Surname	Centre Number	Candidate Number
Other Names		2



GCE AS/A level

1621/01

HEALTH AND SOCIAL CARE

Unit 1 – Promoting Quality Care and Communication

P.M. WEDNESDAY, 11 January 2012

For Examiner's use only	7
Question 1	
Question 2	
Question 3	
Question 4	
Total	

INSTRUCTIONS FOR CANDIDATES

Use black ink or black ball-point pen.

Write your centre number, name and candidate number in the spaces at the top of this page.

Answer all questions.

Write your answers in the spaces provided in this booklet.

INFORMATION FOR CANDIDATES

Each question carries 25 marks.

The number of marks is given in brackets at the end of each question or part-question.

You are reminded of the need for good English and orderly, clear presentation in your answers. Assessment will take into account the quality of written communication used in your answers.

Answer **all** questions in the spaces provided.

You should study the material provided carefully before answering each question.

1.	herse	elf. Af	on her own and has a disorder which is gradually reducing her ability to look a ter an assessment by a social worker, Cerys has been provided with a care worker manage daily living tasks.	
	(a)	Iden	tify the life quality factors being supported by the care worker.	[5]
		(i)	Cooking Cerys' dinner.	
		(ii)	Giving her a bath.	
		(iii)	Using a hoist to lift her in and out of the bath.	
		(iv)	Making sure she is warm.	
		(v)	Bringing her a newspaper every day.	
	(b)	Iden	care workers may not support all of Cerys' life quality factors. It if the life quality factor which may not be supported in each of the followements.	ing [3]
		(i)	Cerys is becoming isolated as she cannot get out and about to meet friends.	
		(ii)	She is becoming very dependent on her care worker to meet her needs.	
		(iii)	She doesn't sleep very well at night as she worries about her condition.	
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(i)	The Disability Discrimination Act is aimed at protecting those wh disability.	o n
	Outline how the key principles of this act could protect Cerys.	
•••••		
•••••		
•••••		
(ii)		
•••••	Describe the key principles of two other Acts that aim to promo	ote
•••••	Describe the key principles of two other Acts that aim to promo opportunities and anti-discriminatory practice.	ote
•••••	Describe the key principles of two other Acts that aim to promo opportunities and anti-discriminatory practice. Act 1	ote
•••••	Describe the key principles of two other Acts that aim to promo opportunities and anti-discriminatory practice. Act 1 Key principles	ote
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•••••	Describe the key principles of two other Acts that aim to promo opportunities and anti-discriminatory practice. Act 1 Key principles	ote

	A	Act 2	[4]
	T/2	7	
	K	Key principles	
	•••		
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(d)	Discuss	s the role of commissions, such as the Equality and Human Rights (Commission,
	in pron	noting anti-discriminatory practice.	[5]
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- 2. Promoting effective communication and relationships is an important principle of care, contributing to both the quality care of individuals and effective working with others within the care team.
 - (a) Verbal communication is generally defined as communication being expressed in spoken words, oral rather than written.

Describe ways in which a care worker might use verbal communication skills in their day-to-day work with each of the following:

i) individuals in their care	[3]
ii) other members of the care team	[3]
ii) other members of the care team	

	important. Explain what this means in terms of using effective communication skills in a care setting.	
	Non-verbal ways of communicating are often used to support verbal communication. Discuss how the use of these skills may contribute to effective communication.	atio
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confidentiality. [1] (iii) Assess the importance of maintaining confidentiality on the quality of life of individuals receiving care. [6]	(i)	Suggest two ways in which confidentiality of information can be maintained in care setting. [2
individuals receiving care. [6	(ii)	Give one example of when a carer may need to break an individual's right to confidentiality.
	(iii)	

).	IVIaII	y mar	viduals experience barriers to quanty care.	
	(a)	Desc	cribe the barriers listed below, giving an example of how care may be affected one.	d by
		Barr	riers related to the individual:	
		(i)	social exclusion	[3]
		(ii)	hostile behaviour	[3]
	<i>(b)</i>	Barr	riers related to careworkers:	
		(i)	lack of skill	[3]
		(ii)	preoccupation with own needs	[3]
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(c)	Another barrier to care related to individuals is physical impairment. Explain two difficulties individuals with physical impairment may have when access care services.	[4]
(d)	Learning disabilities can make communication and accessing care difficult. Assess the strategies that could be used to help individuals with learning disabilities overcome barriers.	[9]

4.	Rashid was in a car accident which left him paralysed from the neck down. He can move head and can talk. He lives at home and has to rely on his carers to do everything for him. mother and friend provide most of his care but he also receives help from care assistants due the day, when his informal carers are at work.						
	(a)	Explain the importance of Rashid's carers using the following caring skills to ensure they meet his needs:					
		(i) encouraging [3]					
		(ii) creating trust [3]					

	Discuss how Rashid's carers can apply safe working practices when caring for h	um.
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	Describe ways in which the carers could support Rashid's intellectual needs.	
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