



QUALITY SELF-ASSESSMENT PROGRAMME

3 LOOKING AFTER THE SERVICE USER

DOMICILIARY CARE - ADULTS & OLDER PEOPLE

3.4 DIETARY CARE & FEEDING

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- Elements addressed:*
- Good Food Hygiene Practices at the Service User's Home
 - Awareness of Ethnic Diet & Religion
 - Storing Foodstuffs
 - Planning Diets & Meals
 - Preparing Meals, Snacks & Drinks
 - Helping the Service User to Feed

OUTCOMES TO BE ACHIEVED:

Each service user has the food and drink of choice, with due regard to personal preferences and dietary, cultural & religious considerations. The service user eats at the time and place of choice, in comfort and in such a manner as to promote and preserve self-esteem.

#	Performance Indicator / Standard	SCORE	Evidence
1	Care Staff are trained in basic Food Hygiene in respect of food preparation, serving and storage, and hygienic waste disposal at the service user's home.		
2	Care Staff are trained in the basic elements of diet and nutrition, which includes an awareness of religious customs and practices.		
3	Part of the Care Staff training is to develop an awareness of foodstuffs that are forbidden by religion or culture, and when fasting will take place, according to religious calendars.		
4	Care Staff are actively involved in promoting good nutrition and the monitoring of the service user's food and drink intake where required.		
5	Care Staff are involved in helping the service user to plan, select, buy, and store foodstuffs.		
6	Purchased foodstuffs are stored in the kitchen in locations that are easily and safely reached by the service user.		
7	Care Staff check refrigerators and freezers to ensure that they are functioning properly. This includes checking the temperatures with a calibrated thermometer.		
8	Care Staff also check the condition of refrigerators and freezers, and the need for de-frosting.		
9	Help is given in defrosting where required, ensuring basic food hygiene is observed (e.g. not re-freezing food that is inadvertently thawed).		
10	Care Staff help to ensure that larders, cupboards and shelves where food is stored are kept clean and free from spillages that may attract pests.		
11	Care Staff check the "sell-by" dates on foodstuffs and advise the service user of the need to discard any out-dated produce, and the reasons.		
12	Care Staff ensure an adequate supply of foods and meals that require little or no preparation, such as cereals, bread, and fruit, according to the service user's likes and dislikes.		
13	Service users are encouraged to prepare their own meals within limitations of mobility and ability.		
14	The Assessment of Need identifies what the service user is able to do for himself / herself, and what may present a hazard (handling hot pans, slicing, pouring hot liquids, etc).		
15	Care Staff do not impose routines on the service user, and the service user is free to choose what they want to eat, when and where to eat it, within dietary and cultural limitations.		
16	Incidences where a service user consistently refuses to eat are reported / referred to supervisory staff for possible referral to the service user's GP.		
17	Care Staff help to prepare meals and snacks to be eaten later. This includes ensuring that all snacks etc are covered in clingfilm etc, and that tins are opened in readiness where needed.		

