Display Screen Equipment (DSE) Procedure Guidance

This document may be made available in alternative formats and other languages, on request, as is reasonably practicable to do so.

The policy has been screened for relevance to equality. No potential negative impact has been identified so a full equality impact assessment is not required.

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CONTENTS

Section		Page
1.	Introduction	3
2.	Scope of procedure	3
3.	Key issues	4
4.	Aims of the procedures guidance	4
5.	Definitions	4
6.	Homeworking	5
7.	Procedure	5
8.	Identifying DSE user	6
9.	Self-assessment workstation checklist	7
10.	Workplace assessment	13
11.	Prevent, eliminate, reduce or control	14
12.	Eyes and eyesight testing	15
13.	Responsibilities	16
14.	Training and information	17
15.	Monitoring	17
16.	Legislation and NHS requirements	18
17.	Non-conformance	18
18.	References	18
Appendix A – DSE checklist		20
Appendix B – DSE process flow chart		21
Appendix C – Eye test process		22
Appendix D – Portable devices/laptops		24
Appendix E – Defining a user		25
Appendix F – Workplace Assessment		26

1. Introduction

Technology has evolved with the introduction of a more mobile devices such as laptops, tablets and smartphones that has brought a number of health and safety challenges. Risks associated with DSE are musculoskeletal disorders such as back pain or upper limb disorders (sometimes known as repetitive strain injury or RSI), visual fatigue and stress.

Such illnesses are not an inevitable consequence of working with display screen equipment and the introduction of sound ergonomic techniques associated with the equipment, furniture, working areas and organisation of work can reduce the incidence. However, there is no evidence that visual display units (VDU's) pose any hidden health risk to the user (in particular to pregnant women.)

Whilst the risk to individual users are often low, they can still be significant if good practice is not followed.

The Health and Safety at Work etc., Act 1974; The Health Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002 seek to protect workers by reducing risks from the use of display screen equipment (DSE) at work. The health problems associated, but not unique, with this type or work are:

- Work Related Upper Limb Disorders (WRULD)
- Repetitive Strain Injury (RSI)
- Eye Strain and headaches
- Fatigue and stress

The regulations place a duty on the organisation to assess the risk of injury and ill-health to our employees and to maintain our working environment as such that it reduces the likelihood of injury and ill-health.

This procedure aims to ensure that the organisation complies with the regulations and to offer advice and guidance to mangers and staff regarding the use of DSE.

It is the intention of the organisation to ensure, through suitable and sufficient assessments of the risk are undertaken to reduce any risks to a minimum, and that appropriate medical advice is sought where applicable. The implementation of this procedure requires the total co-operation of all management and employees.

2. Scope of Procedure

This procedure applies to all Swansea Bay University Health Board employees and 'others' working within Swansea Bay University Health Board premises including temporary and agency staff, contractors, volunteers, students and those on work experience who use display screen equipment.

3. Key issues

This document provides advice and guidance for Swansea Bay University Health Board employees and 'others' working within Swansea Bay University Health Board premises including temporary and agency staff, contractors, volunteers, students and those on work experience:

- the DSE risk assessment process;
- how to assess their own workstations and set them up to ensure that they are ergonomically sound;
- how to undertake the Workstation Checklist;
- eyesight tests

4. Aims of the Procedure

The aims is to ensure, so far as is reasonably practicable, that Swansea Bay University Health Board employees and persons working in Swansea Bay University Health Board are not exposed to significant risk to their health and safety, having appropriate measures in place to minimise the associated health risks and that information, instruction and training are in place.

5. Definitions

5.1 Display Screen Equipment

The term "Display Screen Equipment" refers to any alphanumeric or graphic display screen regardless of the display process involved. The guidance notes state that this definition covers cathode ray tube, liquid crystal, plasma displays used in flat-panel screens, touchscreens and other emerging technologies, as well as the typical office visual display terminals. Non-electronic display systems such as microfiche are covered. The regulations are generally for the benefit of every person "who habitually uses display screen equipment as a significant part of their normal work" The guidance notes suggest that a person will be covered by the regulations if most or all of the following criteria applies:

5.2 Display Screen User

- the employee uses display screen equipment dial;
- the employee normally uses display screen equipment for continuous spells of one hour or more at a time;
- the employee depends on display screen equipment to do the job;
- the work performed requires high levels of concentration as incorrect input by the employee may be critical.

The regulations don't apply to workers who use DSE infrequently or only use for a short time.

5.3 Portable Laptops/Notebooks/Smartphones

Portable Laptop/notebook/smartphone devices that is habitually used by a DSE “user” as a significant part of normal working should be regarded as covered by the regulations. Various safety considerations apply to laptop/notebook/Smartphone users bearing in mind problems such as cramped working conditions, unsuitable seating and desks, inadequate lighting etc. Risk assessments and proper training techniques can help to avoid problems arising. Additional guidance can be found in **Appendix E**. Regular users of portable laptops/notebooks should be encouraged to use office visual display terminals or a laptop stand with the appropriate ergonomic set up whilst in work.

6. Home Working

The Management of Health & Safety at Work Regulations 1999 requires employers to carry out a risk assessment of work activities for employees working at home. This can be done as a self-assessment.

From the DSE regulations perspective this would need to assess, as a minimum:
The suitability of the equipment, e.g. if a desktop or laptop computer would be used, suitable desk (work surface), chair, laptop stand, etc;
The suitability of the work environment, e.g. access and egress, sufficient space for furniture, appropriate furniture;
Whether equipment introduced to the workplace introduces hazards to the worker or their family, e.g. increased fire hazard, security risks, and trip hazards.

7. Procedure

The Health Board will adhere to the Display Screen Equipment Regulations in accordance with the following requirement.

7.1 Risk Assessment

A risk assessment must be made of all Display Screen Equipment, associated workstations and working environments. The risk assessment must be recorded and made available for all employees who may need to see it. The completion of the risk assessment is a management responsibility. Users will be required to assist with the assessment.

Risk assessments should be reviewed and carried out again if there are significant changes in:

- the software use;
- the hardware;
- workstation furniture;
- task requirements;
- relocation of the workstation;
- substantial modification to the lighting;
- any other risks which make any existing risk assessment invalid;

- every 24 months.

Where risks are identified, action must be taken to eliminate or minimise these risks. These include simple adjustments to workstation, repositioning furniture, acquisition of new furniture (footrests etc.), repositioning of screen, use of blinds, modifications to lighting. Where simple remedies do not produce a solution it will be necessary to obtain further advice from Occupational Health /Staff Health and Wellbeing.

7.1.1 A formal risk assessment may not be required in the following circumstances:

- the user is at the workstation only for a short period;
- where the risk assessment has been done previously and the equipment is only a replacement for a temporary period.

