

SFHBDS5

Manage the refreshment area at donation sessions



Overview

This standard covers the provision of refreshments and distribution of donor information. This includes the preparation and dismantling of the refreshment area together with preparing and serving refreshments to donors and their accompanying friends or relatives. It also covers monitoring donors in the refreshment area, and dealing with adverse reactions/events.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

- You must be able to:*
- P1 apply standard precautions for infection prevention and control and other relevant health and safety measures
 - P2 identify the most appropriate, accessible and safe location in which to set up the refreshment area
 - P3 set up the area to be used in accordance with health and safety legislation and organisational policy.
 - P4 ensure that the area used for preparing and serving refreshments is kept clean, tidy and as free from hazards as possible
 - P5 prepare sufficient materials and equipment ready for use at appropriate times
 - P6 use electrical equipment safely and correctly in accordance with manufacturers instructions and health and safety requirement
 - P7 identify and report any problems with materials and equipment correctly and take appropriate action to resolve the problem, or remove the item from use
 - P8 display current donor information in the designated sites
 - P9 give accurate information about the refreshments available to donors and others
 - P10 take requests for refreshment promptly and politely and serve the refreshments as quickly as possible
 - P11 prepare drinks safely and correctly and ensure they are served at the appropriate temperature
 - P12 maintain sufficient supplies of self-service items and ensure that they are easily accessible to donors and others
 - P13 respond to donor's questions as appropriate and refer questions beyond your role and responsibility to the appropriate member of staff
 - P14 monitor donors or others for any sign of adverse reaction/event and take prompt and appropriate action, ensuring that appropriate records are made and/or updated
 - P15 give appropriate help/assistance to transfer an unwell donor to a rest bed using safe handling techniques, and/ or make them comfortable, ensuring that privacy and dignity are maintained

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Knowledge and understanding

You need to know and understand:

- K1 the current European and National legislation, national guidelines, organisational policies and protocols in accordance with Clinical/Corporate Governance which affect your work practice in relation to managing the refreshment area at donation sessions
- K2 your responsibilities and accountability in relation to the current European and National legislation, national guidelines and local policies and protocols and Clinical/Corporate Governance
- K3 the duty to report any acts or omissions in care that could be detrimental to yourself, other individuals or your employer
- K4 the importance of working within your own sphere of competence and seeking advice when faced with situations outside your sphere of competence
- K5 the importance of applying standard precautions to preparing the refreshment area and serving refreshments at donation sessions and the potential consequences of poor practice
- K6 the level of cleanliness needed in areas used to prepare and serve refreshments
- K7 why it is important to check that all refreshment expiry dates, to report any discrepancies and remove from use
- K8 how to dispose of waste material safely
- K9 the sorts of problems that might be found in materials and equipment – and which of these you should be able to resolve, and which should be reported to others
- K10 how to check that electrical equipment is functioning safely and efficiently
- K11 the items which should be available for donors to help themselves to and how and where to make them available
- K12 the particular refreshments which are needed by donors who have had an adverse reaction - and why their needs are different
- K13 why is it important to monitor donors wellbeing post donation
- K14 the common adverse reactions to giving blood or blood components, how to recognise them and what action to take
- K15 the extent of the action you can take - including the information which you may give and or record
- K16 the use of current and up to date donor information impacts on how donors view the organisation and the staff
- K17 the importance of valuing and thanking donors for attending the session

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Additional Information

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: G5 Services and project management

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Developed by Skills for Health

Version number 1

Date approved April 2009

Indicative review date April 2011

Validity Current

Status Original

Originating organisation Skills for Health

Original URN BDS5

Relevant occupations Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services

Suite Blood Donor Support.

Key words Vein, Donor, Blood, Documentation, Samples, Aphoresis
