

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**

A.M. MONDAY, 19 May 2014

1 hour 30 minutes

For Examiner's use only		
Question	Maximum Mark	Mark Awarded
1.	25	
2.	25	
3.	25	
4.	25	
<b>Total</b>	<b>100</b>	

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**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. 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.*

1. A nursery is a care setting where young children are looked after during the day.

(a) For each of the following, identify a life quality factor which may be supported by a nursery, giving an example of how each of these can be provided.

(i) Physical factor ..... [2]

Example .....

(ii) Intellectual factor ..... [2]

Example .....

(iii) Emotional factor ..... [2]

Example .....

(iv) Social factor ..... [2]

Example .....

(b) At the nursery, the staff deal with a number of children.  
For each of the following situations, identify a **different** caring skill which might be used and explain how this could improve the situation.

(i) Jenny is isolated as she doesn't play with the other children. [3]

Caring skill .....

Explanation .....

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(ii) Hassan won't eat his food. [3]

Caring skill .....

Explanation .....

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(iii) George is rude to some of the other children. [3]

Caring skill .....

Explanation .....

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(c) Assess the importance of maintaining confidentiality and promoting effective communication in ensuring the children’s life quality factors are maintained within the nursery. [8]

Examiner only

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2. When using care services, individuals may not always receive appropriate care.

(a) In each of the following scenarios, identify the barrier to care.

(i) Andrea assumes that all elderly people are stupid. [1]

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(ii) Martin was so busy worrying about his car that he didn't notice Mrs Jones hadn't had her medication. [1]

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(iii) Liz has stopped knocking on the bedroom doors before entering because none of the other staff do. [1]

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(iv) Asher knows how to treat individuals well, but can't be bothered. [1]

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(b) Describe how barriers to care related to care workers may affect the quality of care they provide. [3]

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(c) Explain what is meant by ‘appraisal’ and how this can assist in overcoming barriers to providing quality care. [4]

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(d) Geographical and financial barriers may result in poor access to services for individuals. Explain how these two barriers may cause problems for some individuals. [6]

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(e) Evaluate how the provision of adapted equipment and facilities may affect the dignity and autonomy of individuals with physical disabilities. [8]

Examiner  
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3. Priya is in hospital following an operation.

(a) Identify the principle of care evident in each of the following activities carried out within the hospital.

(i) The nurses on the ward are always friendly and show an interest in the individuals in their care. [1]

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(ii) On admission to the ward, individuals are asked their preferred name and staff always use this when speaking to them. [1]

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(iii) The curtains are drawn around the bed when consultants examine Priya. [1]

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(iv) A menu with a range of meals, including vegetarian and halal foods, is provided daily for individuals to select their own meals. [1]

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(b) In each of the following situations, identify the life quality factor being supported, and explain how this helps Priya.

Each answer should identify a **different** life quality factor.

(i) Her husband has attended all her appointments with her.

Life quality factor ..... [3]

Effect .....

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(ii) She will be in a ward with several other women.

Life quality factor ..... [3]

Effect .....

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(iii) She will have her own personal television with headphones by her bed.

Life quality factor ..... [3]

Effect .....

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(c) Hygiene is a vital life quality factor for individuals in care.

(i) Explain why it is important for Priya to maintain a high standard of hygiene whilst in hospital and at home during her recovery. [3]

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4. The Nursing and Midwifery Council (NMC) is a regulatory body with which all nurses must be registered.

(a) Explain the benefits to individuals of all nurses being registered with the NMC. [2]

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(b) The NMC has a code of professional conduct which all nurses must follow. Explain how this affects the care provided by nurses in the UK. [2]

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(c) One statement from the NMC Code of Professional Conduct states that:

‘You must make arrangements to meet people’s language and communication needs’.

(i) Identify three groups of individuals who may have language and communication needs. [3]

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(ii) Describe the arrangements a nurse could make to meet the language and communication needs of one of the groups identified above. [3]

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(d) One section of another code of professional conduct states:

‘You must act without delay if you believe that you, a colleague or anyone else may be putting someone at risk of harm’.

Explain how one principle of care is supported by this statement. [3]

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(e) Individuals in care should be treated fairly at all times. This is supported by the Human Rights Act which is part of equality legislation within the UK.

Assess the key features of this act. [6]

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**For continuation only.**

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