

## Display Screen Equipment (DSE) Policy – Trust-wide

<b>Document No</b>	HR - 00021	<b>Version No</b>	2.0
<b>Approved by</b>	Policy Governance Group	<b>Date Approved</b>	19/05/2020
<b>Ratified by</b>	Health & Safety Committee	<b>Date Ratified</b>	27/05/2020
<b>Date implemented ( made live for use)</b>	03/06/2020	<b>Next Review Date</b>	27/05/2023
<b>Status</b>	LIVE		
<b>Target Audience-</b> who does the document apply to and <u>who should be using it.</u> - The target audience has the responsibility to ensure their compliance with this document by:	<ul style="list-style-type: none"> <li>• Ensuring any training required is attended and kept up to date.</li> <li>• Ensuring any competencies required are maintained.</li> <li>• Co-operating with the development and implementation of policies as part of their normal duties and responsibilities.</li> </ul>		
<b>Special Cases</b>	All employees directly employed by the Trust, including those who deliver services on behalf of Swindon Community , whether permanent, part-time or temporary (including fixed-term contract). It applies equally to all others working for the Trust, including private-sector, voluntary-sector, bank, agency, locum, and secondees. For simplicity, they are referred to as 'employees' throughout this policy		
<b>Special Cases</b>	The Health & Safety (Display Screen Equipment) Regulations (Ref 2) outline the requirements to manage the risks to DSE users at work. The definition of a DSE User is defined in law as “employees who use DSE as a significant part of their normal work”. Employees who use computers as part of their work but do not meet the definition criteria may not have entitlement to all provisions outlined in this policy.		
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<b>Division and Department</b>	Head of Health and Safety		
<b>Implementation Lead</b>	Head and Safety Officer		
<b>If developed in partnership with another agency ratification details of the relevant agency</b>	N/A		
<b>Regulatory Position</b>	Health & Safety at Work Act 1974 (Ref 1). Management of Health & Safety at Work Regulations 1999 (Ref 8). Health & Safety (Display Screen Equipment) Regulations 2002 (Ref 2). Workplace (Health, Safety & Welfare) Regulations 1992 (Ref 6).		
<b>Review period.</b>	This document will be fully reviewed every three years in accordance with the Trust’s agreed process for reviewing Trust -wide documents. Changes in practice, to statutory requirements, revised professional or clinical standards and/or local/national directives are to be made as and when the change is identified.		

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## 1 Introduction & Purpose

### 1.1 Introduction & Purpose

The Health & Safety (Display Screen Equipment) Regulations 2002 (Ref 2) place a statutory duty on the Great Western Hospitals NHS Foundation Trust (the Trust) to manage the risks of working with Display Screen Equipment (DSE). This document outlines the Trust's process to mitigate risks associated with employees working with DSE

### 1.2 Glossary/Definitions

The following terms and acronyms are used within the document:

<b>CQC</b>	Care Quality Commission
<b>DSE</b>	Display Screen Equipment is any alphanumeric or graphic display screen regardless of the display process involved
<b>DSE User</b>	An employee who habitually uses display screen equipment as a significant part of their normal work
<b>Hot Desk</b>	A workstation that is not assigned to an individual but is a shared resource within a team and will be used by a number of different people at different times
<b>Hot Desking</b>	Using a number of workstations over the working day
<b>IP&amp;C</b>	Infection Prevention and Control
<b>MSDs</b>	Musculo Skeletal Disorders are a broad category of injuries and disorders. affecting the skeletal system, soft tissues (muscles, tendons, ligaments, joints, cartilage) and nervous system
<b>NHS</b>	National Health Service
<b>Use</b>	Use for or in connection with work
<b>VDU</b>	Visual Display Unit
<b>Workstation</b>	An assembly comprising:- display screen equipment, accessories to the display screen equipment, disk drive, telephone, modem, printer, document holder, work chair, work desk, work surface and immediate work environment around the display screen.

## 2 Main Document Requirements

The key risks for DSE users are:-

- Musculoskeletal Disorders (MSDs).
- Eye and eyesight effects.
- Fatigue and stress.

The guidelines within this document aim to minimise the likelihood of these risks for DSE users across the trust.

### 2.1 DSE Users

The Trust considers anyone who uses DSE as part of their work for two and a half hours a day or more as a DSE user.

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All DSE Users in the Trust:-

- Must complete a DSE Workstation Assessment (Ref 7) as part of their local induction and then at least every three years.
- Have entitlement to eye and eyesight testing.
- Should be aware of and apply best practice when working with DSE (see 2.11).

