

## **HSC213 Provide food and drink for individuals (Level 2)**

### **Elements of Competence**

- HSC213a** Support individuals to communicate what they want to eat and drink
- HSC213b** Prepare and serve food and drink
- HSC213c** Clear away when individuals have finished eating and drinking

### **About this unit**

For this unit you need to find out what individuals want to eat, prepare food and drink for them and clear away afterwards.

### **Scope**

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

**Communicate** using the individual's preferred spoken language, the use of signs, symbols, pictures, writing, objects of reference, communication passports; other non verbal forms of communication; human and technological aids to communication.

**Dietary requirements** can be related to: particular illnesses and conditions of the individual (for example, diabetes); the health needs of the individual (i.e. sufficient amounts of food and drink effectively balanced to sustain the health of the individual); the religious, cultural and spiritual needs of the individuals.

**Food and drink** can include: snacks; meals; hot drinks; cold drinks.

**Key people:** family; friends; carers; others with whom the individual has a supportive relationship.

**Prepare food** could include: cooking; heating foods; opening food packages; handling raw food; peeling; washing; placing pre-prepared food on plates.

**Risks** could be from: incorrect preparation and storage of food and drink; infection and contamination; individuals who eat and drink items that they should not; sudden and unexpected reactions to food and drink.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice applicable to your job; your work activities; the job you are doing (e.g. domiciliary, residential care, hospital settings) and the individuals with whom you are working.

### **Values underpinning the whole of the unit**

The values underpinning this unit have been derived from the key purpose statement<sup>1</sup>, the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. They can be found in the principles of care unit HSC24. To achieve this unit you must demonstrate that you have applied the principles of care outlined in unit HSC24 in your practice and through your knowledge.

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<sup>1</sup> The key purpose identified for those working in health and social care settings is "to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care"

## Key Words and Concepts

This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

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<b>Active support</b>	Support that encourages individuals to do as much for themselves as possible to maintain their independence and physical ability and encourages people with disabilities to maximise their own potential and independence
<b>Dietary requirements</b>	Food and drink that will provide a balanced diet that meets the nutritional needs of individuals and supports their health and well-being
<b>Food and drink</b>	Food and drink which is to be consumed by the individual
<b>Individuals</b>	The actual people requiring health and care services. Where individuals use advocates to enable them to express their views, wishes or feelings and to speak on their behalf the term individual within this standard covers the individual and their advocate or interpreter
<b>Key people</b>	Are those people who are key to an individual's health and social well-being. These are people in the individual's life who can make a difference to their health and well-being.
<b>Others</b>	Are other people within and outside your organisation that are necessary for you to fulfil your job role
<b>Rights</b>	The rights that individuals have to: <ul style="list-style-type: none"><li>• be respected</li><li>• be treated equally and not be discriminated against</li><li>• be treated as an individual</li><li>• be treated in a dignified way</li><li>• privacy</li><li>• be protected from danger, harm and abuse</li><li>• be cared for in a way that meets their needs, takes account of their choices and also protects them</li><li>• access information about themselves</li><li>• communicate using their preferred methods of communication and language</li></ul>
<b>Risk</b>	A risk is the likelihood of the hazard to occur. It can be to individuals in the form of danger, harm and abuse and/or to the environment by danger of damage and destruction
<b>Wishes and preferences</b>	The identified choice of the individual in terms of what they want to eat and drink

**HSC213a** Support individuals to communicate what they want to eat and drink

**Performance Criteria**

You need to show that,

1. you find out from individuals and **key people** the type of food and drink they prefer
2. you support **individuals** to understand the **food and drink** that is available
3. you offer individuals options for food and drink that:
  - adhere to their plan of care
  - take account of their **dietary requirements**
  - take account of their expressed **wishes and preferences**
  - take account of any religious, cultural and personal beliefs
  - are within the resources available
4. you offer individuals suitable alternatives when the original options do not meet their wishes and preferences
5. you encourage and support individuals to make choices that meet their dietary requirements
6. you work with individuals to resolve any problems about their choice of food and drink
7. where problems continue or concerns are raised about the individual's choice or diet they are reported to the appropriate person

