

# HCA NATIONAL SERVICE EXCELLENCE DAY



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# SERVICE EXCELLENCE CHECKLIST

## Starters

### Working together

- Establish effective working relationships with others
- Ensure communication with patients/carers is effective and timely
- Develop the team, communicate roles and responsibilities
- Observe Protected Mealtimes - develop policy & guidance

## Entrees

### Provide access to food & beverages

- Ensure menus deliver ABC - Accuracy, Brevity and Clarity
- 'Get ready to eat' - support patients
- Ensure access to safe nutritious food & beverages
- Prepare the dining room/bedside and eating environment
- Empower patients to choose - provide food service information

## Main Course

### Excellence in food & beverage service

- Serve food & beverages at the right temperature
- Enhance the meal experience - e.g. provision of hand wipes
- Ensure good food/meal presentation
- Meet or exceed expectation

## Dessert

### Responsibilities in the delivery of Food & Nutrition

- Ensure staff are appropriately trained
- Develop a proactive 'service' culture
- Ensure assistance with meals is provided as and when required
- Promote a positive staff attitude
- Identify nutritionally at risk patients & manage appropriately

## Finishing Touches!

- Actively seek feedback
- Identify and share best practice - establish networks
- Empower and engage patients/clients in service development

# Learning outcomes linked to the Knowledge and Skills Framework (KSF)

Dependent on your job role and levels of responsibility, the Service Excellence Checklist may provide you with portfolio evidence with the following KSF dimensions.

<b>Core Dimension 1:</b> <b>Level 3</b>	<b>Communication</b> Develop and maintain communication with people about difficult matters and or in difficult situations
<b>Core Dimension 2:</b> <b>Level 4</b>	<b>Personal and People Management</b> Develop oneself and others in areas of practice
<b>Core Dimension 4:</b> <b>Level 4</b>	<b>Service Improvement</b> Work in partnership with others to develop, take forward and evaluate direction, policies and strategies.
<b>Core Dimension 5:</b> <b>Level 4</b>	<b>Quality</b> Develop a culture that improves quality
<b>Core Dimension 6:</b> <b>Level 2</b>	<b>Equality and Diversity</b> Support equality and value diversity
<b>Dimension HWB 1:</b> <b>Level 4</b>	<b>Promotion of Health &amp; Wellbeing &amp; Prevention of Adverse Effects on Health &amp; Wellbeing</b> Promote health & wellbeing and prevent adverse effects on health & wellbeing through contributing to the development, implementation and evaluation of related policies.
<b>Dimension HWB 2:</b> <b>Level 4</b>	<b>Assessment &amp; care planning to meet Health &amp; Wellbeing needs</b> Assess complex health & wellbeing needs and develop, monitor & review care plans to meet those needs.
<b>Dimension HWB 4:</b> <b>Level 4</b>	<b>Enablement to address Health &amp; Wellbeing needs</b> Empower people to realise and maintain their full potential in relation to health and wellbeing
<b>Dimension HWB 5:</b> <b>Level 2</b>	<b>Provision of care to meet health and Wellbeing needs</b> Undertake care activities to meet the health and wellbeing needs of individuals with a greater degree of dependency.
<b>Dimension HWB 10:</b> <b>Level 4</b>	<b>Products to meet health and wellbeing needs</b> Support, monitor and control the supply of products.
<b>Dimension IK 1:</b> <b>Level 1</b>	<b>Information Processing</b> Input, store and provide data and information
<b>Dimension IK 3:</b> <b>Level 1</b>	<b>Knowledge and information Resources</b> Access, appraise and apply knowledge and information
<b>Dimension G1:</b> <b>Level 2</b>	<b>Learning and Development</b> Enable people to learn and develop
<b>Dimension G2:</b> <b>Level 3</b>	<b>Development and Innovation</b> Test and review new concepts, models, methods, practices, products, and equipment.
<b>Dimension G5:</b> <b>Level 4</b>	<b>Services and Project Management</b> Plan, co-ordinate and monitor the delivery of services and/or projects
<b>Dimension G6:</b> <b>Level 3</b>	<b>People Management</b> Co-ordinate and delegate work and review peoples performance.
<b>Dimension G7:</b> <b>Level 4</b>	<b>Capacity and Capability</b> Work in partnership with others to develop and sustain capability and capacity.