If the individual has medical problems which are affecting their use of the DSE or causing/exacerbating an existing musculoskeletal problems they should be referred to the Occupational Health and Wellbeing Department. Occasionally the Health Board may have to contact an outside firm for professional advice.

The risk assessment will also identify display screen users.

7.1.2 DSE training and information.

Due to the size of the Health Board it has been decided that each member of staff who uses DSE should complete and pass the DSE e-learning package and then complete the Workstation Checklist which should highlight any areas of concern. The e-learning package is accessible via ESR and the DSE Workstation Checklist see **Appendix A**.

It is advisable for staff to undertake the e-learning prior to completing the Workstation Checklist; this could be stipulated in staff member's PADR.

The user should use the knowledge and information gained from the e-learning to modify their workstation prior to completing the workstation checklist.

It is considered good practice to undertake the e-learning every two years to refresh knowledge and re-evaluate the work station environment.

8. Identifying DSE Users

The Display Screen Equipment User Checklist (available on the Health & Safety's DSE web page) identifies if the individual is a user. A user is defined as an employee whose majority of their normal working day is spent using DSE.

However there are times where use is less continuous or frequent. They would also be classified as a user if the individual:

- normally uses DSE for continuous or near-continuous spells of an hour or more at a time; and
- depends on the use of DSE to complete their work, alternative means are not readily available for achieving the same results; and

- has to transfer information quickly to or from the DSE.

You also need to consider if:

- the work can only be completed by using the DSE;
- the individual needs special training or skills to use the equipment;
- needs to apply high levels of attention and concentration;
- requires long periods of concentration where the consequence of error may be critical.

If the answer to three or more of the above questions is yes they would be classified as a user.

The completed DSE User Checklist is then passed to their Manager/supervisor. If the individual is a user the Manager/supervisor would sign the bottom of the assessment and retain a copy for their records. If the individual is not classified as a user, they must be informed of the outcome and the documentation kept on their personal file.

Although the Regulations only apply to individuals who have been classified as users it would be good practice for all staff who use DSE to complete both the e-learning package and the checklist.

9. Self-Assessment Workstation Checklist

The Workstation Checklist is also available on the Health & Safety's DSE web page. The checklist can be used as an aid to risk assessment and to help comply with the Schedule to the Health and Safety (Display Screen Equipment) Regulations. The checklist covers the workstation and work environment and other issues such as questions regarding breaks or changes of activity, the safety of the general environment, e.g. no trailing cables, etc.

The individual completes the relevant sections of the Workstation Checklist, adding comments when appropriate. The checklist is then passed to, and discussed with, their line manager. Answers of "Yes" require no further action and answers of "No" will require investigation and/or remedial action by the Line Manager/Supervisor. These can be written up in the action plan at the end of the checklist.

It is important to remember that the action plan is a working document which needs to be managed. Any items which cannot be resolved by the individual or the line manager will need to be put onto a departmental action plan. The original record must be kept on file with a copy to be kept by the employee.

Following completion of the checklist it may be found that a full workplace assessment is required. This will need to be undertaken by somebody who has had the relevant training. The Line Manager/Supervisor can request support for this from the Health and Safety Team or, if the issue is medical/clinical, the Occupational Health and Wellbeing team by completing the workplace assessment request form in appendix F.

The checklist must also indicate when it should be reviewed; good practice would be to review annually or when:

- new equipment is purchased which:
- significantly changes work procedures;
- needs significant training to use.
- new regulations and/or procedures are introduced;
- the original assessment is no longer valid, e.g. changes to layout of the room;
- changes occur in the work practice such as volume of workload, process, control measures, equipment or staff;
- ill health or an incident related to work is reported;
- new evidence is identified, e.g. publication of research;
- loss of control measures are identified;
- new or improved control measures become feasible.

There are minimum requirements for workstations which are covered by the Workstation Checklist including the following:

9.1 Display Screens

The choice of the display screen or monitor should be considered in relation to other elements of work, such as the type and amount of information required for the task, and environmental factors. The screen must:

- tilt and swivel easily;
- have contrast and brightness which are easily adjustable;
- be positioned at a height comfortable to the user (ideally the users eyes should be approximately level with the top of the screen);
- be free from glare and reflections liable to cause discomfort to the user;
- be kept free of dust and other marks in order to prevent visual fatigue which may cause eyestrain and possible headaches;

Regular users of laptops or hand-held devices, e.g. tablets, must have special consideration paid to the setup of the laptop/tablet. Employees who are provided with portable devices with a display screen should be provided with docking stations and the other facilities of fixed workstations, e.g. separate keyboard and mouse.

The image on the screen must also be considered:

- characters on the screen must be well defined, the text should be comfortable to read with adequate spacing between the characters and lines;
- the image should be stable, with no flickering. Individual perceptions of flicker vary and a shared screen, which is flicker-free to 90% of users, should be regarded as satisfying the minimum requirement.

9.2 Keyboard

The keyboard must be in good working order. The keyboard:

- must be tilt able, although some people prefer using it flat;
- should be separate from the screen;
- symbols must be legible;
- surface must be non-reflective;
- keys must function correctly;
- should be situated so that there is enough space between front of keyboard and edge of desk to provide hand and arm support when not typing;
- design should allow users to locate and activate keys quickly, accurately and without discomfort.

9.3 Desk and Work Surface

The work surface must be the correct height to enable the individual to sit in a comfortable posture. The underside must be high enough for adequate thigh clearance. This means a thin worktop with no drawer below the desk or work surface. When purchasing a desk consideration must be given to use, room size and room shape. (It is important to note that there is a minimum of 11m3 per person required, with the amount of furniture taken into consideration).

The surface: should be non-reflective:

- must be sufficiently large enough to position screen and keyboard directly in front of the user with enough room for the individual to work in a safe manner;
- should allow for flexible arrangement of screen, keyboard, documents and related equipment;
- should be large enough for all the necessary equipment and documents to enable the individual to undertake their job;
- must have adequate strength and stability;
- should be clear of clutter and obstructions;
- should have sufficient space underneath for individuals to change position and to vary movements; it should not be used for storage.

The desk or work surface should be positioned so the power and network connection cables can be run safely (ideally, the desk and computer terminal will be positioned against the wall or other furniture). Leads should not be stretched or trailed where they can be pulled or tripped over. Where it is essential for workstations to be positioned in the middle of rooms, consideration should be given to underfloor trunking and flush sockets, or "power pillars" both of which provide a safe service.

