



General Certificate of Education  
Advanced Subsidiary Examination  
January 2011

## Health and Social Care

## HC01

### Unit 1 Effective Caring

Monday 10 January 2011 1.30 pm to 3.00 pm

**For this paper you must have:**

- a 12-page answer book.

**Time allowed**

- 1 hour 30 minutes

**Instructions**

- Use black ink or black ball-point pen.
- Write the information required on the front of your answer book. The **Examining Body** for this paper is AQA. The **Paper Reference** is HC01.
- Answer **all** questions.
- Do all rough work in your answer book. Cross through any work that you do not want to be marked.

**Information**

- The marks for questions are shown in brackets.
- The maximum mark for this paper is 60.
- You will be marked on your ability to:
  - use good English
  - organise information clearly
  - use specialist vocabulary where appropriate.

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Answer **all** questions.

There are 15 marks for each question.

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### Question 1

Marjorie is 88 years old and lives alone. She is not ill but she has difficulty with mobility and daily living tasks.

- 0 | 1** Refer to **three** different physical life quality factors to explain why moving into a residential home might benefit Marjorie. (6 marks)
- 0 | 2** Refer to **two** different psychological life quality factors to explain why moving into a residential home might disadvantage Marjorie. (4 marks)
- 0 | 3** One alternative to residential care is domiciliary care. Outline the differences between these two services. (3 marks)
- 0 | 4** Name the service which could give Marjorie access to residential care. (1 mark)
- 0 | 5** State why nursing home care is not appropriate for Marjorie. (1 mark)

### Question 2

Delia is working at a day nursery, looking after a small group of children. One child, Lisa, is screaming angrily at Delia. Delia tells Lisa that she is a horrible little girl. Another child, Melvin, is crying because he misses his parents. Delia tells him not to be such a baby. Lee is very shy and sits on his own doing nothing. Delia leaves him alone because he is no trouble. After a while Lisa calms down and puts her arm around Melvin.

- 0 | 6** Name **two** ways in which Delia treated children badly. Refer to the scenario above. (4 marks)
- 0 | 7** Explain how Delia should have responded to the three children named in the scenario above. In your answer refer to the following caring skills:
- working alongside
  - rewarding adaptive behaviour
  - disengagement
  - physical contact.
- (8 marks)
- 0 | 8** Outline how day nurseries differ from nursery schools. (3 marks)

**Question 3**

Amanda is a care assistant in a residential home for elderly people. She never knocks on clients' doors before entering because she assumes that they will not hear her. When working with clients she often worries about whether she is doing the right thing, so she does not always pay enough attention to their needs.

**0 9**

Barriers to treating people well include:

- prejudice
- preoccupation with own needs and lack of skill
- stereotyping
- lack of motivation.

Which **two** of these barriers are illustrated in the example of Amanda? Justify your answers. *(4 marks)*

**1 0**

Another barrier is conformity to inappropriate workplace norms. Briefly explain what this means and illustrate it with an example from a health care setting. *(3 marks)*

**1 1**

Client behaviour sometimes acts as a barrier preventing them from being treated well. One client barrier is a tendency to conceal their real needs and concerns, possibly behind a presenting problem. Outline what is meant by a presenting problem. Illustrate your answer with an example. *(2 marks)*

**1 2**

Name and outline **two** client barriers other than a tendency to conceal real needs and concerns. *(4 marks)*

**1 3**

Give **one** practical reason why clients should be treated well by care workers. *(1 mark)*

**1 4**

Give **one** ethical reason why clients should be treated well by care workers. *(1 mark)*

**Turn over for the next question**

**Turn over ►**

**Question 4**

Dale is a lorry driver. While working one day he feels unwell and decides to arrange an appointment with his local GP. Unfortunately he cannot get an appointment until one week later.

- 1 | 5** Outline **one** barrier to access which might explain why Dale cannot get an appointment earlier, and suggest how this barrier could be overcome. *(3 marks)*
- 1 | 6** The GP examines Dale carefully, tells him that he has high blood pressure, and prescribes two drugs for him to take. He asks Dale to make another appointment later that month. Outline what is meant by diagnosis. Illustrate your answer with reference to Dale. *(2 marks)*
- 1 | 7** Outline **two** responsibilities Dale has in connection with the health care the GP is providing. *(4 marks)*
- 1 | 8** If Dale needed more specialist NHS treatment, how could he access it? *(2 marks)*
- 1 | 9** Instead of visiting his GP, Dale might have called NHS Direct. Briefly explain **one** advantage and **one** disadvantage for Dale of using this service. *(4 marks)*

**END OF QUESTIONS**