GCE AS/A level

1621/01

HEALTH AND SOCIAL CARE
UNIT 1: Promoting Quality Care and Communication

P.M. MONDAY, 13 May 2013

1½ hours

Suitable for Modified Language Candidates

For Examiner's use only	
Number	**Mark**
1.	
2.	
3.	
4.	
Total	

INSTRUCTIONS TO 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. If you run out of space, use the continuation pages at the back of the booklet, taking care to number the question(s) correctly.

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. A day centre is a place where individuals with a range of needs attend regularly for social contact and support.

    (a) Suggest **three** other life quality factors which may be supported by a day centre. Give an example of how each of these may be provided.

    Factor .... [2]

    Example ....

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    Factor .... [2]

    Example ....

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    Factor .... [2]

    Example ....

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    (b) At the day centre the staff face barriers to care created by several individuals.

    Identify the barrier to care in each of the following situations.

    (i) Mrs Bryant tries to hit anyone who goes to help her. [1]

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    (ii) Mr Hughes often asks for help when there is nothing wrong. [1]

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    (iii) Mrs Evans always says she feels all right when, often, she does not look well. [1]

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(c) Barriers to care may be overcome by the effective use of caring skills.

Explain what is meant by each of the following. Give examples of ways these could be used by care assistants in the day centre.

(i) Gaining compliance .... [3]

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(ii) Disengagement .... [3]

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(iii) Social perception .... [3]

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(d)   Another important caring skill in all care settings is safe working practices.

Assess the importance of training to enable staff to maintain their own physical well-being and that of the individuals in their care.   [7]

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2. Anthony works in a day nursery looking after young children whilst their parents are at work. He has been trained to follow the principles of care in his work.

(a) Explain how Anthony should consider each of the following in his interactions with the children to promote effective communication and relationships. Give examples to illustrate your answers.

(i) Facial expressions .... [3]

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(ii) Eye contact .... [3]

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(iii) Proximity .... [3]

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(iv) Personal appearance .... [3]

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(b) Protecting individuals from abuse is another principle of care that Anthony must follow.

   (i) Explain why this principle of care is particularly important in the care of young children. [4]

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   (ii) Identify the legislation designed to protect children in this country. [1]

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(iii)   Assess how the key features of this legislation protect children.   [8]

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3. Libby is an elderly lady who lives alone. At present, she receives neither formal nor informal care. She has osteoarthritis which makes it difficult for her to move around and grasp objects. She recently scalded herself when trying to make a cup of tea.

(a) Suggest **three** physical life quality factors which Libby is likely to be lacking. Give reasons for your answers.

(i) .... [2]

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(ii) .... [2]

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(iii) .... [2]

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(b) A friend has suggested that it might be best for Libby to consider moving into residential care.

Suggest **one** emotional and **one** social factor that is most likely to improve should Libby choose this option. Give reasons for your answers.

(i) Emotional factor .... [3]

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(ii) Social factor .... [3]

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(c) By moving into residential care, Libby may lack autonomy.
Explain what is meant by autonomy and how a lack of autonomy may have a negative effect on Libby's health and well-being. [4]

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(d) Libby has agreed that she needs care, but doesn't know which services are available in her area.

(i) Identify this barrier to care. [1]

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(ii) Suggest **one** way this barrier may be overcome. [1]

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(e) Before Libby makes any decisions regarding her care she will probably be referred to a social worker. The Code of Practice for Social Care Workers states that social workers must:

"Protect the rights and promote the interests of service users and carers".

(Care Council for Wales)
http:// www.ccwales.org.uk/edrmsdocredirect.aspx?db=28doc=70186

Discuss how this statement supports the principles of care the social worker must follow to provide effective care for Libby. [7]

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4. Within care settings, individuals should be assessed to find out their particular needs so that they can be provided with individualised care.

(a) Give **two** examples of how individualised care may be provided in the following settings:

(i) Hospital ward .... [2]

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(ii) Special school .... [2]

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(b) Explain the purpose of an assessment under the NHS and Community Care Act.
[3]

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(c) To ensure individuals receive appropriate care, nurses use observation. This can be divided into two categories, medical and visual.

Assess the importance of these whilst caring for individuals in hospital. [6]

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(d) In a care setting it is vital that strategies are put in place to support care workers in their delivery of effective care.

Discuss the benefits to both individuals **and** staff of:

- Appraisal
- Continuous professional development
- Advice and support within the workplace   [12]

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END OF PAPER

For continuation only.

For continuation only.