



**Wednesday 11 January 2012 – Afternoon**

AS GCE HEALTH AND SOCIAL CARE

F910/01 Promoting Quality Care

A standard linear barcode representing the journal issue number.

Candidates answer on the Question Paper.

**OCR supplied materials:**

None

#### **Other materials required:**

**None**

**Duration:** 1 hour 30 minutes



Candidate forename		Candidate surname	
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## **INSTRUCTIONS TO CANDIDATES**

- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
  - Use black ink. HB pencil may be used for graphs and diagrams only.
  - Answer **all** the questions.
  - Read each question carefully. Make sure you know what you have to do before starting your answer.
  - Write your answer to each question in the space provided. If additional space is required, you should use the lined page at the end of this booklet. The question number(s) must be clearly shown.
  - Do **not** write in the bar codes.

## **INFORMATION FOR CANDIDATES**

- 1 (a) Give **one** example of:

Indirect racial discrimination

..... [1]

Direct racial discrimination.

..... [1]

- (b) Identify **four** possible effects of discrimination on an individual.

1. ....
2. ....
3. ....
4. .... [4]

- (c) Describe **three** ways an organisation could foster positive attitudes in staff to promote quality care.

1. ....
  2. ....
  3. ....
- ..... [6]

- (d) Explain the benefits to practitioners of following policies, codes of practice and charters.

[8]

[Total: 20]

- 2 (a) Sudan goes into hospital for a routine operation and needs to stay in for two nights. He tells staff that he does not eat meat and will need a place to pray.

Identify the **three** values of care. Explain how each could be used by staff at the hospital to support Sudan.

1. ....

.....

.....

.....

2. ....

.....

.....

3. ....

.....

.....

[6]

- (b) Identify and explain **three** barriers minority ethnic groups could face when accessing hospital services.

1. ....

.....

.....

2. ....

.....

.....

3. ....

.....

.....

.....

[6]

- (c) Analyse how health care services could facilitate access to its services for minority ethnic groups.

- [8]

[Total: 20]

- 3 (a)** Discuss possible issues that older people could face in society today.

- [8]

- (b)** Describe how current legislation seeks to address the needs of older people.

[7]

. [7]

[Total: 15]

- 4 (a) For each group below, identify **one** different piece of relevant legislation which seeks to address their needs.

Children and young people

.....

Vulnerable adults

.....

People with disabilities

.....

Men and women

.....

Minority ethnic groups

..... [5]

10

- (b) Explain how an organisation could ensure its advertising and interviewing procedures promote equal opportunities.

. [10]

[Total: 15]

- 5 (a)** What is meant by the term 'empowerment'?

[2]

[2]

- (b)** Discuss how agencies of secondary socialisation could influence a person's attitudes.

[7]

[7]

**12**

- (c) Explain **three** effects that negative attitudes and prejudices could have on people who use services.

1. ....

.....

.....

2. ....

.....

.....

3. ....

.....

.....

.....

**[6]**

**[Total: 15]**

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- 6** Evaluate the effectiveness of current legislation in reducing discrimination in society.

..... [15]

**[Total: 15]**

**Please use this page if additional space is required.**



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