

The Newcastle Upon Tyne Hospitals NHS Foundation Trust

Display Screen Equipment Policy

Effective: December 2011

Review: December 2014

1. Policy Statement

The Trust will provide guidance and advice to Departmental Heads and all users on the correct use of Display Screen Equipment (DSE). Steps will be taken to ensure that the siting of equipment and the design of the workstation meet the DSE Regulations 1992, Amended 2002.

2. Procedural Guidance

2.1 Definition of Display Screen Equipment as covered by the DSE Regulations

Any alphanumeric or graphic display screen, i.e. commercial display screens (cathode tube and liquid crystal displays); screens displaying text and numbers, line drawings, graphs, charts, computer generated graphics. The definition also covers microfiche and it includes screens where the main use is to show TV or film picture, e.g. CCTV.

2.2 Definition of Workstation

2.2.1 Display screen equipment (whether provided with software determining the interface between the equipment and its user, a keyboard or any other input device. This includes portable devices)

2.2.2 Any optional accessories to the display screen equipment.

Any disk drive, telephone, modem, printer, document holder, work chair, work desk, work surface or other item peripheral to the display screen equipment.

2.2.4 The immediate work environment around the display screen equipment, e.g. shelving, lighting, and filing system.

2.3 Definition of a User

Employees who habitually use display screen equipment as part of their normal work and where the work involves:

- Continuous spells of one hour or more
- Daily use of DSE
- Fast information transfer
- High attention of concentration
- Little choice of whether or not to use the DSE
- Special training or skills

(See Appendix 1 for examples)

2.4 Responsibility of Assessment

2.4.1 Departmental Managers are responsible for completing a risk assessment for all DSEs and their users using the trusts Display Screen Equipment Assessment Checklist Analysis form held on the intranet (**Appendix 2**).

2.4.2 The assessment should be completed for all users on commencement of employment. Where the user has specialist equipment e.g. (chair) and is transferring within the Trust, arrangements should be made to transfer the equipment to the new department or where this is not appropriate new equipment should be supplied by the new department.

2.4.3 The assessment should be reviewed if there has been a change to the workstation such as:

- A major change to the software used.
- A major change to the hardware (screen, keyboard input devices).
- A major change in the workstation furniture.
- A substantial increase in the amount of time spent working at the display screen.
- A substantial change in other task requirements (more speed or accuracy).
- The workstation is relocated.
- If the lighting is significantly modified.

2.4.4 The manager may appoint suitable person(s) as an assessor(s) who will be responsible for the assessment of all DSE within their department. The identified person will attend a training course on DSE and workstation assessments.

2.4.5 In order to update, DSE assessors should re-attend the training course every three years.

2.4.6 Managers must implement as far as reasonably practicable any recommendations made by Occupational Health.

2.5 Training

Staff identified as users in 2.3 must receive training relevant to the specific risks identified within their department. This training should be provided to new employees as soon as is reasonably practicable on commencement of employment. (E Learning Training Package, Moving and Handling for Office Staff, Trust Intranet).

2.6 Role of Advisors

Further advice and assistance can be sought from the Health and Safety Advisor, Occupational Health Department or Moving and Handling Team.

2.6.1 Health & Safety Advisor: Consult the Health & Safety Advisor if there is a safety issue related to:

- The environment (heat, lighting, space, noise)
- The equipment (wires, cables, furniture)
- Access and egress
- Obstruction (contact injury, slips, trips, etc.)
- Reimbursement of Vision Screen costs.

2.6.2 Occupational Health Department: Consult Occupational Health Department if there is:

- a health issue which the user is attributing to DSE use. The occupational health nurse will provide advice or carry out a further, assessment workstation.

2.6.3 Moving and Handling Team:

- The Occupational Health Department will consult with the team on the more complex ergonomic issues.
- The MHT have a stock of chairs which staff can try after a recommendation for a new chair has been made by the OHN.

3. Health Care for Users

3.1 Vision Screening

All users will be offered the opportunity of vision screening on commencement of post and every five years unless sight requirements differ. A record of those users who have attended for screening will be kept by the Occupational Health Department. If a user experiences visual problems which are reasonably considered to be exacerbated by work at the DSE, they may request vision screening within this period. Department managers will be responsible for keeping records of employees requiring visual screening and will refer them to Occupational Health Department as necessary.

3.2 Full Sight Test

Following an Occupational Health vision screening where appropriate staff will be advised to see a registered Optician for a full sight test. The Optician will then advise regarding the need for visual correction (spectacles) for DSE use.

