



Review Sheet




Last Reviewed
22 Jul 2025



Last Amended
29 Jul 2024



This policy will be reviewed as needs require or at the following interval:
Annual

Business Impact:	 Minimal action required. Circulate information amongst relevant parties.
Reason for this Review:	Scheduled review
Changes Made:	No
Summary:	This policy will aid Wellspring Recruitment and Care Services Limited with risks to the health and safety of employees from display screen equipment and computer workstation use. It has been reviewed with no significant changes. References have been checked and updated.
Relevant Legislation:	<ul style="list-style-type: none"> • Equality Act 2010 • Health and Safety at Work etc. Act 1974 • Management of Health and Safety at Work Regulations 1999 • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) • The Workplace (Health, Safety and Welfare) Regulations 1992 • The Health and Safety (Miscellaneous Amendments) Regulations 2002 • Data Protection Act 2018 • UK GDPR • The Health and Safety (Display Screen Equipment) Regulations 1992
Underpinning Knowledge:	<ul style="list-style-type: none"> • Author: HSE, (2025), Should VDU Users be Given Breaks? [Online] Available from: https://www.hse.gov.uk/contact/faqs/vdubreaks.htm [Accessed: 22/07/2025] • Author: HSE, (2013), Display Screen Equipment (DSE) Workstation Checklist [Online] Available from: https://www.hse.gov.uk/pubns/ck1.htm [Accessed: 22/07/2025] • Author: HSE, (2024), Working Safely with Display Screen Equipment [Online] Available from: https://www.hse.gov.uk/msd/dse/assessment.htm [Accessed: 22/07/2025]
Suggested Action:	<ul style="list-style-type: none"> • Encourage sharing the policy through the use of the QCS App
Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful



discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.

Quality Compliance Systems
Wellspring Recruitment and Care Services Limited
Downloaded: 16 January 2026
OLAJUMOKE OMOLOLA



1. Purpose

1.1 To describe the arrangements in place at Wellspring Recruitment and Care Services Limited to manage the risks to the health and safety of its employees which result from display screen equipment and computer workstation use.

1.2 To describe the practical steps taken by Wellspring Recruitment and Care Services Limited to meet its legal duties and responsibilities, following industry best practice to promote the safe use of ergonomic equipment used within the work environment.

1.3 To ensure that all who use display screen equipment (DSE) receive the correct training, and that any adjustments deemed necessary are provided.

1.4

Key Question

Quality Statements

EFFECTIVE	QSE2: Delivering evidence-based care & treatment QSE3: How staff, teams & services work together
WELL-LED	QSW5: Governance, management and sustainability

1.5 Relevant Legislation

- Equality Act 2010
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Health and Safety (Miscellaneous Amendments) Regulations 2002
- Data Protection Act 2018
- UK GDPR
- The Health and Safety (Display Screen Equipment) Regulations 1992



2. Scope

2.1 Roles Affected:

- All Staff
- Registered Manager

2.2 People Affected:

- Service Users

2.3 Stakeholders Affected:

- Commissioners
- Local Authority



3. Objectives

3.1 To ensure that employees of Wellspring Recruitment and Care Services Limited are protected, as far as reasonably practicable, from the hazards associated with work requiring the use of display screen equipment (DSE) and computer workstations.

3.2 To ensure that work equipment including furniture, and the working environment provided by Wellspring Recruitment and Care Services Limited for DSE users are suitable, safe and properly maintained.

3.3 To ensure that risks created by the work routine of users and the demands placed upon them by the tasks and the software used are assessed and controlled to reduce likelihood and consequences of potential harm.

3.4 To ensure suitable controls are in place for the protection of users' eyesight from the risks associated with the use of display screens.

3.5 To ensure the provision of adequate information, instruction and training are provided to all DSE users by Wellspring Recruitment and Care Services Limited.



4. Policy

4.1 Wellspring Recruitment and Care Services Limited assess the risks to the health and safety of its DSE users through suitable and sufficient assessment of all workstations and makes adjustments, where necessary, to reduce the risks identified to the lowest level they can reasonably achieve.

