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### Overview

This standard is about preparing and serving clients with simple food and drink chosen by them. This standard requires you to handle, prepare and serve food and drinks. It is accepted good practice that you will hold an appropriate level of food hygiene qualification, such as those approved by the Institute of Environmental Health Officers and in-house certificated courses.

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

## SFHSS26

### Prepare food and drink for clients

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#### Performance criteria

*You must be able to:*

- P1 encourage clients to express their wishes and preferences in relation to food and drink
- P2 offer the client options which meet their expressed wishes and preferences, where resources and their plan of care permit
- P3 provide accurate and complete information to clients on the options available in a manner, and at a level and pace, appropriate to them
- P4 offer clients suitable alternatives, when resources allow, if they do not like the options offered
- P5 encourage and support clients in making choices which are consistent with their dietary requirements and their plan of care
- P6 discuss with the client problems with their choice and ensure a solution is reached
- P7 report continuing problems or concerns about the client's diet to an appropriate member of the care team
- P8 provide food and drink which meets the client's wishes and preferences and is in accordance with their plan of care and dietary requirements
- P9 prepare, cook and store food in ways which promote the food's appeal, maintains hygiene and minimises risks to health and safety
- P10 serve food and drink with the appropriate utensils and in a hygienic manner
- P11 present food attractively and in a way that meets the client's preferences in relation to quantity, temperature, consistency and appearance
- P12 implement personal hygiene measures before, during and after handling food
- P13 clean work surfaces, cooking utensils and equipment thoroughly before and after use, and store correctly
- P14 dispose of stale or unusable left-over food in a safe manner and place
- P15 complete accurate and legible records, where it is necessary to record the client's intake

# SFHSS26

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### Knowledge and understanding

*You need to know and understand:*

- K1 the rights of clients to choose their food
- K2 why it is important to offer clients choice
- K3 the food and drink which constitutes a healthy diet, and the relationship of this to particular client needs (such as how this may vary for particular client groups)
- K4 why it is important to meet client's wishes and preferences as closely as possible
- K5 legislation and guidelines relating to the preparation of food (e.g. the Food Act, Health and Safety at Work Act), and how these affect your role and responsibilities
- K6 why it is sometimes necessary to record clients' food intake and methods of doing this accurately
- K7 how personal preferences may alter at different life stages
- K8 the impact of resources upon choice of food
- K9 the different diets which are chosen and eaten by different cultural groups
- K10 the effects of personal beliefs and preferences (religious, cultural etc) on the way that food should be prepared, presented and eaten
- K11 the impact of ill-health upon the amount of food taken and ways of presenting food and drink to make it more appealing to those with reduced appetites
- K12 the conflicts which might arise where the client does not wish to eat food which is prescribed in their plan of care and the ways in which you can deal with this
- K13 the relationship of your role to others in the care team involved with the client's eating and drinking, and why any problems relating to client choice of food should be referred to the appropriate team member
- K14 risks that can arise from inappropriate preparation and storage of food, and methods of minimising the risks
- K15 cooking methods and techniques, and the ingredients and dishes to which they are appropriate
- K16 methods of identifying clients' preferences, likes and dislikes where the client is not able to state their wishes (such as through discussions with relatives)
- K17 methods of handling, storing and cooking food safely
- K18 methods of presenting food attractively and why this is important

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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

## SFHSS26

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**Developed by** Skills for Health

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**Indicative review date** June 2012

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**Validity** Current

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**Status** Original

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**Originating organisation** This NOS was originally developed by the Care Sector Consortium as Unit NC13

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**Original URN** SS26

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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

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**Suite** Support Services

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

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