3.3 Costs

The Trust will meet the cost of the sight test and the cost of any corrective appliances considered necessary to work with the DSE up to a maximum of £60.00. Any corrective appliances recommended which are not considered necessary for DSE use must be met by the user as must any cost the considered user wishes to incur over £60. Costs will be reimbursed through the users own department. The users are requested to process the claim with their direct manager.

3.4 Other Health Care Guidance for Departmental Heads and Users

Departmental Heads and users may seek guidance to mitigate the effects of DSE use from a Health & Safety Advisor, the Occupational Health Department and Moving and Handling team. The guidance will cover:

- Instruction on hard and software being used

- Environmental awareness
- Ergonomic principles (posture, seating, screen glare)
- User recognition of problems
- Instruction on mechanical workstation adjustments
- The advantage of breaks and changes in activity
- Awareness of the DSE Policy
- Organisational procedure if problems occur

(See Appendix 4 for general health guidance related to DSE use)

3.5 Minimum Requirements of a Work Chair

According to 'Seating At Work' HS(G)57 (1991), the minimum requirements of an office chair are:

- 3.5.1 seat height adjustment
- 3.5.2 seat back adjustment in height and tilt
- 3.5.3 a five star base with either castors or glides suitable for the floor surface.

3.6 Castors on a Work Chair

To ensure the health and safety to users on all floor surfaces, a risk assessment should be completed to determine the appropriate castor for the relevant floor surface (see **Appendix 5**)

3.7 Effects on Pregnancy

A risk assessment should be completed by the Health and Safety Advisor in conjunction with the Departmental Manager in adherence to the Trust Policy on Pregnant Workers 2004.

There is no current medical evidence to suggest that anyone need to be concerned, however, if any employee needs reassurance, then staff in the Occupational Health Department will discuss the issue confidentially.

4. Employee's Responsibilities

- 4.1 Staff should be aware that it is their responsibility to follow safe systems of work and use any equipment or appliances recommended, e.g. wrist rest, glasses appropriately.
- 4.2 Staff should ensure they have accessed training and update on a 3 yearly basis

5. Monitoring of Policy

- 5.1 The DSE Policy is monitored on behalf of the Trust by the Trust Health and Safety Committee
- 5.2 Number of Staff who have completed the E Learning Training Package, Moving and Handling for office Staff will be held by the Training Department.

- 5.3 Department Heads will maintain records of staff training, DSA training, Work Station Assessments and referrals to Occupational Health.
- 5.4 The Health & Safety department will maintain records of all imbursement of sight tests and vision correction costs.
- 5.5 The Moving and Handling Team will produce a brief annual report of the Office Chair Assessment service

Policy Author: Health and Safety Advisor, Occupational Health Department and the Manual Handling Team.

6. APPENDICES

- Appendix 1: Definition of a User
- Appendix 2: DSE Assessment Checklist Analysis Form/DSE Checklist
- Appendix 3: Contact for Chair Service
- Appendix 4: Health Guidelines for DSE Users and Departmental Heads
- Appendix 5: Guidelines for Castors on Office/Task Chairs

Appendix 1

Job Example	Does the Jobholder's DSE work involve:							
	Continuous spells of an hour or more	Daily use of DSE?	Fast information transfer?	High attention and concentration	High dependency on the DSE?	Little choice whether or not to use the DSE?	Special training or skills?	Decision
Word processing	Yes	Yes	Yes	Maybe	Yes	Yes	Yes	Definitely 'users' or 'operators'
Secretary	Yes	Yes	Yes	Maybe	Yes	Yes	Yes	
Data input Operator	Yes	Yes	Yes	Maybe	Yes	Yes	Yes	
CCTV control room worker	Yes	Yes	Maybe	Yes	Yes	Yes	Maybe	
Librarian	Yes	Yes	Yes	Maybe	Yes	Yes	Yes	
Nurse	No	Maybe	No	Maybe	Yes	No	Maybe	Maybe 'users' or 'operators'
Physio	No	Maybe	No	Maybe	Yes	No	Maybe	
Scientist technical advisor	Maybe	Yes	Maybe	Maybe	Maybe	Yes	Yes	
Receptionist	Maybe	Yes	Maybe	Maybe	Maybe	Yes	Yes	
Senior manager (second example)	Maybe	Yes	No	Maybe	Yes	Maybe	No	
Domestic	No	No	No	No	No	No	Maybe	Not 'users' or 'operators'

Yes means this does apply on a typical working day (not necessarily on all days).

Maybe means either this applies to the job on some days but not others, or that it applies to some such jobs but not others.

