

General Certificate of Education
June 2008
Advanced Subsidiary Examination



HEALTH AND SOCIAL CARE
Unit 1 Effective Caring

HC01

Monday 2 June 2008 1.30 pm to 3.00 pm

For this paper you must have:

- an 8-page answer book.

Time allowed: 1 hour 30 minutes

Instructions

- Use black ink or black ball-point pen.
- Write the information required on the front of your answer book. The *Examining Body* for this paper is AQA. The *Paper Reference* is HC01.
- Answer **all** questions.
- Do all rough work in the answer book. Cross through any work you do not want to be marked.

Information

- The maximum mark for this paper is 60.
- The marks for questions are shown in brackets.
- You will be marked on your ability to use good English, to organise information clearly and to use specialist vocabulary where appropriate.

Answer **all** questions.

There are 15 marks for each question.

1 (a) Caring skills include:

- physical contact
- creating trust
- showing approval
- modelling
- encouraging
- observation.

The following are examples of some of the caring skills listed above. Identify the correct caring skill in each case.

- (i) A healthcare assistant checks a patient's blood pressure. *(1 mark)*
- (ii) A father walks round holding a baby who is tired and fretful. *(1 mark)*
- (iii) A physiotherapist greets a returning patient in a way that shows she remembers all about his case. *(1 mark)*
- (iv) A mother acts in a calm, relaxed way when a wasp appears near herself and her child. *(1 mark)*

Marina has severe back pain, which is preventing her from working. She would like to see a hospital consultant.

- (b) Outline **one** way in which Marina can get access to a hospital consultant. *(2 marks)*
- (c) Suggest **two** services a hospital consultant is likely to offer Marina. *(2 marks)*
- (d) Using an example, outline what is meant by a physical difficulty in accessing services. *(2 marks)*
- (e) Give **two** examples of communication difficulties that might be barriers to accessing services. *(2 marks)*
- (f) Apart from hospital services, name and describe **one** other NHS service. *(3 marks)*

- 2 Malcolm arrives at a hospital ward to visit his friend Ifan, who has just suffered a heart attack. Ifan is being treated with painkillers. A nurse, who has just washed Ifan, draws back the curtains screening his bed. Malcolm chats to Ifan about a rugby match which Ifan plans to watch on the television by his bed. On his way out Malcolm asks a nurse for details about Ifan's condition, but the nurse says she is not allowed to give him that information.
- Name **one** psychological life quality factor that was provided for Ifan by the nurse's refusal to give Malcolm information about Ifan's condition. *(1 mark)*
 - Identify **three** other psychological life quality factors and illustrate each one with an example from the description above. *(6 marks)*
 - Identify **two** physical life quality factors and illustrate each one with an example from the description above. *(4 marks)*
 - Suggest **one** other physical life quality factor that patients in a hospital ward are likely to lack. Briefly explain your answer. *(2 marks)*
 - Outline **one** safety precaution the nurse should have taken before washing Ifan. *(2 marks)*
- 3 Ellie works in a day nursery. One day Maya, her supervisor, complains that Ellie does not seem very interested in the children. Ellie replies that she has had problems at home which have taken her mind off her work. Ellie also says that the children at the nursery are always causing trouble. Maya points out that the children would behave better if they were treated better. Ellie says she does not really like children, and that she does not treat them any worse than the other members of staff do. Maya replies that anyone who works with children has a duty to try to provide them with a good quality of life.
- Identify **three** barriers internal to carers that make it difficult to treat clients well. Illustrate each one with a statement from the description above. *(6 marks)*
 - From the description above, identify **one** ethical reason for treating clients well. *(1 mark)*
 - From the description above, identify **one** practical reason for treating clients well. *(1 mark)*
 - Describe the service provided by a day nursery. For which clients is the service intended? *(5 marks)*
 - Name **two** other early years services. *(2 marks)*

- 4 George had a stroke. He was treated in hospital and has now been discharged. Since his discharge he has been living with his son. George is unable to walk or speak, and is incontinent. Father and son are considering whether George should move into a nursing home.
- (a) Discuss the suitability of care in a nursing home for George, compared with the informal care he receives at present. *(8 marks)*
- (b) George and his son do not own their home, and do not have any savings. Describe the process by which George could get access to nursing home care. *(3 marks)*
- (c) In some areas, it is difficult for people to get access to nursing home care because of inadequate resources.
Outline what is meant by *inadequate resources* in this context. *(4 marks)*

END OF QUESTIONS