Every Department must have an up-to-date list of DSE users; Managers are responsible for ensuring the list is available and up-to-date. The DSE user list must document when each DSE user last completed a DSE Workstation Assessment (Ref 7).

## 2.2 DSE Workstation Assessments

The DSE Workstation Assessment (Ref 7) is a self-assessment completed by the DSE user at their usual workstation.

If the DSE user works at a number of workstations they should complete the DSE Workstation Assessment for the workstation that they use regularly and then apply their learning to all other workstations that they use.

All new employees must be issued with a DSE Workstation Assessment for completion as part of their Local Induction and this should be documented in the Departmental Induction Checklist.

All existing employees must complete a DSE Workstation Assessment at least every three years and this should be recorded on the Departmental DSE user list.

A DSE Workstation Assessment must be reviewed:-

- Whenever there is a significant change to workstation or location of work.
- Whenever an individual experiences MSD symptoms or is diagnosed with an MSD condition.
- If an individual has any other health condition that may affect their safety or comfort when working with DSE.

DSE Workstation Assessments must be reviewed by Managers. Managers are responsible for ensuring that issues of comfort or safety identified by the Workstation Assessment are addressed including the purchase of any recommended equipment that will help the user.

Department Manual Handling Link Co-ordinators may be able to support Managers by offering suggestions and advice on best working practice with DSE. Managers retain overall responsibility for ensuring issues of comfort and safety, identified by the DSE Workstation Assessment, are addressed.

The Manual Handling Advisory Team, part of the Health & Safety Department, is able to offer advice to Managers and individuals on specialist workstation equipment to address issues of safety and comfort for individuals.

Occupational Health can offer Managers and individuals' advice on health conditions and how to manage them in the workplace.

## 2.3 Eye & Eyesight Testing

There is no evidence to show that DSE use has a long term effect on eyes or eyesight. However, DSE users may experience tired/sore/dry eyes. This can usually be attributed to reduced blinking or a dry atmosphere and can be managed by taking regular breaks from DSE use.

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Employees who have been classified as DSE users are advised to have an eye and eyesight test at the start of their employment and at regular intervals.

Eye and eyesight tests are provided free of charge to DSE users and where an optician prescribes corrective glasses for DSE use, the individual will be entitled to a contribution towards the costs of those glasses.

This voucher entitles the holder to: ~ A full eye examination ~ £20 discount off glasses from the £99 range and above ~ In addition to the above, when the prescription in the spectacles is required specifically and solely for intermediate use, you will receive a pair of single vision glasses from the £49 range or a £49 contribution towards another pair. Please note that not everyone will be eligible for the £49 contribution, it does not give a contribution for spectacles which, as well as Visual display unit (VDU) use, could also be used for additional tasks such as reading or driving, even if this is not their recommended use your employer is only obligated to provide you with a VDU Specific appliance. Should you use your existing spectacles for general use including VDU work, you will NOT be entitled to any additional contribution.



eye\_tests\_for\_dse\_users.doc

The voucher must be redeemed in-store within three months of issue; if it is not, and no contact with Occupational Health has been made to ensure an extension to this time period, then the voucher will no longer be valid to the named employee.

Occupational Health will re-issue it to another member of staff.

## 2.4 Stress and Fatigue

Management of the risks of DSE use requires more than just a safe and comfortable workstation - it also requires good job design to avoid the consequences of stress and fatigue. Good job design ensures individuals have the opportunity to change posture, change activity and work at a sustainable pace.

DSE users must have the opportunity to break up spells of DSE use with other activities and breaks away from the workstation. It is the Managers' responsibility to provide the opportunity for breaks and the individuals' responsibility to ensure they take the opportunities provided.

## 2.5 Off- Site Working

If a DSE user is working at a location away from their main base, the DSE Regulations and this policy still apply. Also see the Working from home policy for more info.

DSE users working off site regularly and/or for significant periods of time, must show that they are managing the risks of DSE Working by completing a DSE Workstation Assessment.

Managers must ensure that a DSE Workstation Assessment Checklist is completed by off-site DSE users and that individuals are aware of best practice for safety and comfort at a workstation as for anyone else on their team.

## 2.6 Use of Laptops

If a DSE user is working with a laptop, the DSE Regulations and this policy still apply. Laptops must have a docking station, separate keyboard and separate mouse when used at a workstation.

## 2.7 Use of Hand Held Computer Devices

Hand held computer devices may be in use within the Trust.

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If the hand held computer device is to be used for long periods of time and/or for work requiring input of information, (content creation) then the hand held computer device must be provided with a separate keyboard and a means of standing the device and adjusting the screen height (the principles of best practice for working at any computer apply).