No means this never applies, or there are only occasional days in the year when it applies

**OCCUPATIONAL HEALTH SERVICE
and the
MOVING AND HANDLING SERVICE**

**DISPLAY SCREEN EQUIPMENT
ASSESSMENT CHECKLIST ANALYSIS FORM**

DEPARTMENT/ORGANISATION:

EMPLOYEE'S GROUP/UNIT:

WORKSTATION IDENTIFICATION:

NOMINATED USER (NAME AND POSITION):

HOURS WORKED:

MANAGER:

ADVISING SAFETY OFFICER:

DATE COMPLETED:

ASSESSOR:

RISKS IDENTIFIED:

RECOMMENDATIONS:

REVIEW DATE:

DISPLAY SCREEN EQUIPMENT ASSESSMENT CHECKLIST

Name:	Date:
Department:	

The completion of this checklist will enable you to carry out a self-assessment of your own workstation. Your views are essential in order to enable us to achieve our objective of ensuring your comfort and safety at work.

Please circle the answer that best describes your opinion for each of the questions listed.

ENVIRONMENT			
(1) Lighting			
Describe the lighting at your usual workstation?	About right	Too bright	Too dark
Do you get distracting reflections on your screen?	Never	Sometimes	Constantly
What control do you have over local lighting?	Full control	Some control	No control
(2) Temperature and Humidity			
At your workstation, is it usually:	Comfortable	Too warm	Too cold
Is the air around your workstation:	Comfortable	Reasonable	Too dry
(3) Noise			
Are you distracted by noise from work equipment?	Never	Occasionally	Constantly
(4) Space			
Describe the amount of space around your workstation:		Adequate	Inadequate
FURNITURE			
(5) Chair			
Can you adjust the height of your seat?		Yes	No
Can you adjust the height and angle of the backrest?		Yes	No
Is the chair stable?		Yes	No
Does it allow movement?		Yes	No
Is the chair in a good state of repair?		Yes	No
If your chair has arms, do they get in the way?		Yes	No

6) Desk		
Is the desk surface large enough to allow you to place all your equipment where you want it?	Yes	No
Is the height of the desk suitable?	Yes	No – too high
		No – too low
(7) Footrest		
If you cannot place your feet on the floor whilst keying, has a footrest been supplied?	Yes	No
(8) Document Holder		
If it would be of benefit to use a document holder, has one been supplied?	Yes	No
If you have a document holder, is it adjustable to suit your requirements?	Yes	No
DISPLAY SCREEN EQUIPMENT		
(9) Display Screen		
Can you easily adjust the brightness and the contrast between the characters on screen and the background?	Yes	No
Does the screen tilt and swivel freely?	Yes	No
Is the image stable and free from flicker?	Yes	No
Is the screen at a height that is comfortable for you?	Yes	No
(10) Keyboard		
Is the keyboard separate from the screen?	Yes	No
Can you raise and lower the keyboard height?	Yes	No
Can you easily see the symbols on the keys?	Yes	No
Is there enough space to rest your hands in front of the keyboard?	Yes	No
(11) Software		
Do you understand how to use the software?	Yes	No
(12) Training		
Have you been trained in the use of your workstation?	Yes	No
Have you been trained in the use of software?	Yes	No
If you were to have a problem relating to display screen equipment work, would you know the correct procedures to follow?	Yes	No
	Yes	No
Do you understand the arrangements for eye and eyesight tests?	Yes	No

Appendix 3

CHAIR TRIAL SERVICE

- The Moving and Handling team have a selection of adjustable office/task chairs, which staff may try before ordering.
- If Occupational Health recommend a new chair, email or call the Moving and Handling Team on extn. 25391 to arrange a chair assessment.
- The chairs are at the RVI, so some travel between sites may be necessary.
- Order details for your preferred chair will be sent to you by email on the day of assessment

J Ross

Specialist Moving and Handling Coordinator

11.03.09

OTHER COMMENTS:

Appendix 4

Health Guidelines for Display Screen Equipment Users and Departmental Heads

1. POSTURE

1.1 Work Chairs

Work chairs should be stable, allowing users freedom of movement in a comfortable upright position, being of adjustable height including a height/tilt backrest. Users should remember to sit back in their chairs, adjusting the backrest to ensure good lower back support and adjusting seat height so that forearms are approximately horizontal with typing. Avoid pressure on underside of thighs and back of knees, using a footrest if your seat is too high. Being able to maintain good posture is fundamental to user's comfort.

1.2 Workstations

Workstations should provide a sufficiently large area for flexibility of equipment, e.g. screens, keyboards, documents and related equipment. DSE should have sufficient electrical and source cabling to allow for individual user preference and movement around workstation area. Organise your own desk surface to avoid overstretching.