9.4 Chair

It is important that the chair is adjusted correctly to suit the individual. The backrest must support the small of the back. The individual must be sitting at a suitable height with hands and elbows approximately horizontal when the shoulders are relaxed. The chair:

- must be stable and in a good state of repair;
- must be comfortable for the individual;
- must be adjustable for height;

- seat back must have height and tilt adjustment;
- should have a five star base with suitable castors (usually provided with soft castors for carpeted flooring as standard – need to specify if for hard flooring);
- must be able to swivel to allow the individual to work without twisting;
- seat must be a suitable length, width and have adequate weight capacity for the individual. Incorrect sized seating can lead to discomfort and musculoskeletal disorders.

For the majority of jobs armrests are not essential, and they can often restrict arm movement. If the chair does have arms these should be set back from the front edge of the chair. The arms must allow the individual to sit close to the desk without having the seat too high or low.

It is important that the chair is used correctly, i.e. that the user sits squarely on the chair to prevent it tipping over.

9.5 Footrest

Once the user has the upper body positioned in a comfortable posture they should be able to place both feet flat on the floor without too much pressure from the seat. If this is not the case a footrest will be required, so that when the chair is properly adjusted for arm and wrist position, the users thighs can be positioned horizontally to reduce lower leg fatigue. The type of work the individual does must be taken into account as there are different types of footrest. If an individual uses a Dictaphone the footrest must incorporate this.

9.6 Document Holders/Slopes

A document holder is used when information has to be transferred from the document onto the computer and will be provided on request. Documents should be positioned next to and at the same height as the screen to minimise head and neck movements. Employees whose main job is data entry may find it more comfortable to position the document holder in front of them with the monitor to the side. Some non-touch typists may find positioning documents between the screen and the keyboard more comfortable. Employees who have to briefly refer to large documents such as patients notes or x-ray films may benefit more from flexi-desks. All document holders must be stable and adjustable.

9.7 Wrist Rests and Mouse Mats

Gel or foam mouse mats are mouse mats with a small gel wrist rest on one side. The gel or foam area raises the wrist to decrease the angle between the hand and forearm.

A wrist rest, usually gel or foam, sits between the user and the keyboard and is used to rest the wrists when user is not typing. Many individuals have been taught to type with their forearms raised so that they do not touch the desk surface. These employees may benefit from a wrist rest only if they use it to rest when not typing. Individuals who cannot touch type or who type with their wrists resting on the desk may benefit from having a gel or foam wrist rest as it will raise the wrist reducing the angle between hand and forearm.

Wrist rests do not benefit everyone and if used incorrectly can cause individuals to have their wrists in uncomfortable positions which may lead to musculoskeletal disorders.

9.8 Telephone

The level of telephone use must be considered. Employees who do not use the telephone very often can position it further away from themselves. Employees who use the telephone regularly should position it close at hand so they do not have to stretch to answer it. Individuals who need to access the computer whilst on the telephone may require earpieces or headsets. The telephone:

- should be placed on users preferred side where possible;
- handset should not be held between the ear and shoulder.

9.8 Environment

The Regulations cover the environment in which the workstation is sited. The assessment must include and take appropriate measures to rectify the following:

- lighting, including room lighting and spot lights;
- reflection and glare;
- noise;
- temperature and humidity;
- housekeeping.

9.9 Lighting

Lighting should be appropriate for all the tasks performed at the workstation. The preferred means of illumination is natural light, supplemented as necessary by artificial lighting. Although natural light is preferable artificial lighting is necessary for two purposes:

- to entirely compensate for lack of daylight due to an absence of windows in the area itself, or where the height and proximity of surrounding buildings effectively blocks out available sunlight;
- to compensate for the inherent disadvantage of natural light, such as inconsistency of quality and quantity and it’s possibly undesirable side effects as a source of heat.

The frequent re-adjustments forced by alternating vision between a dark screen and a bright source document may cause visual discomfort to the user. The solution is a compromise, which takes into account all the tasks involved, the availability of adjustable task lighting (which must not impede colleagues) and the adjustability of screen brightness.

No source of light should be directly within the visual field of the user, nor should there be a direct path onto the screen. Natural light conditions should be taken into account because they will fluctuate greatly throughout the day and according to the season. The recommended lighting level for working with DSE is 300-500 luminance (lux) as measured by a simple light meter. If there are any concerns about light levels please

contact the Estates Department. Where lighting is poor, users will be provided with additional task lighting so that they can adjust levels to their own comfort, provided that no interference is caused to nearby workstations.

9.10 Reflections and Glare

The workstation should be arranged to avoid reflections and glare on the screen. The inappropriate positioning of a screen can result in eyestrain and/or headaches and may cause users to make errors. If the computer is near a window, then the user should avoid sitting facing or sitting with their back to the window, and sit at right angles to the window if possible. However, glare and reflection may still occur if light is reflected from light-coloured walls or mirrors. In order to prevent glare:

- re-position or angle monitor;
- use blinds or curtains;
- if light is reflected by a wall or other surface, modify the colour or reflectance of walls, ceilings and furnishings near to the workstation;
- do not place furniture or screens in such a way so that they throw a shadow onto the monitor;
- replace or reposition sources of light;
- rearrange document holders or all parts of workstations;
- light absorbent film on windows may reduce glare;
- anti-glare filters will only be considered if other measures fail to solve the problem.

Where possible, monitors should be sited so that the line of sight is parallel to light fittings, and between, rather than under artificial light.

9.11 Noise

No source of noise should impair the ability to hear or be heard at normal speech levels. Any machine which produces noise likely to be a distraction should be acoustically shielded or moved away from employees, unless the purpose of the noise is to warn of danger or equipment failure. For example, it is usually possible to position a printer in an adjoining room or to install a hood to reduce excess noise. If the workstation is located near to an industrial area, it is conceivable that noise from production processes may be hazardous to DSE users. If this is the case, immediate steps should be taken to address the problem.

Distraction may be caused by continuous loud noise, intermittent noise, or by sounds with a particularly high or low frequency. Standing equipment on an absorbent surface may help to reduce noise and the transmission of vibration.

9.12 Temperature

The temperature in workrooms should provide reasonable comfort without the need for special clothing. The temperature should be at least 16°C. There is currently no legal upper temperature limit. However, where a reasonably comfortable temperature cannot be achieved throughout the work area, local heating or cooling (where appropriate) should be provided.

Humidity should also be considered. Offices with kettles or lots of electrical equipment can make the air humid or dry. Leaving computers, printers and other electrical equipment on overnight can add to the temperature of the room. When leaving work for the day it is important to switch off the computer and associated equipment.

