

SFHGEN83

Deliver a trolley service in a healthcare environment



Overview

This standard is about preparing service equipment and products in order to deliver a trolley service. It also covers serving products from the trolley and cleaning the trolley after service.

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
- P2 check that the trolley is clean, undamaged and can be wheeled safely
- P3 check that equipment is clean, undamaged and prepared correctly ready for use
- P4 carry out personal hygiene routines before handling trolley products
- P5 display and stack trolley products in a manner that is safe
- P6 deal with individuals requirements promptly and courteously
- P7 give individuals accurate information that meets their needs, and promotes your organisation's products
- P8 where applicable, collect, sort and stack used items onto the trolley in a safe and hygienic manner
- P9 clean the trolley thoroughly after service to minimise risk of spreading infections
- P10 store the trolley safely and securely after service

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Knowledge and understanding

You need to know and understand:

- K1 safe and hygienic work practices for:
 - K1.1 preparing a trolley for service
 - K1.2 serving products
 - K1.3 personal hygiene
 - K1.4 minimising risks of spreading infection with the trolley
- K2 manual handling procedures for lifting, pushing and pulling heavy objects
- K3 how to operate the trolley safely and what the safety procedures for the trolley are
- K4 the cleaning and maintenance specifications for the trolley and why these must be adhered to
- K5 who to contact if the trolley is damaged and where to get a replacement
- K6 why used items must be handled and disposed of correctly
- K7 your organisation's standards for customer care and why these should be followed
- K8 the types of unexpected situations that may occur when you are serving from the trolley and clearing away and how to deal with these
- K9 how to safely and securely store the trolley after use

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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: HWB10 Products to meet health and wellbeing needs

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