1.3 Keyboards

Users should avoid over flexing their wrists or resting wrists on the edge of desks when using keyboards, remembering not to overstretch fingers and using soft touch on the keys. Wrist rests can be made available if users require them.

1.4 Portable Equipment

- Where a portable device (laptop/notebook) is supplied as the user's main computer, provision should be made for the portable equipment to be used as a desk top computer. A laptop stand, independent keyboard and mouse should be supplied. These accessories will allow the user to work at an appropriate desk height and an improved working posture.
- When the device is carried between work locations, the user should consider the weight of the device before purchase (preferably 3kg or less) and have a carrying case or backpack to reduce the strain on arms and distribute the weight more evenly across the body.

1.5 Environmental

DSE users and Departmental Heads must be aware of environmental factors around workstation areas giving consideration to adequate heating, humidity and lighting, also ensuring that noise levels are not sufficient enough to be distracting to the user and that normal speech is not disturbed.

1.6 Equipment

DSE users should inform their Departmental Heads if they suspect any DSE may be faulty or is not performing at its usual standard. The Department Head should take necessary steps to have equipment inspected and, if required, REPAIRED prior to any further usage.

1.7 Avoiding Strain Injuries

Where DSE has moveable keyboards and swivel tilt screens along with other facilities for satisfactory operation, users should utilise these facilities to obtain the most comfortable position prior to the commencement of work. Position your chair and keyboard to ensure minimal stretching or twisting of wrists, resting your arms whenever your routine allows.

Adjust your screen height and angle to allow for comfortable head position, if using a document holder; position it appropriately to avoid excessive neck/head movement and refocusing of eyes.

If for any reason a user is experiencing musculoskeletal discomfort when working at a particular workstation, this should be reported to the Departmental Head and a review of the workstation area should be undertaken.

2 Visual Protection

2.1 Lighting and Glare

Workstations should be sighted away from obvious glare and disturbing reflections. Nearby windows should be fitted with suitable systems to adjust light. Internal light should be appropriate, taking in to account the user's vision requirements, avoiding screen glare and reflections. Always clean your screen regularly with approved substances only.

2.2 Illuminance of DSE Screens

Users should become accustomed to adjusting display screen illumination and contrast to their specific requirements prior to operation, making sure characters and printed text are easily readable particularly if lighting conditions change.

2.3 Screen Flickers and Drift

Some screens may have a small amount of flicker which would be considered normal. Where excessive screen flicker or drift of visual image becomes a problem for normal operation of the unit, users should report malfunctions to the Departmental Head for inspection/repair and avoid any further use of the equipment until the fault has been rectified.

3. Natural Breaks and Changes in Activity

- 3.1** If possible, vary your work routine to avoid prolonged work at display screens. Users should be able to manage their workload to allow them to take natural breaks or changes of activity before the onset of fatigue. These may take the form of other office tasks or just pauses of five – ten minutes, if possible taken

away from the screen. Whenever possible, take some exercise and rest your eyes.

Departmental Heads should support users in organising their workloads and provide them with adequate information and guidance on taking breaks. No user should be required to work continuously for more than one hour at a time without taking a break of some type.

3.2 Some simple suggested exercise are as follows:

Sitting at Your Desk

- **Shoulder Shrugging:** gently raise your shoulders towards the ears, hold for a second then relax, lowering your shoulders. Repeat six times.
- **Shoulder circling (similar to shrugging):** raise your shoulders up and forward, down and back in a circular motion. Repeat six times then circle in the opposite direction.
- **Shoulder elevation (one arm at a time):** start by shrugging your shoulder then reach the arm up towards the ceiling, don't overstretch. Repeat with other arm.
- **Neck rotation:** with your shoulders level and relaxed, turn your head to the left as if trying to look over your left shoulder. Repeat the movement to the right side. Repeat the whole sequence three times.
- **Neck retraction:** draw your chin gently in and back to feel a lengthening up the back of your neck. This helps to waken up the posture muscles.
- **Hip flexion:** push your chair slightly away from the desk for adequate space, sit comfortably in your chair and 'walk' on the spot, lifting one foot at a time off the floor raising the knees towards the chest. Try ten steps.
- **Ankle circling:** draw a circle with your foot in one direction, and then the other.
- **Knee extension:** in the same sitting position, straighten one leg out in front under the desk, pull your toes up towards you keeping your knee straight, hold for a count of five then lower slowly. Try three stretches on each leg.

In standing

Steady yourself if necessary with one hand on the desk.

- **Walk on the spot** lifting the knees up towards the chest for as long as is comfortable.

- Standing with support on one side, swing the outside leg forward and back from the hip in a pendular motion. Try ten swings each leg. Or, take a walk around the office, along the corridor or up and down the stairs.