9.13 Housekeeping

It is important to keep workstations clean and clear as this helps:

- finding items easier, therefore making the job easier;
- psychologically as it is beneficial to start the working day with a clean, clear desk instead of a messy workstation;
- enables the individual to work more comfortably as they do not have to lean over items to reach work;

Access routes and the floor space around the workstation must also be kept clear.

9.14 Software

In designing, selecting, commissioning and modifying software, the following principles should be taken into account:

- software must be suitable for the task and, where appropriate, adaptable to the individuals level of knowledge or experience
- systems must provide feedback to users on the performance of those systems
- systems must display information in a format and at a pace, which are comfortable to the user
- no quantitative or qualitative checking facility may be used without the knowledge of the user
- all software must be approved by the IT Department.

10. Workplace Assessments

If necessary a full workplace assessment of the individuals workstation will be undertaken by the line manager or a person identified by the manager in consultation with the employee. The assessment must be carried out by someone who is competent, through experience, training or qualifications, to make a valid assessment, e.g. the Health & Safety Team/Occupational Health.

It is important to involve the individual and address any concerns they may have and discuss any changes with the users before they are implemented. Please note, when a person is not classified as a user or the workstation is used by several members of staff the workstation must still be assessed to ensure that it is laid out in an ergonomic manner.

The DSE workplace assessment must be carried out with the user and take the following into consideration:

- how the workstation has been set up and advise, if applicable, how the workstation can be set up in a more ergonomic manner
- observation of the posture of the individual and the manner in which they work
- the length of time DSE is used - factors specific to the individual using the equipment
- identify the type of equipment being used and if it is suitable for the work
- look at the working environment to ensure its suitability for the work and the equipment
- examine the systems in operation and evaluate if there are sufficient controls
- examine the task or procedure being undertaken
- check whether by varying the work routine and/or reducing the time spent at the workstation the hazard can be eliminated or the risk reduced.

11. Prevent, Eliminate, Reduce or Control the Risk

The line manager will evaluate the information and decide if control measures are satisfactory or need to be improved. If any issues are highlighted which affect more than one individual all staff who work in the area should be informed about any risks which may relate to them. If there are any changes in staff, the task, or equipment, employees will have to be instructed in the new requirements to ensure they are implemented correctly. Line managers/supervisors will need to consider how to eliminate the risk or implement control mechanisms. They should look at:

11.1 Job design and daily work routine

The responsibility for designing jobs lies with the manager or supervisor. It is therefore important that jobs are designed in a manner which ensures that intensive periods of on-screen activity are avoided. This is best achieved by varying tasks within the working day.

11.2 Task breaks

Breaks should be taken away from the screen before the onset of fatigue, when performance is at a maximum, not in order to recuperate or before productivity reduces. The timing of the break is more important than its length. Short, frequent breaks are more preferable than occasional longer breaks, i.e. a 5-10 minute break after 50-60 minutes continuous screen and/or keyboard work is more beneficial than a 15 minute break every 2 hours.

These breaks are to do a different type of work away from the screen. They are to prevent both visual and postural fatigue, and reduce the workload at the screen. They should not result in a higher pace or intensity of work on account of their introduction. However, where the nature of the work does not allow for a change of activity, deliberate formal rest breaks must be introduced.

Wherever practicable users should be allowed some discretion as to how they carry out tasks. Individual control over the nature and pace of work allows optimal distribution of effort over the working day. Employees should get out of the chair to stretch their muscles every hour. Small stretching exercises can be done whilst working. Employees should always try to take lunch breaks away from the workstation.

11.3 Stress

Users of DSE occasionally find the job has stressors. Any stressors should be highlighted to the line manager who will then work with the employee to eliminate or reduce these. Stressors can be caused by:

- too little or too much work;
- little variation in the work;
- poor control over the work;
- poor support from managers and colleagues
- too little training on the packages used;
- poor posture or ergonomic layout of workstation;
- inappropriate equipment to do the job sufficiently;
- environmental factors such as noise, poor lighting, heat or humidity;
- pace of work not suitable for the user;
- decrease in job satisfaction;
- external problems.

12. Eyes and Eyesight Testing

Employees who are defined by their managers as users are entitled to an eyesight test. The line manager will need to keep a record of which staff are users (e.g. use the DSE Staff Register).

Under the Display Screen Regulations Swansea Bay Health Board is obliged to provide its users of display screen equipment (DSE) with an appropriate 'sight test'. For the purpose of the Regulation, a 'user' is defined as "an employee who habitually uses display screen equipment as a significant part of his normal work".

Having undergone a sight test, the cost of purchasing 'normal' corrective appliances (spectacles) for everyday use will be borne by the user, but if there is a need for 'special' corrective appliances i.e. appliances prescribed **specifically** for the display screen work concerned, this will be borne by the health board and is restricted to the cost of a basic appliance.

Eye test vouchers can only be provided every two years, please see eye test process in appendix C..

Individuals who wear bifocal lenses may not find them suitable for DSE work as they may not be able to see the screen easily and they may need different glasses to use whilst at work.

Agency staff who are also covered by the DSE Regulations are entitled to DSE assessments but the eyesight test and any lenses must be funded by the agency by whom they are employed.

13. Responsibilities

Under the DSE Regulations the responsibility for controlling and reducing risk within the workplace lies with the Health Board as the employer. The Chief Executive has ultimate responsibility for the implementation of this process and in turn this responsibility is delegated to the Unit, Directorate, Locality and Departmental managers and clinicians, who will ensure that adequate training is given to all staff before they use display screen equipment. The Director of Workforce and Development will, through the Occupational Health & Wellbeing Department, ensure that the necessary health surveillance arrangements are in place.

13.1 Managers

Managers are expected to implement management control systems within their area of responsibility to:

- ensure that all staff who use display screen equipment complete and pass the e-learning module and workstation checklist;
- prioritise and work through action plans where necessary;
- implement control and maintenance measures, including ensuring screen activities are periodically interrupted by breaks or changes of activity;
- arrange health surveillance for staff if appropriate;
- provide information, instruction and training;
- identify any related resource issues;
- identify appropriate staff who have the knowledge and training to carry out DSE risk assessments.

A ‘Managers DSE Staff Register’ is available on the DSE (need to determine).

The manager/supervisor is responsible for ensuring that relevant documentation to eliminate, reduce or control risks within the workplace is completed and any actions implemented. They must ensure that staff are informed of the risks and that information needed in the workplace is available and in the most appropriate location.

13.2 Employees

Employees have a responsibility under the Health and Safety at Work etc., Act 1974, to work safely and to ensure that their work does not endanger themselves or others by their acts or omissions.