4.2 Wellspring Recruitment and Care Services Limited provides safe workstations which are in line with current legislation, industry best practice and any additional stakeholder requirements.

4.3 Wellspring Recruitment and Care Services Limited has taken steps to ensure suitable arrangements are in place for all employees, including those who are field based and home workers.

4.4 In order to ensure all employees required to use DSE to fulfil their duties are able to do so with the minimal risk of harm, Wellspring Recruitment and Care Services Limited provides all users and prospective users with a full DSE induction. This includes sufficient information, instruction and training, as well as making arrangements for adequate supervision.

4.5 Wellspring Recruitment and Care Services Limited will provide a safe working environment for all of its staff, ensuring that the environment, heating, lighting, space and decor are conducive to the work application and do not present additional risks to users of DSE.



5. Procedure

5.1 Olajumoke Omolola or a nominated manager of Wellspring Recruitment and Care Services Limited assesses each employee's role to establish whether or not they are a DSE user.

The criteria used to determine whether or not an employee is a user are contained within the 'Definitions' section of this policy.

5.2 Wellspring Recruitment and Care Services Limited makes arrangements for the completion of a workstation DSE Assessment for each identified DSE User.

This assessment takes into account the whole workstation, including equipment, furniture and work conditions, the task being completed, and the specific requirements of the user.

This assessment is reviewed in the event that any of the workstation features are changed, the user changes workstation, or the user reports pain, discomfort or other difficulties.

- Chairs should be fully adjustable in respect of their height and back support; they should be supported by a five-leg frame on casters with wheel locks, and the fabric should be of suitable comfort for the duration of its use
- Display screens must be fully adjustable and an appropriate size for the software applications required, i.e. text is not too small, and the brightness can be adjusted
- Support aids must be provided where the risk assessment identifies they are needed. This will be at the expense of Wellspring Recruitment and Care Services Limited for the sole purpose of display screen equipment

Staff are to adjust their equipment in line with training given to ensure that they are positioned correctly to complete their work.

5.3 Olajumoke Omolola is responsible for ensuring that the findings of any completed DSE workstation assessment are reviewed by a competent person and that action is taken by Wellspring Recruitment and Care Services Limited to address identified issues, with suitable controls being deployed to reduce risk.

5.4 Olajumoke Omolola arranges specific adjustments for those with special requirements due to mobility issues, mental or physical ill health and arranges for them to have an appropriate clinical assessment, if necessary, to ensure that their needs are met, and that they are in no way disadvantaged in the workplace in fulfilling their role.

5.5 New staff of Wellspring Recruitment and Care Services Limited who have any concern about conditions placed on them in respect of display screen equipment, those with pre-employment medical considerations and current staff who develop medical conditions as a result of such equipment should report this to the Registered Manager so that any reasonable adjustments can be made to ensure that no person is at a disadvantage in their job role and that corrective action can be taken to reduce risk of injury or further harm.

5.6 All staff of Wellspring Recruitment and Care Services Limited who are identified as DSE users will receive full DSE awareness training and regular refresher training to keep staff up to date with changes in legislation, best practice and changes in risks involved with the use of such equipment.

The training provided by Wellspring Recruitment and Care Services Limited includes information on the risks of working with DSE and how to avoid these through safe working practices. The training also includes information on good posture, adjusting chairs and other furniture, arranging desk space, adjusting screens and lighting to avoid glare, taking breaks and changes of activity, risk assessments, how to report problems and the full contents of this policy.

All training is documented including dates when individual staff received the training, with records maintained by Olajumoke Omolola.

5.7 All staff identified as DSE Users are entitled to request eye and eyesight tests from Wellspring Recruitment and Care Services Limited and arrangements will be made by Olajumoke Omolola for testing to be provided at the company's expense.

Where the results of any such test identify a requirement for corrective lenses, specifically for DSE use, Wellspring Recruitment and Care Services Limited will make arrangements for these to be provided at the company's expense.

