

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. THURSDAY, 9 January 2014

1 hour 30 minutes

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

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.

1. Millie is an 80 year-old widow who lives alone in her own home. She has positive relationships with her family who visit every day and help with some daily living tasks when they can. She has Meals on Wheels regularly and has been provided with a stair lift as she struggles getting up and down the stairs.

(a) Meals on Wheels and the stair lift were provided as a result of her care needs being assessed.

(i) Name **one** organisation responsible for carrying out assessments of care needs for individuals with a disability or impairment. [1]

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(ii) Identify the legislation that introduced such assessments. [1]

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(b) Identify **two** factors affecting Millie’s quality of life that are evident in the text and explain how these could affect her quality of life.

(i) Factor 1 [3]

Effect on Millie’s quality of life

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(ii) Factor 2 [3]

Effect on Millie’s quality of life

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(c) The family have noticed that Millie is not as cheerful as usual and appears to be lonely. They suggest activities and places for her to go and explain that they are happy to provide transport for her so she won't have to worry about getting there and back.

(i) State **two** caring skills used by the family. [2]

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(ii) Discuss how the **two** caring skills used by the family could help Millie. [6]

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2. Individuals receiving care have many differing needs. It is therefore likely that several types of communication will be used.

(a) Give **one** example for each type of communication given in the table below and suggest how it would be used in a special school.

Type of communication	Example	How it is used
(i) Written	<p>.....</p> <p>.....</p> <p>.....</p> <p>[1]</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>[1]</p>
(ii) Non-verbal	<p>.....</p> <p>.....</p> <p>.....</p> <p>[1]</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>[1]</p>
(iii) Graphical	<p>.....</p> <p>.....</p> <p>.....</p> <p>[1]</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>[1]</p>
(iv) Alternative	<p>.....</p> <p>.....</p> <p>.....</p> <p>[1]</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>[1]</p>

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(b) Care workers are often very busy.
Explain how time constraints may affect the communication process.

(i) Between care workers and the individuals in their care [3]

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(ii) Between care workers [3]

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- (c) Legibility and accuracy are factors affecting written communication.
Explain what these mean and why they are important in providing effective care for individuals. [5]

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(d) Older individuals often have communication difficulties due to impaired hearing. Assess **two** strategies available to overcome this barrier to care.

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3. Carrie is 4 years old. She has had a minor operation and has to stay in hospital for several days.

(a) During her stay in hospital, Carrie may lack psychological security.

(i) Explain what is meant by 'psychological security'. [2]

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(ii) Suggest **two** ways this could be provided for Carrie whilst she is in hospital. [2]

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(b) Identify the caring techniques used in each of the following situations and explain how they could help Carrie.

(i) When changing the dressings on Carrie's wound, the nurse talks to her about her favourite toys. [3]

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(ii) The nurse holds Carrie's hand when the consultant comes to examine her. [3]

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(c) Staff at the hospital must follow principles of care in their day-to-day work. Explain how nurses on the children’s ward would apply each of the following in their care of Carrie.

(i) Maintaining confidentiality of information [3]

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(ii) Protecting individuals from abuse [3]

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(iii) Promoting and supporting an individual’s right to safety [3]

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(d) Carrie’s parents are unhappy about the care she has received.
Discuss the systems of redress available to deal with their concerns.

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4. During an inspection at a nursing home, the following points were noted:

- all individuals in the home were bathed in the morning
- during the day, they were put to sit in the day room and rarely moved
- they were all taken to the dining room and given the same food to eat at lunchtime and teatime
- the carers rarely spoke to individuals other than to give medication
- in the evening, the individuals were given a cup of tea before being put to bed at 6.00 pm

(a) Identify **two** principles of care **not** being followed at the home. Give **one** example from the text to support each answer.

(i) Principle of care 1 [2]

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(ii) Principle of care 2 [2]

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(b) (i) Identify **two** positive life quality factors evident in the text, giving reasons for your answers.

(I) Positive factor 1 [2]

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(II) Positive factor 2 [2]

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(ii) Identify **two** negative life quality factors evident in the text, giving reasons for your answers.

(I) Negative factor 1 [2]

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(II) Negative factor 2 [2]

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(c) A daughter of one of the individuals at the home has asked to see her mother's health care records.

(i) Under the Data Protection Act, only certain people can have access to records. Other than professionals, state **two** others who may access an individual's health care records. [2]

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(ii) An individual's health care records can be accessed formally and informally. Describe the process of accessing records by **one** of these methods. [3]

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(d) The inspection at the nursing home was carried out by the Care Quality Commission. Discuss the role of such organisations in safeguarding and promoting the rights of individuals within the care sector. [8]

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END OF PAPER

For continuation only.

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