

Overview

This standard describes the competence required to remove beds and handle linen and bed coverings, as well as collecting bed coverings together and transporting them correctly. Finally, the standard also covers checking the linen and bed coverings, and making beds.

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

SFHSS17

Prepare beds and handle linen and bed coverings

Performance criteria

You must be able to:

- P1 remove all linen and bed coverings from beds
- P2 handle and store soiled linen and bed coverings correctly
- P3 deal with customers in a polite and helpful manner
- P4 deal with unexpected situations effectively and inform the proper person where necessary
- P5 carry out work in an efficient manner, in line with legal requirements and suitable workplace procedures
- P6 collect the correct type and quantity of linen and bed coverings from the linen store and check that they meet the required standard
- P7 deal with any linen or bed coverings that do not meet the required standard in line with suitable workplace procedures
- P8 transport linen and bed coverings correctly to the appropriate areas
- P9 secure linen stores against unauthorised access where necessary
- P10 deal with unexpected situations effectively and inform the proper person where necessary
- P11 carry out work in an efficient manner, in line with legal requirements and suitable workplace procedures
- P12 prepare the bed so that it is ready to be made
- P13 ensure that, when appropriate, the mattresses have been turned
- P14 ensure that the bed base, bed head, linen and bed coverings are clean and free from damage, and carry out work in an efficient manner
- P15 make the bed with the correct linen and bed coverings according to whether the customer is a new or stay over customer
- P16 ensure that you leave the bed neat and smooth and ready for use
- P17 deal with customers' personal property in line with suitable workplace procedures
- P18 deal with customers in a polite and helpful manner
- P19 deal with unexpected situations effectively and inform the proper person where necessary
- P20 carry out work in an efficient manner, in line with legal requirements and suitable workplace procedures

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Knowledge and understanding

You need to know and understand:

- K1 why soiled linen and bed coverings should be kept separate from clean linen
- K2 why clean linen should be kept separate from soiled linen
- K3 why linen stores should be secured from unauthorised access
- K4 why it is important to check linen for cleanliness and quality
- K5 what safe lifting and carrying techniques are
- K6 why safe lifting and carrying techniques should be used
- K7 what the correct procedure is for disposal of linen and why it is important to adhere to it
- K8 what the correct procedure is for sorting out different fabrics
- K9 what the organisational policy is for making and re sheeting beds
- K10 why it is important to use suitable sized linen

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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: EF2 Environments and Buildings

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Originating organisation This NOS was originally developed by the Hospitality Training Foundation as Unit 1HK1.

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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 Support Services

Key words Portering, Cleaning, Housekeeping, Laundry, Health Records, Mail, Security
