

**Display Screen Equipment Policy**

HS339 Health & Safety Policies

July 2024

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1. Introduction
   1. This policy covers the hazards which could arise from the use of Display Screen Equipment (DSE).
2. Scope and Purpose
   1. This policy is applicable to all MHA colleagues across Care Homes, Retirement Living, MHA Communities, and Central Support.
   2. In line with the Health and Safety (Display Screen Equipment) Regulations (1992), this policy applies to colleagues who use DSE daily, for continuous periods of an hour or more. This policy doesn’t apply to colleagues who use DSE infrequently or only use it for a short time.
   3. This applies to all likely ‘work environments’ including at a fixed / designated workstation as well as those used by mobile workers, home workers and hot-desking.
3. Definitions

| Term | Definition |
| --- | --- |
| **Display Screen Equipment (DSE)** | DSE refers to equipment including PCs, laptops, tablets, and smartphones. |
| **Workstation** | Where the colleague works, the workstation could include a desk, chair, monitor stands etc. |

1. Hazards
   1. Incorrect or inappropriate use of DSE, poorly designed workstations or work environments can lead to discomfort, pain and / or physical harm which could also potentially be serious and long lasting (e.g. pain in the neck, shoulders, arms, wrists, as well as fatigue and eye strain).
   2. Colleagues must ensure that they:
   * Can obtain a comfortable posture when using DSE.
   * Know how and why to adjust furniture and equipment.
   * Check that they have a sensible layout and positioning of workstation equipment.
   * Understand the requirements for screen cleaning and other maintenance
   * Know the importance of breaks and / or changes of activity.
   * Understand the need to report problems promptly and the procedures for this.
2. Risk Assessment
   1. If DSE is used daily, as part of a colleague’s normal work, continuously for an hour or more, a risk assessment must be completed.
   2. The risk assessment must be completed initially during the colleagues into MHA and stored in the colleagues personal file for at regular intervals **not exceeding two years**.
   3. The DSE risk assessment must be reviewed sooner if requested by the colleague, or in the case of a relevant health condition, incident, concern, or where there is a material change in the activity, equipment, or any other relevant factors.
   4. The type of risk assessment required is based on the colleagues working environment and use of DSE:

| **Colleague’s Working Environment** | **Required Risk Assessment** |
| --- | --- |
| Ad hoc use of DSE | No risk assessment is required (unless requested by the colleague). |
| Fulltime office working | Full Workstation Risk Assessment |
| Temporarily home working | Basic Workstation Checklist (**appendix 1**) |
| 3 or more days working at home with a designated / fixed workstation | Full Workstation Risk Assessment |
| 3-4 days in the office and 1-2 days at home | Full Workstation Risk Assessment for the office environment and a Basic Workstation Checklist (**appendix 1**) for the home environment. |
| Specific workstation required (e.g. for medical purposes) | Full Workstation Risk Assessment |

1. Taking Action to Reduce Risk
   1. Once the DSE risk assessment has been completed, line managers must support the colleague in taking action to reduce any identified risks to their use of DSE. This could include adding, swapping, or taking away (not exhaustive):
   * DSE
   * Furniture
   * Glasses
   1. **Purchasing DSE** 
      1. The purchasing of DSE should normally only be undertaken by the IT Department. Line managers must submit requests for new or different DSE to the IT department. Refer to the Computer Use Policy for more information and for information relating to swapping or using donated DSE.
   2. **Purchasing of Furniture**
      1. Furniture must be selected to suit a range of ergonomic requirements (considering different “users”) and the environment should be organised to allow safe working. If furniture is required to reduce the risks identified in the DSE assessment, this cost must be agreed with the colleagues line manager and department budget holder.
   3. **Eyesight Tests and Glasses**
      1. The DSE assessment may find that colleagues should have an eyesight test to reduce eye strain caused from using DSE.
      2. MHA will pay for the cost of an appropriate eye and eyesight test (as defined in the Opticians Act 1989). Repeat testing will be available at regular intervals in accordance with the recommendation of the practitioner who carried out the previous test or if the colleague believes they have visual difficulties that have arisen from the use of DSE.
      3. Glasses specifically required when working on DSE will only be paid for by MHA where normal glasses cannot be used.
2. Reimbursement
   1. DSE that is **addition** to that provided by IT will come out of the colleagues local department budget (at the approval of the budget holder).
   2. Any costs associated with the purchasing of workstation furniture will come out of the colleagues local department budget (at the approval of the budget holder).
   3. Reimbursement rates relating to eye tests and glasses can be found in the Business Expenses Policy and Procedure.
   4. Colleagues and line managers must follow the procedures set out in the Business Expenses Policy and Procedure to submit claims relating to DSE.
3. Incident Reporting and Investigation
   1. Incidents and near misses relating to DSE must be reported on RADAR.
   2. Any DSE related incident or concern will, in the first instance, be investigated by the line manager. Where the incident or concerns is considered to be serious, or to have potentially wider ranging organisational consequences, the Health and Safety Team will also carry out an investigation. The investigation will be documented and where appropriate the organisation will learn more widely from the specifics of local incidents and experience.
4. Roles and Responsibilities