If the hand held computer device is to be used primarily as a source of information, (content consumption) then the following best practice guidelines should still be followed:-

- Whenever possible place the tablet on a surface rather than holding it.
- Use a light touch on the screen.
- Enlarge the image/text to avoid leaning forward to view information on the tablet.
- Take short breaks if using the hand held device for any period of time.

## 2.8 Hot Desking

All workstations in use across the Trust must comply with Health & Safety (DSE) Regulations.

Shared desk spaces must enable individuals to make adjustments for their comfort and safety and will at a minimum provide:-

- An appropriate surface for working at an appropriate height.
- An adjustable chair.
- A footrest.
- A separate mouse & keyboard.
- A monitor that can be raised/lowered, turned and tilted.
- Room for legs under the workstation.

There is no expectation that those DSE users that hotdesk will complete a DSE Workstation Assessment for every workstation that they use. However, all DSE users must have completed a DSE Workstation Assessment and should apply their learning from that assessment to all other workstations they use.

Where a workstation is not used regularly by one person and is a common resource, a generic workstation assessment must be completed to show that appropriate adjustments are available at the workstation to meet the needs of different users.

## 2.9 DSE Equipment

In general, Managers are responsible for purchasing non-complex equipment that an individual may require for their comfort and safety at a Workstation. This could include a footrest; monitor riser and basic DSE chair.

The Manual Handling Advisory Team offer advice and are able to recommend specialist and complex equipment needed by an individual for their comfort and safety at a Workstation. This includes specialist chairs, specialist mouse and/or keyboard or adjustable height desk.

## 2.10 Chairs

Chairs for use with Display Screen Equipment are typically provided on castor wheels to enable the chair to be moved with ease for comfort at the Workstation. Castor wheels can be hazardous when used on non-carpeted floor (e.g. on lino, wood or laminate floors) in clinical areas. Where DSE chairs with castor wheels are in use in clinical and non-carpeted areas, consideration should be given to alternatives for safety e.g. soft polyurethane; castors; locking castors; fixed feet. Further guidance is offered in Appendix B.

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## 2.11 Best Practice

Best practice guidance and guidelines for working with DSE are outlined in the DSE Workstation Assessment, (Ref 7) enabling individuals to make adjustments to their workstation for their own comfort.

All employees also complete Manual Handling Training Tracker (including DSE) learning at least every two years to refresh their knowledge and understanding of best practice.

Individuals are responsible for ensuring that they apply best practice principles when working at any Workstation. Managers must ensure that workstations enable adjustment for individual.

## 3 Monitoring Compliance and Effectiveness of Implementation

The arrangements for monitoring compliance are outlined in the table below: -

Measurable policy objectives	Monitoring or audit method	Monitoring responsibility (individual, group or committee)	Frequency of monitoring	Reporting arrangements (committee or group the monitoring results is presented to)	What action will be taken if gaps are identified
DSE users are identified in Departments	Health and Safety Audit	H&S Team	Annually	H&S Committee	Recommendations from audit, review of actions
All DSE Users have completed a Workstation Assessment	Health & Safety Audit	H&S Team	Annually	H&S Committee	Recommendations from audit, review of actions

## 4 Duties and Responsibilities of Individuals and Groups

### 4.1 The Chief Executive

The Chief Executive has overall responsibility for Health & Safety within the Trust, for ensuring that current Health & Safety legislation is met and that, where appropriate, guidance is implemented in all premises owned or occupied by the Trust.

### 4.2 The Director of Human Resources

The Director of Human Resources will be the Board Level Director with responsibility for Health & Safety and for championing Health & Safety issues at Board Level.

### 4.3 Directors, Divisional Managers, Heads of Departments

Directors, Divisional Managers and Heads of Departments are responsible for ensuring employees understand and use this Display Screen Equipment Policy and its guidelines and that Senior Managers understand their delegated responsibilities. They are responsible for assuring themselves that this policy and the guidance within it is used and that this can be both demonstrated and evidenced.

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#### 4.4 Senior Managers

It is the responsibility of Senior Managers to ensure:-

- Hazards in work areas are identified, acted on and risk assessed.
- Workstations and jobs are risk assessed.
- Appropriate resources are made available to ensure the safety and comfort of DSE users.

