

**Wednesday 11 January 2012 – Afternoon**

**AS GCE HEALTH AND SOCIAL CARE**

**F910/01 Promoting Quality Care**

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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Centre number						Candidate number				
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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**

- The number of marks 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.
- This document consists of **16** pages. Any blank pages are indicated.

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]



- 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. ....  
.....  
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.....  
.....

3. ....  
.....  
.....  
.....

..... [6]

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

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









- 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]





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

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

[Total: 15]

**13**  
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