

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

Advanced Subsidiary GCE

HEALTH AND SOCIAL CARE

F910

UNIT 1: Promoting Quality Care

Monday **16 JANUARY 2006** Morning 1 hour 30 minutes

Candidates answer on the question paper.
Additional answer paper may be required.

Candidate Name	Centre Number	Candidate Number												
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TIME 1 hour 30 minutes

INSTRUCTIONS TO CANDIDATES

- Write your name in the space above.
- Write your Centre number and Candidate number in the boxes above.
- Answer **all** the questions.
- Write your answers, in blue or black ink, in the spaces on the question paper.
- Read each question carefully and make sure you know what you have to do before starting your answer.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is 100.
- *You will be awarded marks for the quality of written communication where an answer requires a piece of extended writing.*

FOR EXAMINER'S USE	
1	
2	
3	
4	
5	
6	
TOTAL	

This question paper consists of 15 printed pages and 1 blank page.

1 Read **Text 1** below.

Text 1

When an Asian woman applied for a job as a trainee care worker she used her real name, Sinita Patel, on the application form. She had all the right qualifications for the job but did not get an interview. She sent off a fresh application using the name Sarah Parker and immediately got an interview.

Use the information given in **Text 1** to answer questions **1(a)** and **1(b)**.

(a) (i) Identify and give an example of the form of discrimination Sinita experienced.

Form

Example.....

.....

.....[2]

(ii) Identify **two** possible effects of such discrimination on Sinita.

1

2.....[2]

(b) (i) Name the legislation that makes such discrimination illegal.

.....[1]

(ii) Identify **three** areas in which this legislation applies.

1

2.....

3.....[3]

(iii) Name the Commission set up by this legislation.

.....[1]

(c) Identify, with an example for each, **three** barriers facing some ethnic minority groups when applying for jobs in the UK.

1

.....

.....

.....

2

.....

.....

.....

3

.....

.....

.....[6]

[Total: 15]

2 Read **Text 2** below.

Text 2

James is an adult with learning disabilities. His carer, Edward, never asks James what clothes he wants to wear. When shopping, Edward buys food that he likes and never asks James what he would like to eat.

Use the information given in **Text 2** to answer questions **2(a)**, **2(b)** and **2(c)**.

(a) Identify and give an example of the form of discrimination that James is experiencing.

Form.....

Example

.....

.....[2]

(b) Identify **three** possible effects of such discrimination on James.

1

2

3[3]

(c) Explain **two** benefits of Edward attending a training session on promoting quality care.

1

.....

.....

.....

2

.....

.....

.....[4]

(d) Name the **three** care values. Give an example of how care workers could apply each in their day-to-day work.

1

.....

.....

.....

2

.....

.....

.....

3

.....

.....

.....[6]

[Total: 15]

3 Read **Text 3** below.

Text 3

Lucy, 8 years old, attends a local play scheme for the summer holidays. Care workers notice that Lucy seems withdrawn and unhappy. One of the care workers, Becky, asks Lucy why she is upset. Lucy bursts into tears and tells Becky that she is being bullied but that she is scared and Becky must not tell anyone.

Use the information given in **Text 3** to answer question **3(a)**.

(a) Explain how breaking Lucy's confidentiality could affect:

Lucy.....

.....
.....
.....

Becky

.....
.....
.....[4]

(b) Describe **three** circumstances when it is appropriate for care workers to break service users' confidentiality.

1

2

3

[3]

(c) Describe **three** benefits to the service users and the care workers of a bullying policy being used.

Service users

- 1
-
- 2
-
- 3
-[3]

Care workers

- 1
-
- 2
-
- 3
-[3]

(d) Name the legislation that aims to protect children. Outline the content and describe **three** benefits to children of this legislation.

Name.....[1]

Content.....

.....

.....

.....

.....

.....

.....

.....

.....[3]

Benefits

1

.....

2

.....

3

.....[3]

[Total: 20]

Turn to page 10 for Question 4.

4 (a) (i) Name the type of socialisation that occurs from the influence of the family.

.....[1]

(ii) Describe how the following agencies of secondary socialisation could teach children discriminatory attitudes.

Education.....

.....

.....

.....

Media.....

.....

.....

.....

Peers.....

.....

.....

.....[6]

(b) Identify the **five** main components of an Equal Opportunities Policy.

- 1
- 2
- 3
- 4
- 5[5]

(c) Describe **three** ways an organisation could ensure its Equal Opportunities policy is monitored.

- 1
.....
- 2
.....
- 3
.....[3]

[Total: 15]

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