| Role | Responsibilities |
| --- | --- |
| **All Colleagues** | * All colleagues using DSE must ensure they have completed the DSE risk assessment (or basic checklist where appropriate) prior to use, and ensure the assessment is reviewed regularly. |
| **Line Management** | * Consider the comfort, safety, and welfare of all members of their team. * Complete DSE risk assessments with all colleagues during their induction to MHA and ensure they are reviewed at a minimum of every 2 years. * Support colleagues in making workstation changes and ensure all DSE requests are processed following the correct procedures set out in this policy. * Investigate incidents relating to DSE (escalate to H&S team where necessary). |
| **Health and Safety Team** | * To support the investigation of incidents relating to DSE when required and advise on any mitigating measures to reduce risks relating to the use of DSE. |

1. Training and Monitoring
   1. Compliance is assessed through direct observation, monitoring, and supervision of our colleagues.
2. Communication and Dissemination
   1. This policy is disseminated and implemented within all MHA services through MHA’s channels of communication.
   2. Each colleague’s line manager must ensure that all teams are aware of their roles, responsibilities.
   3. This policy will be available to the people we support and their representatives in alternate formats, as required.
   4. Any review of this policy will include consultation with our colleagues, review of support planning, incident reports, quality audits and feedback from other agencies.
   5. Queries and issues relating to this policy should be referred to the Standards and Policy Team [policies@mha.org.uk](mailto:policies@mha.org.uk)
3. Equality Impact Assessment (EIA)
   1. Equality, Diversity, and Impact Assessment to be confirmed.
4. Resources
   1. **MHA policy documents, procedures, and guidance:**
   * Full Workstation Risk Assessment [HS339a]
   * Computer Use Policy [IT1]
   * Business Expenses Policy and Procedure [FP003]
   1. **External Resources**
   * [Working safely with display screen equipment (HSE)](https://www.hse.gov.uk/msd/dse/)
   * [Working with DSE - a brief guide INDG36 (rev4) (HSE)](https://www.hse.gov.uk/pubns/indg36.htm)
   * [Temporary home working](https://www.youtube.com/watch?v=Af7q5j14muc&feature=emb_title) (HSE)
5. Appendices

Appendix 1 - Basic Workstation Checklist

Appendix 1: Basic Workstation Checklist

|  |  |  |  |
| --- | --- | --- | --- |
| **Colleague Name** |  | **Date of Assessment** |  |
| **Role** |  | **Next Review Date**  **(min 2 years)** |  |
| **Department / Location** |  |
| **DSE usage estimate**  **(hours per week)** |  | **Assessment completed by** |  |

|  |  |  |
| --- | --- | --- |
| **General Equipment and Environment** | **Y/N** | **Comments / Actions** |
| Have you created adequate space to work? |  |  |
| Have you removed any tripping hazards such as loose cables? |  |  |
| Have you ensured you have adequate lighting? |  |  |
| Is the room temperature & ventilation, ok? |  |  |
| **IT Equipment** | **Y/N** | **Comments / Actions** |
| Are you using a separate keyboard and a separate mouse? |  |  |
| Do you have space to rest your arms when using the keyboard or mouse? |  |  |
| Is your back well supported in your chair? |  |  |
| Is the top of your screen at eye level? |  |  |
| **Work Planning** | **Y/N** | **Comments / Actions** |
| Are you taking short but frequent breaks away from your work? |  |  |
| Are you consciously taking frequent opportunities to deliberately change posture whilst working at the workstation such as walking around when you are on the phone? |  |  |
| Are you drinking regularly to keep hydrated? |  |  |
| Have you created a work routine to help you manage your day? |  |  |

|  |  |  |
| --- | --- | --- |
| **Action Taken** | **Outcome** | **Next Steps** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

1. Version Control

| Version | Version Date | Revision Description / Summary of Changes | Author and Review Panel | Next Review Date |
| --- | --- | --- | --- | --- |
| 4 | April 2024 | Statutory review completed. Full regular compliance review including standard operating procedures to be completed. | Author  Standards and Policy Manager | April 2025 |
| 5 | July 2024 | Basic Workstation Checklist amalgamated into the policy (appendix 1). | Author  Standards and Policy Manager | April 2025 |
|  |  |  |  |  |
|  |  |  |  |  |