You may find these suggestions helpful, or you may have exercises of your own. The number of repeats is up to you, but, remember don't overstretch; you want to feel relaxed and refreshed and ready to start work again.

Appendix 5

Guidelines for Castors on Office / Task Chairs

'Swivel-action chairs provided flexibility when the worker needs to conduct a variety of tasks and move from one location to another. Ensure that castors do not slide away too easily when the user gets up or sits down. This is common problem when they are used on hard floors, or with chairs with a high or tilting seat. Different types of castors are available for different floor types, such as hard floors or carpet floors. In certain situations, guides are safer to use than castors. Ensure that the correct ones are chosen to meet workplace needs. Some seating is designed so that a break is applied when the chair is sat on, or when the user gets up'.

'Seating at Work' HSE (1991), (Good Practice, para 27).

Recommendations

Office Environment

For any staff working at a desk in an uncarpeted office, **soft wheel castors** should be ordered.

If the floor is carpeted, a **hard castor** is permissible.

Nursing Station

As this is a busy multi-use environment, a **break-unloaded castor** will give the appropriate balance of mobility and safety.

Clinical Environment

When a clinical procedure is being carried out, the individual clinician, when choosing a chair, may have specific requirements in order to facilitate clinical practice. **A risk assessment should be completed** to balance the need for mobility and stability and make the safest choice of castor.

Laboratory Environment

Laboratory chairs are supplied with glides, as standard.

Types of Castor

Chair manufacturers produce a variety of castors to cover most situations; these descriptions and recommendations will help you to decide what you need.

- **Hard castors** allow free movement and are suitable on carpet only.
- **Soft wheel castors** are unbraked and allow free movement when you are sitting but reduce any unpredictable movement; they are suitable on a hard floor surface such as lino, vinyl, wood or tile.

- **Break loaded castors** apply the breaks when you stand up. You will be able to move the chair around when you are sitting but you will be able to push the empty chair will be stable. The castors will allow you to push it in order to change its position in the room.
- **Glides** are offered as an alternative to castors; they are plastic discs, which move easily over the floor allowing an empty chair to be repositioned. The chair will not move when you are seated.

Always take care during the action of sitting down in a chair with castors. Ensure that the chair is stable and does not move form behind you.

THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST
IMPACT ASSESSMENT – SCREENING FORM A

This form must be completed and attached to any procedural document when submitted to the appropriate committee for consideration and approval.

Policy Title:	Display Screen Equipment Policy	Policy Author:	Jenny Ross, Barbara Goodfellow, Dru Parnaby (Updated Tim White November 11)
		Yes/No?	You must provide evidence to support your response:
1.	Does the policy/guidance affect one group less or more favourably than another on the basis of:		
	• Race	No	
	• Ethnic origins (including gypsies and travellers)	No	
	• Nationality	No	
	• Gender	No	
	• Culture	No	
	• Religion or belief	No	
	• Sexual orientation including lesbian, gay and bisexual people	No	
	• Age	No	
	• Disability – learning difficulties, physical disability, sensory impairment and mental health problems.	No	
2.	Is there any evidence that some groups are affected differently?	No	
3.	If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?	N/A	
4(a).	Is the impact of the policy/guidance likely to be negative? (If “yes”, please answer sections 4(b) to 4(d)).	No	
4(b).	If so can the impact be avoided?	N/A	
4(c).	What alternatives are there to achieving the policy/guidance without the impact?	N/A	
4(d).	Can we reduce the impact by taking different action?	N/A	

Comments: No further comments	Action Plan due (or Not Applicable): N/A
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Name and Designation of Person responsible for completion of this form: Tim White, Health and Safety Lead Date: 22/11/2011

Names & Designations of those involved in the impact assessment screening process: Tim White, Health and Safety Lead

(If any reader of this procedural document identifies a potential discriminatory impact that has not been identified on this form, please refer to the Policy Author identified above, together with any suggestions for the actions required to avoid/reduce this impact.)

For advice on answering the above questions please contact Helen Lamont, Deputy Director Nursing & Patient Services, or, Christine Holland, Senior HR Manager. On completion this form must be forwarded electronically to Steven Stoker, Clinical Effectiveness Manager, (Ext. 24963) steven.stoker@nuth.nhs.uk together with the procedural document. If you have identified a potential discriminatory impact of this procedural document, please ensure that you arrange for a full consultation, with relevant stakeholders, to complete a Full Impact Assessment (Form B) and to develop an Action Plan to avoid/reduce this impact; both Form B and the Action Plan should also be sent electronically to Steven Stoker within six weeks of the completion of this form.