



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

1. Read the following case study.

Sean is nine years of age and has Asperger's Syndrome. He has been living with his foster parents, Jim and Margaret, for the past four years. At first Sean found it difficult to adjust to living with Jim and Margaret and their three children but now he considers himself part of the family. He still has contact with his mother and sees her regularly. Sean attends the local primary school where support has been provided for him. His social worker is called Fiona and it is her role to regularly review and monitor his progress.

(a) Sean's needs are covered under a number of pieces of legislation including the Children Act/NI Order.

State **one** other piece of legislation which promotes Sean's rights.

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(b) Identify **three** benefits for Sean's development of being educated with able bodied children.

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(c) Explain the importance of the social worker reviewing Sean's needs on a regular basis.

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(d) The Children Act/NI Order changed how social services departments delivered children's services.

Explain why this legislation had such an impact.

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(e) Sean has certain rights such as being respected for his identity and beliefs.

Explain **two** other care values which should be considered when providing care services.

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2.

George is 46 years of age and is a recovering alcoholic. Six months ago he was admitted under mental health legislation to a drug and alcohol rehabilitation unit. The unit uses a multi-disciplinary approach in providing care to service users. Part of George's care plan involves attending a day centre run by a voluntary organisation. The voluntary organisation attempts to promote the individuals' social and life skills so that when service users leave the unit they can live independently in the community.

(a) Define what is meant by the term **voluntary organisation**.

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(b) Define what is meant by the term **statutory organisation**.

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(c) The unit has a number of policies designed to promote and support the service user. One of those policies is a confidentiality policy.

Explain the principles of confidentiality.

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(d) The unit uses a multi-disciplinary approach when working with service users.

Explain **two** benefits of this approach.

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(e) The day centre promotes a people-centered culture of care whereby each service user is respected and valued.

Explain what effect such a culture may have on service users.

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3.

Beechvalley residential home provides care for older people. After a number of serious complaints from residents and their families a registration and inspection unit carried out an audit. The unit investigated the home's policies, procedures and the level of care provided by staff. The report was critical of the home in a number of areas and highlighted the following for immediate action.

- Complaints procedure was ineffective
- Service users' opinions were not considered
- Roles and responsibilities were not clearly outlined
- Communication between staff was poor.

(a) Explain the function of a registration and inspection unit.

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(b) The manager of the home decides to hold regular team meetings.

Explain why team meetings are essential for effective team building.

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(c) Discuss why listening and responding to service users' needs is important when providing care services.

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(d) Explain **two** quality assurance measures the residential home could introduce to improve the standard and quality of services.

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