#### 4.5 Ward/Department/Office Managers

Each Manager must be able to show that for their operational area and team:-

- DSE Users are identified in the team and this is documented.
- The DSE user list records when DSE Users in the department last completed a DSE Workstation Assessment.
- There are adequate Manual Handling Link Co-ordinators who have completed required training.
- Workstation Assessments are completed by all DSE users.
- New staff complete a Workstation Assessment as part of their Local Induction
- Workstation assessments are reviewed whenever there is a significant change to either workstation or the individual DSE user.
- Issues of comfort identified through Workstation Assessments are acted on.
- Equipment necessary for safety is provided following Workstation Assessment.
- Specialist support is sought from Occupational Health where an individual has a health condition or injury that must be managed at work or following an absence.
- Specialist support is sought from the MSD Prevention Team where specialist equipment may be necessary to manage an MSD condition or injury at work.
- DSE Users are aware of their entitlement to an eye and eyesight test.
- DSE Users are supported in accessing entitlement to eye and eyesight test.
- Good practice with DSE use is promoted.

#### 4.6 Occupational Health Services

Occupational Health manages the arrangements for the provision of eye and eyesight tests.

The Occupational Health Service also offers specialist advice and support to Managers and Individuals when an employee is:

- Experiencing symptoms of a musculo-skeletal disorder or have an existing health condition that needs to be managed at work.
- Absent from work due to a musculo-skeletal disorder or injury.
- Returning to work following an absence due to a musculo-skeletal injury.

#### 4.7 Manual Handling Advisory Team

The Manual Handling Advisory Team offer specialist advice and support by telephone; email or face to face when:-

- An employee returns to work following an absence due to a musculo-skeletal disorder or injury.
- A specialist equipment assessment has been advised by Occupational Health. Occupational Health will advise Managers to contact the Manual Handling Advisory Team direct.
- Managers and individuals need advice on appropriate specialist equipment to prevent a musculo-skeletal disorder or injury.

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#### 4.8 Manual Handling Link Co-ordinator

Manual Handling Link Co-ordinators can support Managers by:-

- Maintaining an up to date list of DSE Users within the Department that documents when DSE Users last completed a DSE Workstation Assessment.
- Promoting and sharing good practice in DSE use within the team.
- Providing individuals and teams the opportunity to discuss issues at Team Meetings.
- Ensuring colleagues have access to the Workstation Assessment Checklist and good practice guidance.
- Offering suggestions, following Workstation Assessment, where an issue of comfort has been identified.

#### 4.9 DSE Users

All DSE users must:-

- Follow best practice guidelines when working with DSE.
- Complete a DSE Workstation Assessment Checklist and review that Assessment if there is a significant change to their workstation or a change to their health.
- Ensure the DSE Workstation Assessment Checklist is passed to their Manager.
- Co-operate with their Manager to identify suitable solutions to issues of comfort identified.
- Attend appointments made for eye and eyesight testing.
- Attend appointments made with Occupational Health.
- To discuss any MSD symptoms with their Manager at the earliest opportunity.

#### 4.10 All Employees

All employees have a responsibility to:-

- Take action to address hazards in their working areas.
- Ensure they are familiar with and follow good practice guidelines when working with DSE.
- To report any incidents or accidents by completing an electronic or paper Incident Reporting 1 Form.
- To discuss any MSD symptoms with their Manager at the earliest opportunity

## 5 Further Reading, Consultation and Glossary

### 5.1 References, Further Reading and Links to Other Policies

The following is a list of other policies, procedural documents or guidance documents (internal or external) which employees should refer to for further details:

Ref. No.	Document Title	Document Location
1	Health and safety at Work act 1974	<a href="http://www.legislation.gov.uk">www.legislation.gov.uk</a>
2	Health & Safety (Display Screen Equipment) Regulations 2002	<a href="http://www.legislation.gov.uk">www.legislation.gov.uk</a>
3	Health & Safety Policy	T:\Trust-wide Documents
4	Manual Handling Policy	T:\Trust-wide Documents
5	Provision and Use of Eye and Eyesight Tests Procedure.	T:\Trust-wide Documents

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Ref. No.	Document Title	Document Location
6	Workplace (Health, Safety & Welfare) Regulations 1992	<a href="http://www.legislation.gov.uk">www.legislation.gov.uk</a>
7	DSE Workstation Assessment	T:\Trust-wide Documents
8	Management of Health and Safety at Work Regulations 1999	<a href="http://www.legislation.gov.uk">www.legislation.gov.uk</a>

## 5.2 Consultation Process

Job Title / Department	Date Consultee Agreed Document Contents
Senior Physiotherapist and Outpatients CSP Accredited Health and Safety Representative	07/05/2020
Head of Facilities	12/05/2020

## 6 Equality Impact Assessment

An Equality Impact Assessment (EIA) has been completed for this document and can be found at Appendix A.