Wellspring Recruitment and Care Services Limited is only required to meet the expense of glasses if needed specifically for DSE work alone. Wellspring Recruitment and Care Services Limited will make arrangements for the provision of corrective lenses only in the event that an eye test shows an employee needs special glasses prescribed for the distance the screen is viewed at.

If an ordinary prescription is suitable, Wellspring Recruitment and Care Services Limited is not required to pay for glasses. For more information, refer to the [Working safely with display screen equipment](#) page on the HSE website.

5.8 Employees who are pregnant must inform the Registered Manager as soon as they have been issued with a MAT B1 certificate with a valid NMC professional's stamp included.

The Registered Manager carries out an individual risk assessment for the expectant mother and applies additional control measures to protect the employee and baby they carry from any undue harm.

During the pregnancy, this risk assessment is periodically reviewed to ensure it remains valid. The risk assessment considers the additional risks for expectant mothers using display screen equipment.

5.9 Employee DSE users at Wellspring Recruitment and Care Services Limited take regular breaks from display screen equipment, using a variety of different work tasks and rest breaks to ensure they break from DSE use for 5-10 minutes every hour.

Employees have all been made aware that regular, short, breaks from DSE activity are more effective in reducing the risks of injury than longer less frequent breaks.

The Registered Manager or line manager ensures that where the role allows job rotation, this is implemented through cross-training staff or other duties which break up the intensity of DSE.

5.10 Employees of Wellspring Recruitment and Care Services Limited have been instructed to report any display screen equipment and facilities which are ineffective, damaged or not fit for purpose to the Registered Manager for repair or replacement.

Where hot-desk use is common, frequent adjustments are likely and thus equipment will need more frequent attention.

5.11 All DSE and associated equipment must be regularly maintained as follows:

- Filters unblocked
- Surfaces kept clean
- Electric cables and wires checked
- PAT (Portable Appliance Testing) completed
- Extension leads must be avoided - consider fixed sockets if more equipment is needed
- Sensitive equipment must be surge protected

5.12 Laptops, netbooks and tablets must be maintained and checked for damage. Cables are prone to frequent damage. They must not be taped up and instead should be replaced. Equipment should be on a riser to lift equipment slightly off the work surface and aid ventilation to the equipment's internal fan. Modern hot desks have docking stations which avoid the need for cables and should be used if provided. Equipment not in use must be switched off and unplugged to prevent over heating which could cause a fire.

5.13 All equipment must be glare free with surfaces in a matte colour and walls and furniture in a natural colour scheme. All must be clean and well maintained.

5.14 Risers, document holders and associated equipment must be of suitable construction and fit for purpose.

5.15 Workstations must have sufficient room to stretch legs and surfaces above and below must be free of clutter, allowing the user to fulfil their work requirements.

5.16 Where several workstations form part of an open plan office, acoustic boarding between desks can reduce noise and other distractions.

5.17 Ventilation in the form of windows which open or air conditioning units which are fully maintained reduce the likelihood of excessive heat generated from electric equipment.

5.18 Software selected by Wellspring Recruitment and Care Services Limited for use for display screen equipment must be designed, commissioned, determined suitable for the work intended and available in a user-friendly manner to suit the user's skill set.



6. Definitions

6.1 User (DSE User)

- An employee of {Client_Name_Official} who uses display screen devices daily, for an hour or more at a time
- A user is an employee who habitually uses display screen equipment (DSE) as a significant part of their normal work. "Use" means any use of DSE for and in connection with work
- An employee who infrequently uses DSE or uses it only for a short time is not a user

6.2 Display Screen Equipment (DSE)

- Equipment such as PCs, laptops, netbooks, tablets, smart phones and flat screen computer monitors - both fixed and portable

6.3 Workstation

- Usually a desk or any assembly which comprises DSE and includes a chair, desk, printer, document holder, telephone and anything within the immediate work environment

6.4 DSE Workstation Risk Assessment

- This is an assessment of the workstation of each DSE user which is required to be completed prior to the use of workstation equipment and then regularly reviewed
- {Client_Name_Official} will ensure that completed DSE workstation assessments are reviewed by a competent person, that action is taken to address any issues identified and poorly controlled risks are reported
- The risk assessment identifies any special needs or individual requirements as defined within the Equality Act 2010. These could be health problems and mobility considerations with a recommendation for a further clinical assessment