Employees must:

- ensure that they complete and pass the e-learning module and then complete the workstation checklist;
- cooperate with management in the identification of hazards and the completion of DSE workplace assessments where necessary;
- comply with the DSE Procedure;
- make themselves aware of the risks and familiarise themselves with the Information for Users of Display Screen Equipment on the DSE webpage (All Employees section);
- report to their managers any areas of concern they may have;

- attend the Occupational Health & Wellbeing Department, when/if required, for health assessments.

It is the responsibility of each individual to ensure that the facilities and equipment are used in accordance with guidelines.

14. Training and Information

The basic training for the use of DSE will be via the All-Wales e-learning package available via ESR. This training covers information on the DSE Regulations, particularly with regards to eyesight tests, rest pauses and workplace minimum requirements. The training aims to reduce or minimise risks relating to musculoskeletal problems, visual fatigue and mental stress. Employees should be able to:

- recognise early warning signs of postural and visual fatigue and know what to do;
- recognise hazards and risks such as those related to chair comfort, screen reflections, glare and how to deal with them;
- set up their chair in a comfortable and ergonomic manner;
- organise themselves in a comfortable posture to prevent musculoskeletal disorders;
- understand the importance of postural changes and the need to take advantage of breaks and changes of work activity;
- organise the arrangement of their workstation to facilitate good posture, prevent over-reaching and twisting;
- understand the importance of good housekeeping;
- know the process by which hazards and risks are communicated to management;
- know how to access the Display Screen Equipment Procedure and other documentation on the Health and Safety web page.

Training is required when new equipment or a new technique is introduced or if a procedure changes.

Information, in support of the e-learning, is contained within the self-assessment Workstation Checklist and can be used as a guide for future reference.

Managers can gain further advice / guidance from the Health & Safety Team/Occupational Health and Health and Wellbeing Team.

15. Monitoring

Monitoring is an essential part of the management control system and it ensures that measures to control the risk are being fully implemented and remain effective. Monitoring can be undertaken by:

- carrying out routine inspections;
- checking full implementation of systems and procedures;
- ensuring staff are fully aware of risks;
- ensuring incident statistics are reviewed;
- carrying out environmental safety inspections;

- providing and evaluating a training programme;
- review management systems and their implementation.

Each Service group, Directorate and Locality must produce an action plan identifying any hazards, the severity and control mechanisms needed to reduce the risk to staff and the organisation. The action plan should also include any financial resources required to comply with the DSE regulations.

If an incident occurs a new risk assessment will have to be undertaken and control systems improved.

Line Managers/supervisors will ensure that their assessments is valid and current for their workplace and all user (e.g. using the DSE Staff Register). This will include a list of those staff who have undertaken the e-learning package. They will also ensure that staff are fully aware of the assessments and have signed to confirm they have read and understood the information. This will also include new employees, locums, temporary workers, students and bank nurses.

16. Legislative and NHS Requirements

This Procedure is intended to meet all legal and internal requirements, including:

Health and Safety at Work etc., Act 1974;
Management of Health and Safety at Work Regulations 1999;
Health and Safety (Display Screen Equipment) Regulations 1992;
Workplace (Health, Safety and Welfare) Regulations 1992;
Provision and Use of Work Equipment Regulations 1998;
Control of Noise at Work Regulations 2005;
Electricity at Work Regulations 1989.

17. Non Conformance

There is a requirement of all staff to comply with the provisions of this process and, where requested, to demonstrate such compliance. Failure to comply will be dealt with under the Capability or Disciplinary Policies as appropriate.

18. References

Health and Safety Executive. Work with display screen equipment. Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002. HSE Books.

Health and Safety Executive. Working with display screen equipment (DSE). HSE Books.

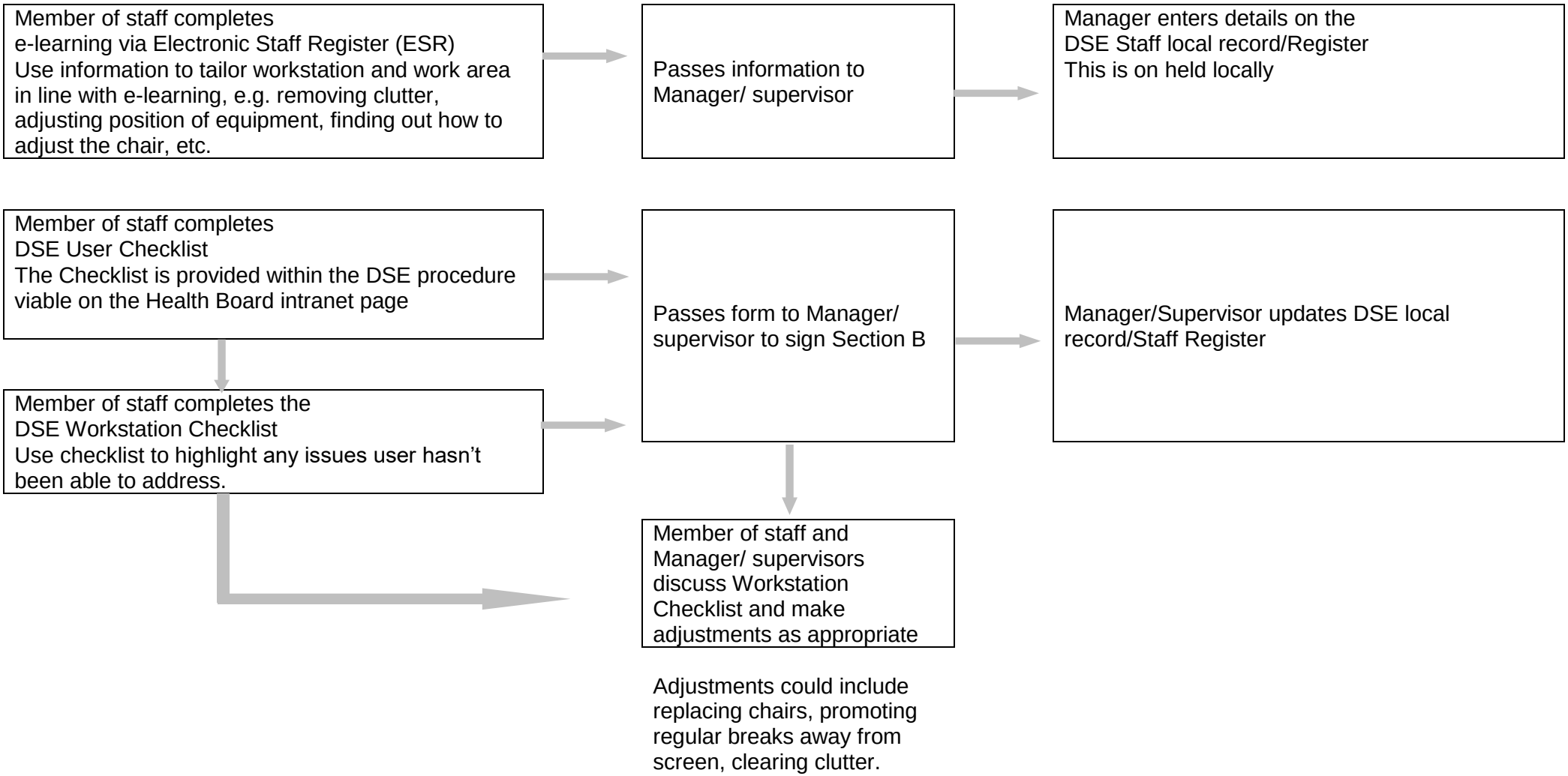
If an incident occurs a new risk assessment will have to be undertaken and control systems improved.