## Appendix A - STAGE 1: Initial Screening For Equality Impact Assessment

At this stage, the following questions need to be considered:			
1	What is the name of the policy, strategy or project? Display screen equipment policy		
2.	Briefly describe the aim of the policy, strategy, and project. What needs or duty is it designed to meet? The Health & Safety (Display Screen Equipment) Regulations 2002 (Ref 2) place a statutory duty on the Great Western Hospitals NHS Foundation Trust (the Trust) to manage the risks of working with Display Screen Equipment (DSE). This document outlines the Trust's process to mitigate risks associated with employees working with DSE.		
3.	Is there any evidence or reason to believe that the policy, strategy or project could have an adverse or negative impact on any of the nine protected characteristics (as per Appendix A)?		<b>No</b>
4.	Is there evidence or other reason to believe that anyone with one or more of the nine protected characteristics have different needs and experiences that this policy is likely to assist i.e. there might be a <i>relative</i> adverse effect on other groups?		<b>No</b>
5.	Has prior consultation taken place with organisations or groups of persons with one or more of the nine protected characteristics of which has indicated a pre-existing problem which this policy, strategy, service redesign or project is likely to address?		<b>No</b>

Signed by the manager undertaking the assessment	S.Barbieri
Date completed	18/05/2020
Job Title	Manual Handling Advisor

On completion of Stage 1 required if you have answered YES to one or more of questions 3, 4 and 5 above you need to complete a [STAGE 2 - Full Equality Impact Assessment](#)

## Equality Impact Assessment

### Are we Treating Everyone Equally?

Define the document. What is the document about? What outcomes are expected?

Consider if your document/proposal affects any persons (Patients, Employees, Carers, Visitors, Volunteers and Members) with protected characteristics? Back up your considerations by local or national data, service information, audits, complaints and compliments, Friends & Family Test results, Staff Survey, etc.

If an adverse impact is identified what can be done to change this? Are there any barriers? Focus on outcomes and improvements. Plan and create actions that will mitigate against any identified inequalities.

If the document upon assessment is identified as having a positive impact, how can this be shared to maximise the benefits universally?

### Our Vision

Working together with our partners in health and social care, we will deliver accessible, personalised and integrated services for local people whether at home, in the community or in hospital empowering people to lead independent and healthier lives.



Trust Equality and Diversity Objectives			
Better health outcomes for all	Improved patient access & experience	Empowered engaged & included staff	Inclusive leadership at all levels

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## Appendix B - Safe Working with Castored Chairs in non-carpeted Areas

For DSE use, office chairs will typically be supplied with castor wheels. This is a recommendation under DSE requirements to ensure employees can comfortably adjust their position whilst working.

Care must be taken whilst using office chairs on castor wheels especially on hard flooring surfaces such as vinyl. A number of employee accidents have been reported associated with chairs moving and “skidding away” whilst employees were sitting, leaning forward or moving across a room whilst seated.

Employees must take reasonable care of themselves whilst undertaking DSE tasks and using office chairs on castor wheels. Chairs will move.

Employees must ensure that they:

- Are seated correctly and centrally on the chair (not on the edge or to one side)
- Adjust the seat to the correct height to suit the user
- Do not lean forward and overstretch whilst sat
- Do not engage in any acts of horseplay or practical jokes

Soft polyurethane castors are the preferred castor for use with office chairs for DSE work. Soft polyurethane castors are a simple push fit design that can be fitted to replace existing castor wheels.

## Patient Waiting Areas

Office chairs on castor wheels are not suitable for use by patients and / or vulnerable persons.

Office chairs on wheels must never be left in clinic rooms, receptions, waiting areas or quiet rooms where patients may reasonably be expected to sit.

Patients must be provided seating without wheels, that is designed for Healthcare settings and complies with current safety standards and infection prevention and control requirements.

## Ergonomic Assessments for Individuals

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It is acknowledged that one size does not fit all. Subject to assessment of needs of an individual, employee, considering their requirements, the tasks undertaken and the work environment, other control measures may be required to manage risks associated with DSE tasks.

Castor wheels are available that have brake features:

- Brake loaded castors (brake when the user is seated)
- Brake unloaded castors (brake when no one is seated)

Brake castors have a number of disadvantages to be considered that may outweigh benefits associated with their use. This includes problems with adjusting the chair for comfort at the Workstation.

Office chairs with arm rests can provide a purchase point for staff as they are sitting. Arm rests however may not suit all users and depending on design could prevent employees positioning themselves correctly at their workstation desk.

Where managers locally are unable to find solutions to suit an individual following completion of DSE workstation assessments, further support and information regarding requirements for individuals is available as part of an ergonomic assessment undertaken by the Manual Handling Advisory Team.

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