



**Answer ALL questions in the spaces provided.**

1. Read the following case study.

Sarah is 10 years of age and lives in the Ashbrook Children's Home. She has been living there for the past 12 months and although she has settled into the home she misses family life. Sarah has no contact with her mother or wider family. The home promotes the concept of normalisation by attempting to ensure as normal a life as possible for the children in its care. Consequently, when children such as Sarah are admitted to the home, they are assessed fully to ensure that all their needs will be taken into account. Each child is also assigned a key worker who will monitor his or her progress and report on any issues which may be affecting his or her health and well-being.

(a) Define what is meant by the term **normalisation**.

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**(2)**

(b) Identify **four** areas Ashbrook Children's Home might consider when assessing Sarah's needs.

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**(4)**









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2.

Louise has been the manager of Ashbrook Children's Home for three years. When she took over as manager she found that policies and practices were not being fully implemented by the staff in the home. Over the past three years she has devised different staff training and development sessions which have been designed to promote care values and good practice. The staff now meet regularly for team meetings and in a recent inspection the home was praised for its positive culture.

(a) Define what is meant by the term **organisational culture**.

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(b) Explain why effective team building is important for good care practice.

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(c) Identify and explain **two** care values which staff should promote when providing care to the children.

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3.

One of the staff training and development sessions which Louise organised focused on the 1998 Human Rights Act. This act ensures that every citizen of the United Kingdom is entitled to basic rights and freedoms.

(a) Identify **two** human rights which are protected under this legislation.

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(2)

(b) One method of redress open to service users is to use the organisational complaints policy.

Explain the importance of this policy in promoting service users' rights.

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(c) Despite the introduction of different pieces of legislation, individuals still find it difficult to access services.

Identify and explain **two** effects this could have on health and well-being.

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