

**ADVANCED SUBSIDIARY GCE**  
**HEALTH AND SOCIAL CARE**

Unit 1: Promoting Quality Care

**F910**



Candidates answer on the question paper

**OCR Supplied Materials:**

None

**Other Materials Required:**

None

**Tuesday 2 June 2009**  
**Morning**

**Duration:** 1 hour 30 minutes



Candidate Forename					Candidate Surname				
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Centre Number						Candidate Number			
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**MODIFIED LANGUAGE**

**INSTRUCTIONS TO CANDIDATES**

- Write your name clearly in capital letters, your Centre Number and Candidate Number in the boxes above.
- Use black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure that you know what you have to do before starting your answer.
- Answer **all** the questions.
- Do **not** write in the bar codes.
- Write your answer to each question in the space provided, however additional paper may be used if necessary.

**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.
- This document consists of **16** pages. Any blank pages are indicated.

Examiner's Use Only:			
1			
2			
3			
4			
5			
6			
<b>Total</b>			

- 1 Kazia has recently moved to the UK from Poland. Her teacher keeps telling her she is stupid because she cannot speak English very well.

- (a) Identify and give an example of the type of discrimination Kazia is experiencing.

.....  
..... [2]

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

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

- (c) Identify and explain **two** barriers children from minority ethnic backgrounds may face when accessing services.

1 .....  
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2 .....  
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..... [4]

- (d) Identify **three** agencies of secondary socialisation. Describe how each agency could influence a person's attitudes.

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2 .....  
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3 .....  
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.....  
..... [6]

[Total: 15]

- 2 (a) Identify the **three** care values. Give an example of how care workers could use each value in health and social care settings.

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2 .....

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3 .....

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[6]

- (b) Identify and explain ways an organisation could support its staff to promote quality care.

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[9]

**[Total: 15]**

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- 3 (a) Describe **three** circumstances when it is appropriate for care workers to break children's confidentiality.

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2 .....

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3 .....

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[3]

- (b) Name the legislation that aims to protect children.

..... [1]

- (c) Outline the content of this legislation.

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[6]

- (d) Discuss the benefits to service users and service providers of this legislation.

. [10]

[Total: 20]

Turn over

- 4 (a) Identify and describe **two** financial barriers service users may face when accessing services.

1 .....

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[4]

- (b) Identify and describe **two** cultural/language barriers service users may face when accessing services.

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[4]

- (c)** Explain ways service providers could make it easier for people to access their services.

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..... [7]

**[Total: 15]**

10

- 5 (a) Explain ways an organisation could ensure its equal opportunities policy is monitored.

[8]

- [8]

- (b) Explain how organisations could ensure their interviewing procedures promote equal opportunities.

. [7]

[Total: 15]

- 6** Karenza has decided she wishes to return to work after the birth of her first child. Her employer tells her the job is not really appropriate for 'someone with a baby'.

- (a) Name the legislation that makes such discrimination illegal.

[1]

- (b)** Analyse how this legislation could support Karenza.

[7]

- (c) Evaluate the effectiveness of this legislation.

[12]

[Total: 20]

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