

Surname	Centre Number	Candidate Number
Other Names		2



GCE AS/A level

1621/01

HEALTH AND SOCIAL CARE

Unit 1 – Promoting Quality Care and Communication

P.M. MONDAY, 14 May 2012

1 ½ hours

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

INSTRUCTIONS FOR CANDIDATES

Use black ink or black ball-point pen.

Write your centre number, name 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. Gladys is an older woman with mobility problems who has had her home adapted to enable her to remain living there instead of having to move into residential care.

(a) For each of the following, identify a quality of life factor and explain how it can support Gladys. (Each answer must identify a **different** factor)

(i) Having a hoist to help her in and out of bed [3]

Factor

Explanation

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(ii) Her bathroom has been converted so she has a walk in shower instead of a bath [3]

Factor

Explanation

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(iii) She has an aid-call alarm [3]

Factor

Explanation

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(iv) Meals on wheels are delivered four times a week [3]

Factor

Explanation

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(b) Gladys' mobility difficulties are getting worse but she hasn't told any one about this.

(i) Identify the barrier to care created by Gladys. [1]

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(ii) Suggest two reasons why Gladys has not told anyone of her increasing mobility difficulties. [2]

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(iii) Explain how this may be a barrier to Gladys getting the care she needs. [3]

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2. Principles of care influence the working practices of all care workers.

(a) Explain what is meant by each of the following, giving an example from a care setting to illustrate your answers.

(i) Acknowledging individuals' personal beliefs and identity. [4]

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(ii) Providing individualised care. [4]

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(iii) Protecting individuals from abuse. [4]

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(b) Suggest **four** ways in which employers can ensure that their careworkers know and use the principles of care in their work. [4]

(i)

(ii)

(iii)

(iv)

(c) The principles of care are included in codes of practice set by regulatory bodies such as the Nursing and Midwifery Council or the General Medical Council.

Explain the purpose of a code of practice as set by such organisations. [3]

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(d) The Health and Safety at Work Act is designed to protect individuals.

Discuss how this act protects both those providing and receiving care. [6]

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3. Fatima works with young adults who have sensory impairments. Her attitude to individuals with impairments includes strong feelings of pity and she believes that they are less fortunate than her. As a result of this attitude, Fatima tends to be too helpful and overprotective of the individuals. Some of the young adults dislike her attitude because it emphasises the difference between themselves and other people.

(a) Using the information above, identify:

(i) two emotional life quality factors **not** being supported; [2]

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(ii) a barrier to care created by Fatima. [1]

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(b) Individuals with sensory impairments may experience communication barriers when accessing and using care services.

Describe the communication barriers each of the following may experience:

(i) an individual with a hearing impairment; [2]

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(ii) an individual with a sight impairment. [2]

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(c) Explain the caring skills that Fatima needs to develop in order to become an effective careworker, to work with the young adults.

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(d) Promoting anti discriminatory practice is a principle of care which aims to promote the rights of individuals with sensory impairments.

(i) Suggest **three** other groups of individuals who are likely to experience discrimination.

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(ii) Explain what is meant by discrimination.

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4. Mandy attended the Accident and Emergency (A&E) department as she had fallen and hurt her arm. In the assessment ward, the nurse explained that she would need an X-ray and was given a map to help her find the X-ray department. After she had the X-ray she went back to the A&E department where a consultant explained her results. He noticed that she was nervous and smiled as he pointed to the X-ray and told her her arm was not broken. She was then given a card with details of an appointment for a follow up visit.

(a) Identify **three** types of communication used at the hospital, giving examples from the scenario.

(i) [2]

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(ii) [2]

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(iii) [2]

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(b) There are many factors which influence the effectiveness of communication. Explain what is meant by each of the following, and give an example of how each one could affect communication within the hospital.

(i) Personal appearance. [3]

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(ii) Proximity.

[3]

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(iii) Use of technical terminology.

[3]

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(c) The staff at the A & E Department use a range of caring skills to deal with different individuals.

Assess the importance of the use of distraction, social perception and disengagement within this care setting.

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