Line Managers/supervisors will ensure that their assessments is valid and current for their workplace and all user (e.g. using the DSE Staff Register). This will include a list of those staff who have undertaken the e-learning package. They will also ensure that staff are fully aware of the assessments and have signed to confirm they have read and understood the information. This will also include new employees, locums, temporary workers, students and bank nurses.

Appendix A – DSE Check List

DSE Checklist.pdf

Appendix B – DSE Procedure Flowchart



Appendix C - Eyesight Test Process

Occupational Health – VDU Guidance

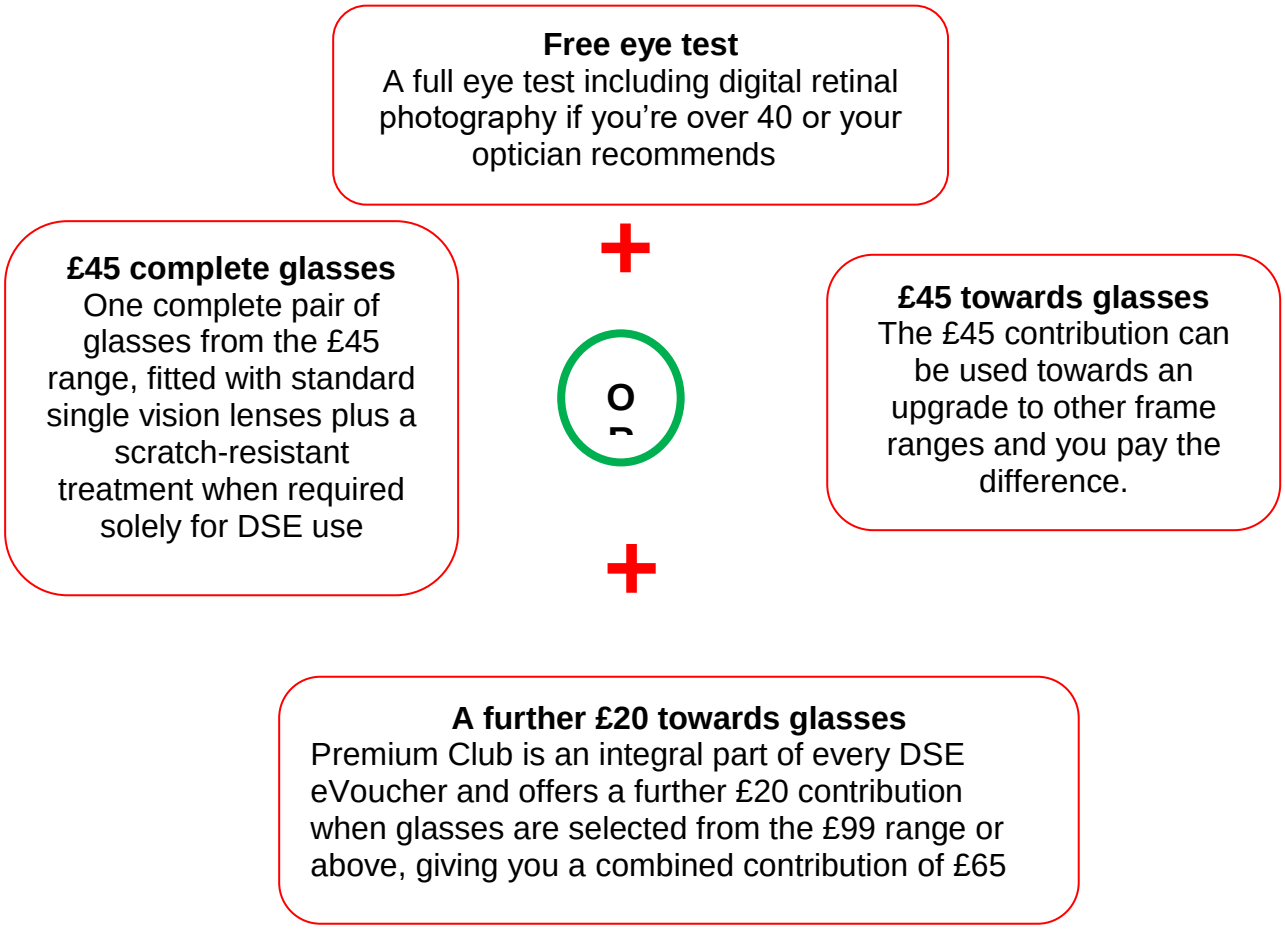
Under the Display Screen Regulations Swansea Bay Health Board is obliged to provide its users of display screen equipment (DSE) with an appropriate 'sight test'. For the purpose of the Regulation, a 'user' is defined as "an employee who habitually uses display screen equipment as a significant part of his normal work".

Having undergone a sight test, the cost of purchasing 'normal' corrective appliances (spectacles) for everyday use will be borne by the user, but if there is a need for 'special' corrective appliances i.e. appliances prescribed **specifically** for the display screen work concerned, this will be borne by the health board and is restricted to the cost of a basic appliance.

Eye test vouchers can only be provided every two years.

The steps to take are:

1. The manager agrees that the member of staff is a 'user'.
2. The **manager** will then need to advise Occupational Health that the member of staff should receive a free eyesight test by completing the request for Eye Test Voucher (below) and returning via email to Sbu.Occhealth@wales.nhs.uk
3. A voucher for Specsavers is issued to the member of staff to present at the opticians, please see flow chart below



To: Occupational Health Department

In compliance with the Health and Safety (Display Screen Equipment) Regulations 1992 please provide the following employee with a voucher/letter for the cost of a sight test:

Employee Name: .....

Date of Birth: ……

Job title: .....

Payroll No: .....

Department: .....

Base: .....

Contact Number: ……

Email Address: ……
(please note vouchers are sent via email, please provide an email address above)

Manager Name: .....