6.5 Portable Appliance Testing (PAT)

- The process by which electrical appliances are routinely checked for safety
- Testing involves a visual inspection of the equipment and any flexible cables for good condition, and also where required, verification of grounding (earthing) continuity, and a test of the soundness of insulation between the current carrying parts and any exposed metal that may be touched



7. Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Staff who use display screen equipment daily for more than 1 hour continually must have a DSE workstation risk assessment completed
- Managers ensure that, where special requirements are needed, these are met in line with reasonable adjustments
- Where additional clinical requirements are necessary, staff are to be signposted to the necessary services
- All equipment provided for DSE requirements must be well maintained and fit for purpose
- All staff who perform DSE tasks must receive appropriate training



8. Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- Where you are required to perform tasks which fit into the requirements of DSE, the appropriate assessment must be completed to protect you from harm
- If you are in any discomfort from the carrying out of DSE tasks, you must stop and report your concerns to your Care Worker



Further Reading

There is a workstation checklist that can be used by Wellspring Recruitment and Care Services Limited to undertake DSE assessments. This is available at:

<https://www.hse.gov.uk/pubns/ck1.pdf> and is also included to download within the 'Underpinning Knowledge' section on the policy review sheet

HSE - Home Working:

<https://www.hse.gov.uk/home-working/index.htm>



Outstanding Practice

To be "outstanding" in this policy area you could provide evidence that:

- The wide understanding of the policy is enabled by proactive use of the QCS App
- DSE users must report any damaged or ineffective equipment to their line managers immediately and not use the equipment until this has been addressed
- An outstanding service will have an open line of communication between managers and employees in which all views are valued and where appropriate improvements to service provision are made
- Training must be relevant to the tasks required and feedback sheets provide insight into any improvements which keep training current and meaningful whilst keeping the organisation compliant with current legislation and industry best practice



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
DSE Workstation Assessment Form - HS09	When a DSE Workstation Assessment is Required for a User.	QCS



DSE Workstation Assessment Form - HS09

The purpose of this form is to identify those employees who would be considered to be 'users' of display screen equipment (DSE) i.e. computer users, so that Wellspring Recruitment and Care Services Limited can comply with the Health and Safety Display Screen Equipment Regulations 1992. It is also designed to help the user identify whether or not some of the most common problems arising from DSE use are present in their workstation or working arrangements.

The most common risk factors arising from DSE use are:

Musculoskeletal problems

These range from temporary fatigue and discomfort to chronic aches, pains and debilitating soft tissue disorders. Parts of the body affected include the wrists, fingers, arms, shoulders and back. Musculoskeletal problems are caused by poor or static posture, such as sitting for long periods without adequate lumbar support for your back, holding your arms and wrists in an awkward position whilst keying or using the mouse because your chair is not adequately adjusted or not taking sufficient breaks from screen work.

Visual fatigue

Visual fatigue can be caused by such factors as poor adjustment of screen brightness and contrast controls, an unstable or flicking image on the screen, glare reflected on the screen, insufficient lighting to read source documents or concentrating for prolonged periods.

Stress

This can be caused by the user having little or no control over their work content or the pace they work, excessive workloads, tight deadlines, repetitive or monotonous tasks.



FULL NAME	
LOCATION OF WORKSTATION	
DATE	
HOW OFTEN DO YOU USE YOUR COMPUTER? (CIRCLE A, B OR C)	
A	MOST OF OR ALL OF THE DAY
B	CONTINUOUSLY FOR AN HOUR OR MORE EACH DAY
C	LESS THAN AN HOUR A DAY
DO YOU SUFFER FROM ANY ACHES, PAINS OR DISCOMFORT IN FINGERS, WRISTS, ARMS, NECK, SHOULDERS OR BACK WHEN USING YOUR COMPUTER? (CIRCLE A, B, C OR D)	
A	CONSTANTLY
B	FREQUENTLY
C	OCCASIONALLY
D	NEVER
IF YES, WHICH PART/S ARE AFFECTED?	



