

Answer ALL questions in the spaces provided.

1.

Anne is a hospital social worker working in a large regional hospital. Her daily routine involves meeting with patients who are about to be discharged and developing their care plans for integration back into the community. Anne insists that each care plan is needs led so she often meets with both medical staff and families to ensure that this is the case. Anne follows the care values of her profession carefully and ensures that concepts such as empowerment, confidentiality and dignity are promoted wherever possible.

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

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(2)

(b) Explain the process of care planning.

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(4)





(d) Anne promotes the care value base in her work. Discuss the importance of empowering patients when being discharged from hospital.

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Dotted lines for writing the answer.

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(e) When discharging a patient from hospital, Anne will assess their level of risk. Examine the concept of risk and its consequences on patient care.

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<p>(10)</p> <p>(Total 30 marks)</p>	<p>Q1</p>



2.

The hospital Anne works in provides a range of in-patient services. The hospital is regularly set targets by both central and local government for areas such as waiting time in Accident & Emergency and length of stay in hospital. It is regularly audited for hygiene and infections. In response the hospital management have introduced a wide range of policies and procedures designed to meet the targets set. For example, they have recently appointed an infection control nurse who has responsibility for monitoring infection within the hospital and raising awareness amongst staff and patients about the importance of good hygiene.

(a) Describe how the hospital is promoting a positive care environment.

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(b) Explain what is meant by the term **accountability**.

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(d) Discuss how a positive care environment can promote service user rights.

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(e) Examine how organisational culture could impact on promoting care services within the hospital.

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3.

The hospital attempts at all times to promote high quality service to all its patients. It is also committed to the concept of clinical governance. To do this it has put in place a number of key quality assurance measures such as clinical audits and risk assessment procedures. It believes strongly in patient and public involvement.

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

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(2)

(b) Explain the concept of clinical governance.

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Q3

TOTAL FOR PAPER: 90 MARKS

END

