

Double handed care

When double handed care is needed

Double handed care means two carers are needed to support someone. This should only happen in specific situations, and only after a proper assessment has been done.

Help with Moving and Handling

Two carers may be needed if a trained assessor (a person who holds the Qualifications Network (QNUK) level 3 award for moving and handling trainers or equivalent) has looked at how someone is moved or handled and decided it's not safe for one person to do it alone. The assessor will look at:

- **the task** – what needs to be done.
- **the carers** – what they're able to do.
- **the person** – their health, abilities, and any equipment used.
- **the environment** – where the care is happening.

If the assessor says two carers are needed, this must be recorded in the person's care plan which is recorded in the Council's adult social care system. If this is not added to the care and support plan, payment for the two carers will not be made.

Challenging behaviour

If the person being cared for, their carer, or visitors often show behaviour that puts carers at risk, even after trying to manage it, then two carers may be needed to:

- keep everyone safe.
- help calm the situation.
- give carers confidence and support.

The assessment should include:

- what triggers the behaviour (like pain, medication, or visitors).
- ways to reduce the risk (like using male or female carers).
- sharing what works well with other carers.

Safeguarding concerns

If someone makes repeated allegations of abuse (e.g. theft), then two carers may be needed to protect staff. Safeguarding procedures must be followed.

Emergency Situations

Social Care Assessors can agree to use two carers for up to two weeks while a full assessment is done. If the reason is moving and handling, care staff should ask for an urgent Occupational Therapist assessment from the Independent Living Service.