

ADVANCED SUBSIDIARY GCE
HEALTH AND SOCIAL CARE
Promoting Quality Care

F910

Candidates answer on the question paper.

OCR supplied materials:

None

Other materials required:

None

Tuesday 17 May 2011
Morning

Duration: 1 hour 30 minutes



Candidate forename		Candidate surname	
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Centre number						Candidate number				
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MODIFIED LANGUAGE

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. Pencil may be used for graphs and diagrams only.
- 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 pages at the end of this booklet. The question number(s) must be clearly shown.
- Answer **all** the questions.
- 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) Identify **four** possible effects of discrimination on an individual.

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

(b) Identify **three** agencies of socialisation. Describe how each agency could influence an individual's attitudes.

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

(c) Explain **three** ways an organisation could ensure its staff promote quality care.

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

(d) Identify and explain **two** ways an organisation could ensure its policies are monitored.

- 1.
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 - 2.
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- [4]

[Total: 20]

2 Joan is 82. Recently she had a stroke and moved into a residential home. She has lived independently all her life and she is finding it very difficult to settle into her new home.

(a) Identify the **three** values of care. Explain how practitioners who look after Joan could use each value of care to help her settle into her new home.

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

3 (a) Describe **three** circumstances when it is appropriate for practitioners to break client confidentiality.

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

(b) Identify and describe **two** barriers vulnerable adults may face when accessing services.

- 1.
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- 2.
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..... [4]

4 (a) Give an example of Indirect Discrimination [1]

Give an example of Direct Discrimination..... [1]

(b) Explain the possible long term effects of discrimination on an individual's health and well-being. [5]

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..... [11]

[Total: 15]

