

Candidate Name	Centre Number	Candidate Number
		2



GCE AS/A level

1621/01

HEALTH AND SOCIAL CARE

**Unit 1 – Promoting Quality Care and
Communication**

A.M. TUESDAY, 17 May 2011

1½ hours

For Examiner's use only	
Question 1	
Question 2	
Question 3	
Question 4	
Total	

INSTRUCTIONS TO CANDIDATES

Use black ink or black ball-point pen.

Write your name, centre number and candidate number in the spaces at the top of this page.

Answer **all** questions.

Write your answers in the spaces provided in this booklet.

INFORMATION FOR CANDIDATES

Each question carries 25 marks.

The number of marks is given in brackets at the end of each question or part-question.

You are reminded of the need for good English and orderly, clear presentation in your answers. Assessment will take into account the quality of written communication used in your answers.

Answer all questions in the spaces provided.

You should study the material provided carefully before answering each question.

1. Maria goes to the hospital ward to visit her boyfriend Andrew, who is recovering from an operation. Andrew is given painkillers. The nurse, who has just washed Andrew, draws back the curtains surrounding his bed. Maria chats to Andrew about their favourite television programme which Andrew plans to watch on the television by his bed. Before she leaves Maria puts a blanket over Andrew as he said he was cold. On her way out of the ward Maria asks the nurse for information about Andrew’s condition, but the nurse says he is not allowed to discuss this with her.

(a) State **one** emotional factor affecting quality of life that was supported by the nurse drawing the curtain around Andrew’s bed when washing him. [1]

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(b) Identify one social factor affecting quality of life supported by Andrew’s girlfriend visiting him. [1]

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(c) Identify **three** physical factors affecting quality of life, giving an example of each from the scenario above. [6]

(i) Physical Factor

Example

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(ii) Physical Factor

Example

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(iii) Physical Factor

Example

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(d) Explain **one** other physical factor affecting quality of life that may be difficult to provide for Andrew within the hospital ward. [3]

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(e) State the principle of care the nurse applied when he refused to give Maria details concerning Andrew's condition. Explain why this principle of care is important for individuals receiving care. [4]

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2. Keisha is five years old and lives with her parents. She loves her collection of plastic animals. Keisha enjoys making things and she makes a farm for the animals. Her mother helps her as they cut out different shapes. Her mother often tells her she is good at cutting things accurately and asks her to try and name as many different animals as she can. When she names ten animals, her mother tells her she is a very clever girl.

(a) Identify **three** caring skills used by Keisha’s mother, giving examples from the scenario for each answer. [6]

(i) Caring Skill

Example

(ii) Caring Skill

Example

(iii) Caring Skill

Example

(b) Keisha’s mother is an informal carer.

(i) Other than the family suggest **one** informal carer who may care for Keisha. [1]

(ii) Suggest **two** formal carers who would be involved in the care of young children. [2]

(c) Young children often lack status.

Explain how lack of status could lead to children being treated badly.

[4]

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(d) Keisha attends a primary school which is also attended by children of many cultures. At school she regularly joins in with celebrations of other cultures, as well as her own.

Explain how this practice could promote anti discriminatory behaviour within the school.

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(e) A statement within the code of practice at the primary school states that:

‘Children must be given equal opportunities.’

Assess whether this statement means that the children should all be treated the same.
Give examples to illustrate your answer. [8]

Dotted lines for writing.

3. Angela was admitted to hospital after a fall; as a result she had to have a hip replacement. The operation was successful and Angela returned home to be cared for by her son and formal carers. Since returning home, Angela has hardly eaten anything and she refuses to get out of bed as she is afraid her wound will open. Consequently she has not had a bath or shower since returning home and she will not let her carers give her a bed bath. She seems to enjoy the attention she gets from the carers, who are doing their best to provide her with the care she needs. She often makes minor complaints so they will visit again. Her behaviour is putting pressure on her carers.

(a) Angela’s quality of life could be affected by her behaviour. Identify **two** factors affecting quality of life not being met and explain their effect on her well being. [6]

(i) Factor
Effect
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(ii) Factor
Effect
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(b) The carers cannot force Angela to do what she doesn’t want to do. Describe **three** caring skills or techniques they could use to help improve the situation.

(i) Caring Skill [3]
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(ii) Caring Skill [3]
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(iii) Caring Skill [3]

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(c) Describe **two** ways in which Angela’s behaviour is creating barriers to quality care. [4]

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- (d) Assess how other named barriers to care may prevent individuals receiving quality care within a caring environment. [6]

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4. Mr. Tomos has a severe disability. He is 48 years of age, unmarried and for the last 3 years has lived with his sister and her family. Mr. Tomos has little mobility and slurred speech, but he is mentally very alert. Mr. Tomos feels a burden to his sister and would like to move out and live independently in the community. After contacting their local social services department for advice and assistance, a social worker was assigned to Mr. Tomos and an assessment of his needs was carried out.

Because of his slurred speech Mr. Tomos finds it difficult to communicate so he often asks his sister to act as an advocate on his behalf.

(a) Describe the contribution an advocate can make when providing individuals with care services. [2]

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(b) Explain the difference between an advocate and an interpreter. [2]

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(c) Describe how each of the following factors may affect communication between individuals and their carers. [4, 4]

Environmental factors

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Emotional factors

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(d) The NHS and Community Care Act made it a duty of the Local Authority to carry out an assessment which will make it possible for Mr. Tomos to continue to live on his own.
Outline the key principles of this act. [5]

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For continuation only.

Dotted lines for writing.

