Analysis of the workstation
- Assessment and risk reduction measures
- Ensure workstations meet minimum requirements
- Plan DSE work so that staff have breaks or changes of activity
- Provide information on eye and eyesight tests
- Provide health and safety training and information for DSE users

Risk assessments should be reviewed and updated 2 yearly (or sooner should circumstances change e.g. pregnancy, change in use or equipment).

Staff Training

NHS Dumfries and Galloway will provide training in DSE assessment and also training for users in the health and safety aspects of working with display screen equipment (see learning directory training delivered by Occupational Health or OH HIPPO site). The training will be based on the needs identified through local risk assessment.

DSE Risk Assessment Form				Date	
Workstation/User		**Department**		**Assessor**	

Notes
- The assessor should have received training to carry out DSE assessments.
- The assessor should complete this form with the user.
- Questions relating to specific requirements of the regulations or schedule to the regulations are indicated thus *. Other questions reflect ways of complying with the general requirements of the regulations.

The User				
	Yes	**No**	***Comments/Action***	**Help**
Does the user have any, aches discomforts?				*Refer user to GP or occupational health for any musculo-skeletal pain, numbness etc*
Has the user been offered an eye test?				*Free eye test in Scotland. Bifocals can make the user tilt their head back: opticians can provide lenses to avoid this.*
Has the user received information and training in the use of DSE?				*Leaflets, wall charts, lectures or software on health and safety aspects of DSE work are examples of this –VDU booklet free to download from www.hse.gov.uk.*
Work patterns			***Comments/Action***	**Help**
How much time is spent at the display screen equipment?	**Approx hours/day**			*Long spells without variety will increase the risk, and symptoms may develop even though the work position, furniture and other conditions are good.*
Are there regular changes of activity? (at least once per hour)				*Recommend 5 to 15 min break from the DSE every 50 minutes, plus encourage stretching, blinking, change focus or position every few minutes. Encourage fidgeting and stress that it is best to take breaks before feeling tired. It is best if the user has control over work pattern, but the manger is responsible.*
Workstation/position	**Yes**	**No**	***Comments/Action***	**Help**
Is the keyboard placed in front of the user?				*The most used part of the keyboard, or the mouse if it is used most often, should be at the centre to avoid twisting.*
Is the seat height adjusted so that wrists are straight whilst typing?				*Bent wrists must strictly be avoided to prevent upper limb disorders (these may become disabling). Wrists are normally straight if the forearms are horizontal. Wrist rests are not normally needed, but can be useful for people who are in the habit of bending their wrists. If provided they should not be thicker than the keyboard, and the material should 'give' a little to minimise pressure on the wrist.*
Is a footrest available if required? *				*A footrest is required if the feet cannot comfortably be placed on the floor, or if there is pressure under the thighs, close to the knees. Choose large footrests, preferably adjustable in height and tilt to suit users.*
Is the mouse positioned within easy reach?				*Most devices are best placed as close as possible e.g. right beside the keyboard. Training maybe needed to prevent arm over reaching, and to encourage the user not to leave their hand on the device when not in use. The user should be encouraged to use keyboard shortcuts to the most common mouse operations.*

Workstation/position cont	Yes	No	Comments/Action	Help
Is the screen positioned in front of the user?				*Screen and document should be positioned centrally to avoid neck twist (whichever is viewed most often should be most central). If desk is too narrow to have the screen in front see further advice below.*
Is the top of the screen level with the user's eyes?				*The neck should be straight. A slightly downward gaze is most comfortable for the eyes.*
Is the screen at a comfortable viewing distance?				*Varies from person to person, but generally an arms length is always best.*
Is the user able to sit in close to the desk?				*Armrests must not get in the way – it may be possible to remove or adapt them. Armrests should preferably be short and height adjustable so that they just support the elbows.*
Is there enough room to rest hands and arms in front of the keyboard?*				*Typing with forearms on the desk reduces tension in the upper back. Crescent shaped desks are best. Otherwise use the corner in right-angled desks (buy a corner piece). Straight desks should be min 800 mm deep. As a last resort you may be able to pull back the desk from the wall and push back the screen and keyboard.* *Check that the wrist or forearm is not pressing against the sharp edge of the desktop.*
Does the workstation provide sufficient space to find a comfortable position and allow for changes in position?*				*Avoid awkward reaches, twisting to use the phone etc. Ensure enough legroom (at least 600 mm deep). Work surface should be at least 69 cm high and a maximum of 3 cm thick.* *Create more room by moving printers, reference documents etc elsewhere.*
Is a document holder provided if required?				*Essential if a user consults documents frequently: avoids bending the neck. Position the holder to minimise head and eye movement, i.e. right next to the screen for touch typists.*
Display screen	Yes	No	Comments/Action	Help
Are screen characters readable?				*Make sure the screen is clean. If software allows for adjustments try this.*
Is the screen image free of flicker and movement?*				*Try using different screen colours to reduce flicker e.g., darker background and lighter text. If there are still problems, get the set up checked by the equipment supplier.*
Is screen brightness and contrast adjustable by the user?*				*Check that the screen characters are appropriate (some users set them to their own personal tastes).*
Does the screen swivel and tilt?*				*Sometimes screen needs to be turned through 180° to tilt to the required angle.*
Is the screen separate from the keyboard?*				*Laptops usually do not comply, and neck ache results. Plug into a separate screen for regular prolonged use.*
Lighting/Glare	Yes	No	Comments/Action	Help
Is the screen free from glare and reflections?*				*Best to move desk (e.g.at right angles to window).* *Place a mirror in front of the screen to check where reflections are coming from. Provide vertical blinds (avoid white for glare).* *Special film can be placed on windows to reduce glare.* *Consider screen filters as a last resort.*

