

Surname	Centre Number	Candidate Number
Other Names		2



GCE AS/A level

1621/01



S15-1621-01

HEALTH AND SOCIAL CARE

Unit 1 – Promoting Quality Care and Communication

A.M. WEDNESDAY, 13 May 2015

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.

Answer all questions in the spaces provided.

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

1. (a) For each of the following situations within a health centre, identify a different principle of care that is being supported.

Situation	Principle of care
(i) The health centre has an equal opportunities policy.	<p>.....</p> <p>.....</p> <p>[1]</p>
(ii) GP consultations are always carried out in a private room.	<p>.....</p> <p>.....</p> <p>[1]</p>
(iii) Individuals are given prescriptions according to their condition.	<p>.....</p> <p>.....</p> <p>[1]</p>
(iv) Individuals are asked if they would prefer tablets or medicine.	<p>.....</p> <p>.....</p> <p>[1]</p>

(b) When talking to individuals in her consulting room, the GP makes sure she:

- is appropriately dressed
- is seated facing them
- does not shout
- does not use complicated medical words

Explain how **each** of the above would have a positive effect on the communication process between the GP and the individual receiving care.

(i)

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[2]

(ii)

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[2]

(iii)

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[2]

(iv)

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[2]

- (c) At the health centre, there is a ramp and an automatic door to get into the building, as well as a lift to get to the first floor. There are also leaflets and posters which are available in various languages, Braille and large print, advertising services in the local area.

Identify **three** barriers to care which have been overcome by these strategies.

- (i) [1]
- (ii) [1]
- (iii) [1]

2. Mr Singh is a 70-year-old man who has dementia. He has been admitted to the local hospital to have an operation.

He is being looked after by doctors who prescribe medication that he does not want to take. The nurses explain to him that the medication is to prevent an infection but they do not force him to take it, they monitor his condition and regularly check his temperature and blood pressure, and they often hold his hand when they think he seems anxious.

As a result of his dementia, he is often aggressive as he does not understand why he is in hospital. This makes it difficult for the nurses to look after him so they sometimes have to leave him on his own to calm down.

(a) (i) Identify **three** caring skills used by the hospital staff, giving examples from the case study above.

Caring skill 1

Example

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[2]

Caring skill 2

Example

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[2]

Caring skill 3

Example

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[2]

(ii) Explain how **two** of the caring skills identified could have a positive effect on Mr Singh's recovery. [6]

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(b) Whilst in hospital, arrangements were made to provide Mr Singh with food suitable for his religious needs.

(i) Identify **one** principle of care followed by the hospital staff and explain how this supports Mr Singh. [3]

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(ii) Identify **one** organisation that promotes the rights of individuals with religious needs. [1]

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(c) Due to his dementia, Mr Singh, as well as being aggressive, has become forgetful, and staff are concerned about his safety and that of his elderly wife.

Explain how the main features of the Mental Health Act could be applied in this situation. [4]

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- (d) Older individuals such as Mr Singh may be vulnerable to abuse.
Codes of practice and staff training aim to prevent this happening.

Assess how the use of **either** codes of practice **or** staff training can help to protect older individuals in a care setting. [5]

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(c) As part of his training, Arwel learned about the factors affecting quality of life and how these may be provided for.

Explain what is meant by each of the following and their importance for the young adults in the home.

(i) Physical comfort

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[3]

(ii) Stimulation

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[3]

(iii) Autonomy

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[3]

4. In an inner-city primary school there are children from a wide range of cultures.

(a) Some of the children in the school can only speak a small amount of English, making verbal communication very difficult.

(i) One way of communicating with the children would be to use an interpreter. Explain the difference between the role of an interpreter and the role of an advocate.

[4]

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(ii) Describe **two** other ways of communicating that could be used to help children with difficulties within the school, giving examples to illustrate your answers.

(I)

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[3]

(II)

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[3]

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