PLEASE ANSWER 'YES', 'NO' OR 'N/A' TO THE QUESTIONS BELOW	
DOES THE PAIN OR DISCOMFORT GO OR IMPROVE WHEN NOT AT WORK?	
CAN YOU ADJUST YOUR SEAT HEIGHT AND BACK REST?	
DOES THE CHAIR PROVIDE ADEQUATE LUMBAR (LOWER BACK) SUPPORT?	
DO YOU SIT WITH YOUR BACK SUPPORTED WHILST KEYING OR USING THE MOUSE?	
IS YOUR CHAIR ADJUSTED SO THAT YOU CAN POSITION YOUR ARMS WITH YOUR ELBOWS AT A 90 DEGREE ANGLE WITH FOREARMS HORIZONTAL WHILST KEYING AND USING MOUSE?	
IS THE SEAT DEPTH AN ADEQUATE SIZE, SO THAT THERE IS NO PRESSURE ON THE BACKS OF THIGHS OR KNEES WHEN SEATED?	
IF YOUR CHAIR HAS ARMS, DOES IT PREVENT YOU FROM GETTING CLOSE TO THE DESK?	
CAN YOUR FEET REST COMFORTABLY ON THE FLOOR WHEN YOUR CHAIR IS ADJUSTED AT THE CORRECT HEIGHT?	
IS THERE ADEQUATE SPACE ON YOUR DESK FOR ALL THE ITEMS \ EQUIPMENT YOU USE MOST FREQUENTLY?	
IS THERE ADEQUATE SPACE IN FRONT OF THE KEYBOARD TO REST YOUR HANDS IN BETWEEN KEYING?	
IS THERE ADEQUATE SPACE BENEATH THE DESK TO ENABLE YOU TO STRETCH YOUR LEGS AND REGULARLY CHANGE POSITION?	
CAN YOU ADJUST THE POSITION OF YOUR MONITOR?	
IS YOUR SCREEN POSITIONED DIRECTLY IN FRONT OF YOU?	
IS YOUR SCREEN POSITIONED AT A COMFORTABLE VIEWING DISTANCE?	



Wellspring Recruitment and Care Services Limited
16 Patmore House, Mayville Estate, Mathias Road N16 8LQ

PLEASE ANSWER 'YES', 'NO' OR 'N/A' TO THE QUESTIONS BELOW	
IS THE SCREEN SUBJECT TO REFLECTIONS AND GLARE?	
DO YOU SUFFER FROM ANY VISUAL PROBLEMS, E.G. VISUAL FATIGUE, TROUBLE FOCUSING WHEN USING YOUR COMPUTER?	
DO YOU SUFFER FROM HEADACHES WHEN USING YOUR COMPUTER?	
DO YOU FIND THE LIGHTING AT YOUR WORKSTATION ADEQUATE?	
IS YOUR KEYBOARD COMFORTABLE TO USE AND SUITABLE FOR THE TASKS YOU HAVE TO DO?	
DO YOU FREQUENTLY HAVE TO USE THE TELEPHONE WHILST KEYING OR USING YOUR MOUSE, CAUSING YOU TO CRADLE THE RECEIVER ON YOUR SHOULDER?	
DO YOU THINK YOU HAVE RECEIVED ADEQUATE TRAINING ON THE SOFTWARE AND PROGRAMMES YOU NEED TO USE?	
DO YOU WORK AT YOUR COMPUTER FOR PROLONGED PERIODS (MORE THAN AN HOUR) AT A TIME WITHOUT A BREAK?	
HAVE YOU RECEIVED ANY TRAINING ON THE HEALTH AND SAFETY ISSUES RELATING TO DSE USE WITHIN THE LAST 2 YEARS?	
ARE THERE ANY OTHER COMMENTS OR FACTORS YOU WOULD LIKE TO RAISE CONCERNING YOUR WORKSTATION OR WORKING ENVIRONMENT?	
SIGNATURE	
DATE	