Signature: .....

Job Title: ……..

Date: .....

Appendix D – Portable Devices and Laptops

Working with portable devices, e.g. tablets and laptops, can carry slightly different risks in addition to the risks already highlighted. The additional risks include:

- the weight of the laptop, which has manual handling issues, particularly if a projector and notes are being carried at the same time;
- musculoskeletal disorders could be caused by using a laptop on a lap or inappropriate surface;
- the smaller keyboard can force the individual to sit with their arms in an unnatural position;
- risk of violent theft, especially if the employee is travelling from site to site with a laptop.

To eliminate or reduce some of these problems:

- do not position laptops on laps or on unsuitable surfaces where the user is forced into a poor posture;
- only use a laptop when a full sized computer is not available;
- plug the laptop into a full sized computer whenever possible;
- use a laptop stand to raise the screen to eye level and plug in full sized keyboard, if possible opt for a height-adjustable screen;
- use as large a screen as possible;
- ensure the user is aware of the potential risks associated with the equipment;
- have more frequent breaks if using a laptop than if using a full sized computer.

Appendix E – Defining a User

	Column 1	Column 2
Do you normally use DSE for continuous spells of an hour or more at a time?	Yes	No
Do you depend on the use of display screen equipment to do your job because alternative means are not readily available for achieving the same results?	Yes	No
Do you have discretion on whether to use display screen equipment or not?	No	Yes
Does the use of the display screen equipment need significant training or skills to do the job?	Yes	No
Is fast transfer of information between you and screen an important requirement of the job?	Yes	No
Are you required to exhibit high levels of attention and concentration?	Yes	No

How long in an average working day do you spend operating a DSE?	Hours
Comments/Remarks	

If all 5 boxes in column 1 have been ticked you are definitely a user – complete DSE e-learning package and risk assessment.

If 3 or 4 boxes in column 1 have been ticked you are probably a user – complete DSE e-learning package and risk assessment.

If less than 3 boxes in column 1 have been ticked you are probably not a user.

Appendix F – Workplace Assessment Request Form

CONFIDENTIAL

Workplace Assessment Request Form

1) The initial assessment of any individuals DSE workstation is to be carried out by the individual's line manager. This can be completed using the HSE DSE workstation checklist. Downloadable PDF available here: Display screen equipment (DSE) workstation checklist (hse.gov.uk)

2) Should any issues be identified during the assessment, appropriate corrective action should be taken to address these problems. Replacement equipment requests can be made directly via procurement using their approved suppliers.

3) In most instances, completion of the DSE checklist followed by any corrective action identified as necessary, will be sufficient and no further action will be required. A repeat DSE checklist will be required should there be any changes to the individual's DSE workstation/workload/duties or the individual's health that could be related to or exacerbated by DSE use, for example pain in the back, neck, shoulders or wrists.

4) If following completing the DSE checklist, it is discovered that an individual is suffering from a musculoskeletal (MSK) health complaint such as neck, back or shoulder pain that could be related to or exacerbated by DSE use, then if there is an evident problem with the individuals' workstation/ equipment/environment it should be addressed immediately and the individual monitored to see if there is any improvement in that health complaint.

5) Should there be no obvious problem identified with the workstation or should the individual's health complaint not improve after any obvious problem has been discussed and addressed, then the individual can self-refer or be referred by their manager to Occupational Health using this referral form. Please note: a management referral will result in report being generated and provided to the manager.

ONLY AFTER COMPLETING THE STEPS ABOVE SHOULD A REFERRAL BE MADE TO OCCUPATIONAL HEALTH FOR A WORKPLACE ASSESSMENT.

Please tick to confirm these steps have been completed. Failure to complete these steps will result in the request being returned to the referrer ☐

When emailing form please do not mark as Private or Confidential as this cannot be accessed from our generic inbox. Please return completed forms to SBU.OccHealth@wales.nhs.uk

Type of Referral:	Management Referral ☐		Self-Referral ☐
Title:		**Full Name:**	
Known As:		**Date of Birth:**	
Address:			
Post Code:			
Telephone Number (Work):		**Mobile Number:**	**Can we leave a message Yes/No**
Email Address (Work): **Email Address (Personal):**	**@wales.nhs.uk**		
Do You/ Does the employee give consent for their contact details to be used for correspondence from Occupational Health and/or the Staff Wellbeing Service?	**Yes ☐ No ☐**		
Job Title:			
Ward/Department:			
Delivery Unit:			
Site/Base:			
Contracted Hours:		**Working Pattern:**	
Are there any days/dates/times (e.g. Planned absence, working pattern, caring responsibilities etc) that are not convenient (we will make every effort to take this into account when allocating appointments):			
Are You/ Is the employee currently on Sick Leave?	**Yes ☐ No ☐**	**If Yes, what date was the first day of sickness?**	
Reason for Sick Leave:			
If Yes, when does the current Fit Note expire?		**Reason for absence stated on Fit Note:**	

When emailing form please do not mark as Private or Confidential as this cannot be accessed from our generic inbox. Please return completed forms to SBU.OccHealth@wales.nhs.uk

Is this referral in relation to a muscle or joint problem?	**YES** ☐	**NO** ☐
If No, Please provide a reason for referral:		
Has a DSE checklist been completed?	**YES** ☐	**NO** ☐
Area of Body Affected:		
Duration of Symptoms:		
Brief Overview of work tasks:		
Are there any current adjustments in place? If Yes, please provide details:		
Has a workplace assessment been completed previously?	**YES** ☐ **Date:** Click or tap here to enter text.	**NO** ☐

Referring Manager Details- TO BE COMPLETED FOR MANAGEMENT REFERRAL			
Name:			
Job Title:			
Address:			
Contact Number:			
Email Address:	**@wales.nhs.uk**		
Print Name:			
Manager Signature: *(Electronic Accepted)*		**Date:**	
Employee Signature: *(Electronic Accepted)*		**Date:**	

When emailing form please do not mark as Private or Confidential as this cannot be accessed from our generic inbox. Please return completed forms to SBU.OccHealth@wales.nhs.uk

