

HSC214 Help individuals to eat and drink (Level 2)

Elements of Competence

- HSC214a** Make preparations to support individuals to eat and drink
HSC214b Support individuals to get ready to eat and drink
HSC214c Help individuals consume food and drink

About this unit

For this unit you need to prepare for, support and help people to consume food and drink.

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.

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.

Preparations include: using protective clothing; obtaining specialist crockery; cutlery; mats; positioning the individual.

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

Specialist equipment could be equipment: specialist crockery and utensils; equipment required by the individual to enable them to eat and drink.

Take appropriate action could include: reporting to your line manager; referring individuals to a dietician.

Type of nutrition could include: individualised diets; high fibre diets; low fat diets; soft food diets; clear fluid diets; dietary supplement drinks.

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 you are working with

Values underpinning the whole of the unit

The values underpinning this unit have been derived from the key purpose statement¹, 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.

¹ 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.**

Active support	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
Food and drink	Food and drink which is to be consumed by the individual,
Individuals	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
Key people	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 the individual's health and well being
Others	Are other people within and outside your organisation that are necessary for you to fulfil your job role
Plan of care	The plan of care will include all aspects of the individual's care needs which need to be adhered to within any setting in which the individual is placed. It addresses the holistic needs of the individual.
Rights	The rights that individuals have to: <ul style="list-style-type: none">• be respected• be treated equally and not be discriminated against• be treated as an individual• be treated in a dignified way• privacy• be protected from danger, harm and abuse• be cared for in a way that meets their needs, takes account of their choices and also protects them• access information about themselves• communicate using their preferred methods of communication and language
Risks	Risks are the likelihood of the hazards occurring. They can be to individuals in the form of infection, danger, harm and abuse and/or to the environment in the form of danger of damage and destruction
Specialist equipment	Personal equipment and equipment used in addition or as a replacement for ordinary cutlery, crockery and equipment

HSC214a Make preparations to support individuals to eat and drink

Performance Criteria

You need to show that,

1. you examine the **plan of care** to confirm the **individual's** nutritional requirements
2. you work with individuals, **key people** and **others** to identify the level of support and type of nutrition the individuals require
3. you identify any preferences and support individuals to choose **food and drink**, ensuring that you take into account religious, cultural, other dietary wishes and preferences and the plan of care
4. you identify and acquire any **specialist equipment** and protective coverings that are required to enable the individuals to eat and drink
5. you prepare the environment so that it makes eating and drinking enjoyable, safe and allows maximum interaction between individuals and other people
6. you put on protective garments, wash your hands and prepare yourself to provide food and drink for individuals

HSC214b Support individuals to get ready to eat and drink

Performance Criteria

You need to show that,

1. you identify with individuals, **key people** and others the support individuals need to prepare them to eat and drink
2. you provide **active support** to enable individuals to prepare to eat and drink in comfort and with dignity
3. prior to and following eating and drinking, you support individuals to meet their hygiene needs, according to their personal beliefs and preferences
4. you respond appropriately to questions and issues raised about the food and drink individuals are about to consume, their diet and any dietary requirements
5. you take appropriate action when questions and issues are outside your competence

HSC214c Help individuals consume food and drink

Performance Criteria

You need to show that,

1. you work with **individuals** and others to identify the level and type of support they require to enable them to consume food and drink
2. you provide **active support** for individuals when they are consuming their food and drink

3. you provide **active support** to enable individuals to use appropriate utensils and any specialist equipment to enable them to eat and drink with respect and dignity
4. you support individuals to consume their food and drink in manageable quantities and at their own pace
5. you support individuals to eat and drink in a socially acceptable and appropriate manner
6. you assist individuals to clean themselves, if food or drink is spilt or dropped, during and at the end of the meal
7. you observe and take action where individuals are not eating and drinking or if they are having unexpected difficulties in doing so
8. you observe, record and report the intake of food and drink according to the individual's plan of care 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 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 helping individuals to eat and drink
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 and eaten
4. how to provide active support and promote the individual's rights, choices and well-being when helping individuals to eat and drink

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 helping individuals to eat and drink
 - healthy living and eating
 - the management of risk from infection
 - food hygiene
 - helping individuals to eat and drink

Theory and practice

7. the medical conditions of the individuals with whom you work and how these can affect their dietary requirements and support needs when eating and drinking
8. what constitutes a healthy and balanced diet generally and specifically for the individuals with whom you work
9. risks that can arise when helping individuals to eat and drink and ways of minimising these

10. conflicts which might arise where individuals do not wish to eat and drink that which is specified in their plan of care and the how to deal with this situation
11. hygiene precautions and the potential consequences of not following these
12. different utensils that are available for individual with different needs and disabilities and how these can be adapted and used
13. how to encourage individuals to eat and drink
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. why you should interact with individuals when helping them to eat and drink
16. signs and symptoms of adverse reactions which individuals may experience prior to, 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