OXFORD CAMBRIDGE AND RSA EXAMINATIONS
AS GCE

F910/01

HEALTH AND SOCIAL CARE

Promoting Quality Care

MONDAY 19 MAY 2014: Morning
DURATION: 1 hour 30 minutes
plus your additional time allowance

MODIFIED ENLARGED

Candidate forename		Candidate surname	

Centre number					Candidate number				

Candidates answer on the Question Paper.

OCR SUPPLIED MATERIALS:
None

OTHER MATERIALS REQUIRED:
None

READ INSTRUCTIONS OVERLEAF

INSTRUCTIONS TO CANDIDATES

Write your name, centre number and candidate number in the boxes on the first page. Please write clearly and in capital letters.

Use black ink. HB pencil may be used for graphs and diagrams only.

Answer <u>ALL</u> the questions.

Read each question carefully. Make sure you know what you have to do before starting your answer.

Write your answer to each question in the space provided. If additional space is required, you should use the lined pages at the end of this booklet. The question number(s) must be clearly shown.

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 <u>100</u>.

The quality of written communication will be assessed in your answer to questions marked with an asterisk (*).

Any blank pages are indicated.

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Megan, aged 86, is thinking about moving into a residential home but is worried about the media coverage surrounding cases of abuse towards older people.

1 (a) Identify THREE likely effects of abuse on an older person.

1 _____

2 _____

3 _____

[3]

(b) **Identify THREE values of care. Give an example of how people working with older people could apply each value of care in their day-to-day work.**

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3 _____

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[6]

(c)*Explain ways an organisation can ensure staff promote quality care.

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_____ **[6]**

[TOTAL: 15]

Following a serious accident, a three-year-old child needs a blood transfusion in order to survive. The child's parents refuse permission for the transfusion on religious grounds.

2   (a) Explain why the parents' wishes can be overruled.

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_____ [2]

     (b) Identify TWO other situations where the wishes of people who use services can be overruled.

     1 _____

        _____

        _____

     2 _____

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        _____ [2]

(c) What is meant by the term self-advocacy?

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_____ **[2]**

(d)*Analyse the benefits of implementing a confidentiality policy. [9]

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[TOTAL: 15]

3 **(a)** **Identify ONE piece of legislation that aims to protect people with disabilities.**

_____ **[1]**

(b) **Describe TWO barriers people with disabilities could experience when accessing services.**

Barrier 1 _____

Description _____

_____

_____

Barrier 2 _____

Description _____

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[4]

(c) *Explain why legislation designed to protect people with disabilities may not be effective.

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_____ **[6]**

(d)*Analyse possible effects of discrimination on people with disabilities. [9]

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[TOTAL: 20]

4 **(a)** **Give an example of each of the following;**

Indirect sex discrimination _____

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Direct sex discrimination _____

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[2]

(b)[*]**Outline features of current legislation that aims to protect men and women. [8]**

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(c)*Analyse ways interviewing procedures could ensure equal opportunities for men and women.

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[TOTAL: 20]

5 (a) What is meant by the term primary socialisation?

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_____ **[2]**

(b) Describe how FOUR agencies of secondary socialisation could influence a person's attitudes.

Agency 1 _____

Description _____

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Agency 2 _____

Description _____

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Agency 3 _____

Description _____

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Agency 4 _____

Description _____

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[8]

[TOTAL: 10]

One component of an equal opportunities policy is a policy statement which states the aims and outcomes of the policy.

6   (a)   There are four other components of an Equal Opportunities Policy. Describe the purpose of each component.

Component 1 _____

Purpose _____

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Component 2 _____

Purpose _____

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Component 3 _____

Purpose _____

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Component 4 _____

Purpose _____

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[8]

(b)*Evaluate the effectiveness of legislation in promoting the rights of people who use services.

[12]

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[TOTAL: 20]

END OF QUESTION PAPER

ADDITIONAL ANSWER SPACE

If additional answer space is required, you should use the following lined page(s). The question number(s) must be clearly shown in the margins.