From: SBU Inquiries
Sent: 15 October 2021 08:39
To: Adel Davies (Swansea Bay UHB - Wales Fertility Institute) <Adel.Davies@wales.nhs.uk>; Alison Clarke (Swansea Bay UHB - Therapies And Health Sciences) <Alison.Clarke@wales.nhs.uk>; 'Amanda Smith (ABM ULHB - Postgraduate Centre)' <Amanda.Smith5@wales.nhs.uk>; Bellina Jenkins (Swansea Bay UHB - Children's Services) <Bellina.Jenkins@wales.nhs.uk>; Brian Owens (Swansea Bay UHB - Primary, Community Services & Therapies) <Brian.Owens@wales.nhs.uk>; Cathy Dowling (NHS Wales Delivery Unit - -Quality Safety) <Cathy.Dowling2@wales.nhs.uk>; Ceri Matthews (Swansea Bay UHB - Clinical support services) <Ceri.Matthews@wales.nhs.uk>; Chris White (Swansea Bay UHB - Execs) <Chris.White2@wales.nhs.uk>; Christine Morrell (Swansea Bay UHB - Therapies And Health Sciences) <Christine.Morrell@wales.nhs.uk>; Christine Williams (Swansea Bay UHB - Nursing Divison) <christine.williams20@wales.nhs.uk>; Craige Wilson (Swansea Bay UHB - Corporate) <Craige.Wilson@wales.nhs.uk>; Darren Griffiths (Swansea Bay UHB - Finance) <Darren.Griffiths@wales.nhs.uk>; David Roberts (Swansea Bay UHB - Mental Health & Learning Disabilities) <David.Roberts2@wales.nhs.uk>; Deb Lewis (Swansea Bay UHB - Chief Operating Officer) <Deb.Lewis@wales.nhs.uk>; Des Keighan (Swansea Bay UHB - Estates) <Des.Keighan@wales.nhs.uk>; Dougie Russell (Swansea Bay UHB - Musculo Skeletal) <Dougie.Russell@wales.nhs.uk>; Elizabeth Stauber (Swansea Bay UHB - Corporate Services) <Elizabeth.Stauber@wales.nhs.uk>; Eve Jeffery (Swansea Bay UHB - Medicine) <Eve.Jeffery@wales.nhs.uk>; Gemma Otter (Swansea Bay UHB - Anaesthetic) <Gemma.Otter@wales.nhs.uk>; Helenna Jarvis-Jones (Swansea Bay UHB - Medicine Directorate, Morriston Hospital) <Helenna.Jarvis-Jones@wales.nhs.uk>; 'Hilary Dover (ABM ULHB - Primary and Community Services)' <Hilary.Dover@wales.nhs.uk>; Jan Worthing (Swansea Bay UHB - Singleton Hospital) <Jan.Worthing@wales.nhs.uk>; Janet Williams (Swansea Bay UHB - Mental Health & Learning Disabilities) <Janet.Williams4@wales.nhs.uk>; Joanne Jones (Swansea Bay UHB - Management) <Joanne.Jones12@wales.nhs.uk>; Julian Rhys Quirk (Swansea Bay UHB - Workforce) <JulianRhys.Quirk@wales.nhs.uk>; Keith Reid (Swansea Bay UHB - Executive Director of Public Health) <Keith.Reid@wales.nhs.uk>; Kim Clee (Swansea Bay UHB - Workforce) <Kim.Clee@wales.nhs.uk>; Lesley Jenkins (Swansea Bay UHB - Nursing) <Lesley.Jenkins@wales.nhs.uk>; Linda Bevan (Swansea Bay UHB - Morriston Managed Unit) <Linda.Bevan@wales.nhs.uk>; 'Malcolm Thomas (ABM ULHB - Women and Child Health)' <Malcolm.M.Thomas@wales.nhs.uk>; Mark Hackett (Swansea Bay UHB - CEO Office, Corporate) <Mark.Hackett@wales.nhs.uk>; Martin Bevan (Swansea Bay UHB - Neath Port Talbot Locality) <Martin.Bevan@wales.nhs.uk>; Matt John (Swansea Bay UHB - Digital) <Matt.DMJ.John@wales.nhs.uk>; Nicola Davis (Swansea Bay UHB - Informatics Directorate) <Nicola.Davis@wales.nhs.uk>; Pamela Wenger (Swansea Bay UHB - Corporate Governance) <Pamela.Wenger@wales.nhs.uk>; 'Rab Mcewan (SBU - Corporate)' <Rab.McEwan@wales.nhs.uk>; Rhian Thomas (Swansea Bay UHB - Estates) <rhian.thomas1@wales.nhs.uk>; Richard Evans (Swansea Bay UHB - Medicine) <Richard.Evans9@wales.nhs.uk>; Sian Harrop-Griffiths (Swansea Bay UHB - Strategy) <Sian.Harrop-Griffiths@wales.nhs.uk>; Silvana Gad (Swansea Bay UHB - Primary & community Services Delivery Un) <Silvana.Gad@wales.nhs.uk>; Simon Davies (Swansea Bay UHB - Capital Planning) <Simon.Davies4@wales.nhs.uk>; Susan Bailey (Swansea Bay UHB - Communications) <Susan.Bailey@wales.nhs.uk>; Suzanne Holloway (Swansea Bay UHB - Morriston Unit) <Suzanne.Holloway@wales.nhs.uk>; Victoria Gibbs (Swansea Bay UHB - Clinical Support Services)

<Victoria.Gibbs@wales.nhs.uk>
Cc: Catrin Evans (Swansea Bay UHB - Strategy) <Catrin.A.Evans@wales.nhs.uk>; Chelsea Cook (Swansea Bay UHB - Strategy) <Chelsea.Cook2@wales.nhs.uk>; Clare Dauncey (Swansea Bay UHB - Human Resources) <Clare.Dauncey@wales.nhs.uk>; Ebony Smith (Swansea Bay UHB - Corporate Services) <Ebony.Smith@wales.nhs.uk>; Francesca Proietti (Swansea Bay UHB - COVID 19 Vaccination Programme) <Francesca.Proietti@wales.nhs.uk>; Jillian Rix (Swansea Bay UHB - Chair Chief Execs Office) <Jillian.Rix@wales.nhs.uk>; Linda Smith (Swansea Bay UHB - Nursing Divison) <Linda.Smith@wales.nhs.uk>; Paula Picton (Swansea Bay UHB - Strategy) <Paula.Picton@wales.nhs.uk>; Sally Anne Jones (Swansea Bay UHB - Executive Medical Directors Dept) <Sallyanne.Jones@wales.nhs.uk>; Sonja Anderson (Swansea Bay UHB - Finance) <Sonja.Anderson@wales.nhs.uk>
Subject: Policy

I write to advise that the following policy has been added to the Corporate Policies database:

- DSE Guidance Policy

The policy is available to view via the corporate policy database

Gwasanaethau Corfforaethol / Corporate Services
Bwrdd Iechyd Prifysgol Bae Abertawe/ Swansea Bay University Health Board
Pencadlys / Headquarters
Un Porthfa Talbot/ One Talbot Gateway, Baglan, Port Talbot, SA12 7BR

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board