

Candidate Name	Centre Number	Candidate Number
		2



GCE AS/A level

1621/01

HEALTH AND SOCIAL CARE

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

P.M. MONDAY, 10 January 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. Mo needed a test to be carried out to diagnose a stomach problem. When she received her appointment at the day unit of the local hospital she was told that she would not be able to drive after the test, so she took a relative with her. On arrival at the day unit, Mo was taken into a side room where her details were checked and her blood pressure measured.

Mo was very nervous when she went into the hospital, but during her visit the same nurse accompanied her throughout her treatment. She kept telling Mo that she was doing well and kept her hand on her shoulder throughout the test. On entering the ward the nurse used antibacterial hand gel and showed Mo how to do the same.

- (a) State **two** factors affecting Mo’s quality of life that are supported by the hospital, giving examples from the scenario. [2, 2]

Factor 1

Example

.....

Factor 2

Example

.....

- (b) For each situation described below, state in full, the principle of care being applied during Mo’s treatment: [5]

- (i) She was sent a letter giving details of her appointment and a leaflet explaining the treatment she would receive.

.....

.....

- (ii) Her personal details were checked in a side room.

.....

.....

- (iii) She was asked what she would like to be called.

.....

.....

2. Daniella is a young adult with learning difficulties. She is married and expecting her first child. Daniella does not like going to antenatal clinic or classes as she does not always understand what they tell her and says she feels stupid. She does not have a friend who could go with her and her mother lives too far away to help. She will need a lot of support when the baby is born and her husband hoped to be there for her at this time, but his employers have told him that he cannot have time off from work.

(a) Identify **two** barriers to care that Daniella is experiencing and explain their effect on her well being. [2, 2]

Barrier 1

Effect

Barrier 2

Effect

(b) Daniella has been offered a place on a parenting skills course with the local health visitor. Explain how the health visitor could use a different caring skill for each of the following situations:

(i) To persuade Daniella to attend the parenting skills course. [3]

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

(ii) To teach Daniella how to look after her baby. [3]

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

(c) Daniella’s husband has a right to paternity leave.

(i) Identify the legislation which makes this possible. [1]

.....

(ii) Outline the key principles of this legislation. [3]

.....

.....

.....

.....

.....

.....

.....

.....

(iii) Explain the systems of redress that Daniella’s husband could follow to ensure his right to paternity leave. [5]

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(d) The Children Act is the most important piece of legislation currently affecting the provision of care services for children.

Discuss how the principles of this legislation aim to protect the welfare of the child. [6]

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

1621
01/0007

3. Simon is 42 years old and is physically disabled. Since the death of his parents he has been living in residential care. In a recent interview with a student from the local school he said that he was happy there, he has his food provided for him, he is kept clean and warm, he has a room of his own, he always has someone to talk to or something to do, he is allowed to go outside to smoke and there are plenty of aids to help him get about on his own.

Simon's only criticism was that one of the carers was not very kind and often called him inappropriate names.

(a) Identify **four** factors affecting Simon's quality of life being met by the care home and explain how they will benefit Simon.

(i) Life quality factor

Benefit

.....

.....

.....

[3]

(ii) Life quality factor

Benefit

.....

.....

.....

[3]

(iii) Life quality factor

Benefit

.....

.....

.....

[3]

(iv) Life quality factor

Benefit

.....

.....

.....

[3]

(b) The residential home has a duty to protect individuals from abuse.

Describe **three** ways in which individuals in care may experience abuse.

[6]

(i)

.....

.....

.....

(ii)

.....

.....

.....

(iii)

.....

.....

.....

4. Effective communication is vital when caring for young children.

(a) Describe how a teacher in a nursery school could use a variety of communication skills to meet the needs of her pupils in each of the following situations:

(i) Telling a story [3]

.....

.....

.....

.....

.....

.....

(ii) Comforting a disressed child [3]

.....

.....

.....

.....

.....

.....

(iii) Teaching a child who speaks a different language [3]

.....

.....

.....

.....

.....

.....

(b) Explain how a teacher may modify the way they communicate when speaking to parents rather than children. [3]

.....

.....

.....

.....

.....

.....

(c) Nursery schools use written communication.

Using **two** examples, explain the importance of written communication in providing quality care in a nursery school.

(i) Example

Explanation

.....

.....

.....

[3]

(ii) Example

Explanation

.....

.....

.....

[3]

