

**ADVANCED SUBSIDIARY GCE
 HEALTH AND SOCIAL CARE**

Unit 1: Promoting Quality Care

WEDNESDAY 9 JANUARY 2008

F910

Afternoon
 Time: 1 hour 30 minutes

Candidates answer on the question paper
Additional materials (enclosed): None

Additional materials (required):
 Additional answer paper may be required



Candidate Forename

Candidate Surname

Centre Number

Candidate Number

INSTRUCTIONS TO CANDIDATES

- Write your name in capital letters, your Centre Number and Candidate Number in the boxes above.
- Use blue or black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure you know what you have to do before starting your answer.
- Answer **all** the questions.
- Do **not** write in the bar code.
- Do **not** write outside the box bordering each page.
- Write your answer to each question in the space provided.

INFORMATION FOR CANDIDATES

- The number of marks for each question is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **100**.
- You will be awarded marks for the quality of written communication where an answer requires a piece of extended writing.

For Examiner's Use	
1	
2	
3	
4	
5	
6	
Total	

This document consists of **14** printed pages and **2** blank pages.

1 Georgina is working in a residential nursing home for older people. Her supervisor overhears Georgina telling Winnie, one of the residents, that Winnie cannot dress herself as it takes too long.

(a) (i) Identify and give an example of the type of discrimination Winnie is experiencing.

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..... (2)

(ii) Identify and explain **two** possible effects of such discrimination on Winnie.

1
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..... (4)

(b) Name the **three** care values. Give an example of how Georgina could apply each in her day-to-day work.

1
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..... (6)

(c) Identify and explain **four** ways an organisation could support its staff to help promote quality care.

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..... (8)

[Total: 20]

2 (a) Identify **three** barriers service users with mental health needs could face when accessing services. Give an example for each.

- 1
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- 2
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- 3
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..... (6)

(b) Describe **three** circumstances when it is appropriate for care workers to break service users' confidentiality.

- 1
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- 2
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- 3
..... (3)

3 (a) Identify the **five** main components of an Equal Opportunities Policy.

- 1
- 2
- 3
- 4
- 5 (5)

(b) Describe **two** purposes of each component of the Equal Opportunities Policy.

Component 1

- 1
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- 2
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Component 2

- 1
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- 2
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Component 3

- 1
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- 2
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Component 4

1

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2

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Component 5

1

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2

..... (10)

[Total: 15]

4 Rosemary has applied for a job at her local hospital. She has been offered an interview at 3.00 pm but this would mean she would be unable to collect her children from school. The hospital has refused to change the time.

(a) (i) Identify and give an example of the type of discrimination Rosemary is experiencing.

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..... (2)

(ii) Identify **three** possible effects of such discrimination on Rosemary.

1
2
3 (3)

(b) Identify **two** possible sources of redress Rosemary could use.

1
2 (2)

5 (a) Describe **five** ways an early-years setting could keep children safe and maintain a healthy environment.

- 1
- 2
- 3
- 4
- 5 (5)

(b) Discuss ways staff in an early-years setting could promote opportunities for children with disabilities.

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[Total: 15]

6 (a) Outline the key features of the Disability Discrimination Act.

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(b) Evaluate the effectiveness of the Disability Discrimination Act.

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..... (12)

[Total: 20]

14
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15
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