**HSC213b** Prepare, and serve food and drink

**Performance Criteria**

You need to show that,

1. you wash your hands and ensure personal cleanliness and hygiene before, during and after handling food
2. you clean work surfaces, cooking utensils and equipment thoroughly before use
3. you prepare and store food in ways that:
  - make the food look appetising
  - meet food hygiene requirements
  - minimise health and safety risks
  - minimise the **risk** of food associated illness or infection
4. you prepare the immediate environment so that eating and drinking is enjoyable and individuals can interact with each other
5. you serve food and drink with the appropriate utensils and in a hygienic manner
6. you place food and drink within easy reach of the individual

7. you present food attractively and in ways that meets health and safety requirements and the individual's preferences about quantity, temperature, consistency and appearance
8. you prepare and provide any aids or specialist equipment individuals need to enable them to eat and drink themselves
9. you support individuals to consume their chosen food and drink in:
  - manageable quantities
  - at their own pace
  - in a dignified and socially acceptable manner
10. you support individuals to clean themselves, if food or drink is dropped or spilt, during the meal

**HSC213c** Clear away when individuals have finished eating and drinking

**Performance Criteria**

You need to show that,

1. you check that individuals have finished eating and drinking before removing utensils and crockery
2. you encourage individuals to wash their hands and clean themselves at the end of the meal
3. you remove or assist individuals to remove used utensils and crockery
4. you follow organisational policies and practice to dispose of stale and unusable left-over food
5. you clean work surfaces after use with appropriate cleaning materials
6. you clean and store cooking utensils and equipment correctly or return them for cleaning
7. you wash your hands and ensure your own cleanliness and hygiene after clearing away utensils, crockery and equipment
8. where necessary, you record the individuals intake and complete records according to individual requirements and organisational procedures and practices

## **Knowledge Specification for the whole of this unit**

Competent practice is a combination of the application of skills and knowledge informed by the values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to show that you know, understand and can apply in practice:

### **Values**

1. legal and organisational requirements on equality, diversity, discrimination and **rights** when preparing, serving and clearing away food and drink for individuals
2. how your own values in relation to hygiene might differ from those of individuals and how to deal with this
3. the effects of personal beliefs and preferences (religious, cultural etc) on the way that food should be prepared, presented and eaten
4. how to provide **active support** and promote the individual's rights, choices and well-being when preparing, serving and clearing away food and drink for individuals

### **Legislation and organisational policy and procedures**

5. codes of practice and conduct; standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when preparing, serving and clearing away food and drink for individuals
6. current local, UK and European legislation, and organisational requirements, procedures and practices for:
  - accessing records
  - recording, reporting, confidentiality and sharing information, including data protection
  - health, safety, assessing and managing risks associated with preparing, serving and clearing away food and drink for individuals
  - healthy living and eating
  - the management of risk from infection and contamination
  - food hygiene and storage
  - preparing and providing food and drink for individuals

### **Theory and practice**

7. the food and drink that constitutes a healthy diet and the relationship of this to particular individuals' needs
8. medical conditions of the individuals with whom you work and how these can affect their dietary requirements
9. what constitutes a healthy and balanced diet generally and specifically for the individuals with whom you work
10. risks that can arise from inappropriate preparation and storage of food and methods of minimising the risks

11. cooking methods and techniques and the ingredients and dishes to which they are appropriate
12. methods of presenting food attractively and why this is important
13. conflicts which might arise where individuals do not wish to eat and drink that which is specified in their plan of care and how to deal with this
14. the actions to take when individuals are having difficulties, are unwilling or are unable to eat and drink and the importance of passing on such information to the appropriate people
15. 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
16. signs and symptoms of adverse reactions that individuals may experience during and following eating and drinking
17. how to deal with sudden and unexpected reactions to food and drink, such as choking, vomiting, dysphagia, acute pain, allergic reactions