

<b>Candidate forename</b>		<b>Candidate surname</b>	
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<b>Centre number</b>						<b>Candidate number</b>				
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**OXFORD CAMBRIDGE AND RSA EXAMINATIONS  
AS GCE**

**F910/01**

**HEALTH AND SOCIAL CARE**

**Promoting Quality Care**

**WEDNESDAY 11 JANUARY 2012: Afternoon**

**DURATION: 1 hour 30 minutes**

**SUITABLE FOR VISUALLY IMPAIRED CANDIDATES**

**Candidates answer on the Question Paper.**

**OCR SUPPLIED MATERIALS:**

**None**

**OTHER MATERIALS REQUIRED:**

**None**

**READ INSTRUCTIONS OVERLEAF**

## **INSTRUCTIONS TO CANDIDATES**

- **Write your name, centre number and candidate number in the boxes on the first page. 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.**

## **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.**

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**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.**

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**[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.** \_\_\_\_\_

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\_\_\_\_\_

\_\_\_\_\_ **[6]**



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

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[8]

[Total: 20]



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

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**[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**

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**Vulnerable adults**

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**People with disabilities**

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**Men and women**

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**Minority ethnic groups**

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[5]

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

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[10]

**[Total: 15]**

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

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**[2]**

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

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**[7]**



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

**1.** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2.** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**3.** \_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_ [6]

**[Total: 15]**

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

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