	Yes	No	Comments/Action	Help
Lighting/Glare cont	**Yes**	**No**	*Comments/Action*	**Help**
Is lighting suitable, e.g. not too bright or too dim to work comfortably?				*Users should be able to control light levels, e.g. by adjusting window blinds or light switches. Consider shading or repositioning light sources, or provide local lighting e.g., desk lamps.*
Are the work surface and the keyboard free of reflective glare?*				*Avoid white desks. As a last resort consider mats or blotters.*
Keyboard	**Yes**	**No**	*Comments/Action*	**Help**
Are the characters on the keyboard easily read?*				*Often a problem with the numbers on keyboards where most of the input data is numerical.*
Is the keyboard capable of being tilted?*				*Flat on the worktop is often the best position, to avoid bending the wrists.*
Does the user suffer from any upper limb disorders and use the keyboard for long periods?				*It is impossible to use a conventional keyboard without some sideways bending and rotation of the wrists. Special keyboards are available for a more natural position.* *If a crescent shaped desk does not lead to improvements, consider a keyboard and mouse drawer close to lap level, sloping slightly downwards toward the knees. This relaxes the neck and shoulders whilst keeping the wrists straight.*
Mouse	**Yes**	**No**	*Comments/Action*	**Help**
Is the device suitable for the tasks it is used for?				*If the user is having problems, try a different device (available in a variety of shapes and sizes).* *Alternative devices such as touch screen may be better for some tasks.*
Chair	**Yes**	**No**	*Comments/Action*	**Help**
Is the chair suitable?				*The chair may need repairing or replacing if the user is uncomfortable or cannot use the adjustment mechanisms.*
Is the chair stable?*				*Wobbly backrests and pillars are not acceptable.*
Is the seat back adjustable for both height and tilt?*				*Encourage the user to change the tilt to vary their position for different tasks, e.g.when on the phone.*
Is the seat adjustable in height?*				*Seat height should adjust preferably between 380mm and 540mm to suit most individuals.*
Does the chair have castors or glides?				
Is the small of the back supported by the chairs backrest?				*The user should have a straight back, supported by the chair, with relaxed shoulders.*
Is the chair adjusted correctly?				*The user should be able to carry out their work comfortably. Move any obstructions from under the desk.*
Environment	**Yes**	**No**	*Comments/Action*	**Help**
Are levels of noise comfortable?				*Consider moving sources of noise, e.g.printers away from the user. If unable, consider sound proofing*
Are temperature levels comfortable most of the time?*				*Temperature should be comfortable for sedentary work (usually 20° to 22°)*
Does the air feel comfortable?				*Some equipment may dry the air. Eyes may feel dry. Circulate fresh air if possible. Plants can help to raise humidity levels. Consider a humidifier if discomfort is severe*
Environment cont	**Yes**	**No**	*Comments/Action*	**Help**
				Space is needed to move, stretch and

			Comments/Action	Help
Is there enough room to change position and vary movement?				*fidget. The Workplace Regulations required min 11m³ per person, but this may still not be enough in certain circumstances due to the amount of equipment in the office. Consider reorganising the office layout. Extra shelving may be required. Files should not be regularly placed down and picked up from the floor, especially whilst seated at a desk.*
Is the office free of trip hazards e.g. trailing cables, boxes and piles of documents etc?				*Cabling should if possible be fixed to the desk unless the desk is against a wall. Trailing cables are rarely acceptable – as a last resort cover them with a rubber cable strip.*
Is the software 'user friendly'?*				*Software must be easy to use, adapted to the level of knowledge of the user, and provide good feedback.*
Are the user's hands free to use the phone?				*Avoid squeezing the receiver between the neck and shoulder. If using the phone a lot, consider using headphones.*
Does the user have any other problems with the work?				*Psychosocial factors (poor control over the work, poor support from managers and colleagues, boredom, work overload and external problems etc) can be significant factors in the development or permanency of musculo-skeletal disorders.*

Other issues

			Comments/Action	Help
				Use this section to highlight any other issues that may give cause for concern.

Date

Signature of assessor   **Signature of user**

PLEASE NOTE IT IS THE USER'S REPONSIBILITY TO LIAISE WITH MANAGER REGARDING ACTIONS OR PURCHASE OF EQUIPMENT