GCE AS/A level

1621/01

HEALTH AND SOCIAL CARE

UNIT 1: Promoting Quality Care and Communication

A.M. MONDAY, 19 May 2014

1 hour 30 minutes plus your additional time allowance

Surname _____

Other Names _____

Centre Number _____

Candidate Number 2 _____

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Question	Maximum Mark	Mark Awarded
1.	25	
2.	25	
3.	25	
4.	25	
Total	100	

INSTRUCTIONS FOR CANDIDATES

Use black ink, black ball-point pen or your usual method.

Write your centre number, name and candidate number in the spaces provided on the front cover.

Answer ALL questions.

Write your answers in the spaces provided in this booklet. If you run out of space, use the continuation pages at the back of the booklet, taking care to number the question(s) correctly.

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.

1. A nursery is a care setting where young children are looked after during the day.

(a) For each of the following, identify a life quality factor which may be supported by a nursery, giving an example of how each of these can be provided.

(i) Physical factor _____

_____

_____

_____

Example _____

_____

_____

_____

[2]

1(a) (ii) Intellectual factor _____

_____

_____

_____

Example _____

_____

_____

_____

[2]

(iii) Emotional factor _____

_____

_____

_____

Example _____

_____

_____

_____

[2]

1(a) (iv) **Social factor** _____

_____

_____

_____

Example _____

_____

_____

_____

[2]

1(b) At the nursery, the staff deal with a number of children.
For each of the following situations, identify a DIFFERENT caring skill which might be used and explain how this could improve the situation.

(i) Jenny is isolated as she doesn't play with the other children. [3]

Caring skill _____

_____

Explanation _____

_____

_____

_____

_____

_____

_____

1(b) (ii) Hassan won't eat his food. [3]

Caring skill _____

_____

Explanation _____

_____

_____

_____

_____

_____

_____

1(b) (iii) **George is rude to some of the other children. [3]**

Caring skill _____

_____

Explanation _____

_____

_____

_____

_____

_____

_____

1(c) Assess the importance of maintaining confidentiality and promoting effective communication in ensuring the children's life quality factors are maintained within the nursery.

[8]

2. When using care services, individuals may not always receive appropriate care.

(a) In each of the following scenarios, identify the barrier to care.

(i) Andrea assumes that all elderly people are stupid. [1]

_____

_____

(ii) Martin was so busy worrying about his car that he didn't notice Mrs Jones hadn't had her medication. [1]

_____

_____

2(a) (iii) **Liz has stopped knocking on the bedroom doors before entering because none of the other staff do. [1]**

(iv) **Asher knows how to treat individuals well, but can't be bothered. [1]**

2(b) Describe how barriers to care related to care workers may affect the quality of care they provide. [3]

2(c) Explain what is meant by 'appraisal' and how this can assist in overcoming barriers to providing quality care. [4]

2(d) Geographical and financial barriers may result in poor access to services for individuals. Explain how these two barriers may cause problems for some individuals. [6]

2(e) Evaluate how the provision of adapted equipment and facilities may affect the dignity and autonomy of individuals with physical disabilities. [8]

3. Priya is in hospital following an operation.

(a) Identify the principle of care evident in each of the following activities carried out within the hospital.

(i) The nurses on the ward are always friendly and show an interest in the individuals in their care. [1]

(ii) On admission to the ward, individuals are asked their preferred name and staff always use this when speaking to them. [1]

(iii) The curtains are drawn around the bed when consultants examine Priya. [1]

3(a) (iv) A menu with a range of meals, including vegetarian and halal foods, is provided daily for individuals to select their own meals. [1]

_____

_____

(b) In each of the following situations, identify the life quality factor being supported, and explain how this helps Priya.
Each answer should identify a DIFFERENT life quality factor.

(i) Her husband has attended all her appointments with her. [3]

Life quality factor _____

_____

Effect _____

_____

_____

_____

_____

3(b) (ii) She will be in a ward with several other women. [3]

Life quality factor _____

_____

Effect _____

_____

_____

_____

_____

3(b) (iii) **She will have her own personal television with headphones by her bed. [3]**

Life quality factor _____

_____

Effect _____

_____

_____

_____

_____

3(c) Hygiene is a vital life quality factor for individuals in care.

(i) Explain why it is important for Priya to maintain a high standard of hygiene whilst in hospital and at home during her recovery. [3]

3(c) (ii) Evaluate the use of safe working practices by staff at the hospital to maintain all aspects of hygiene for themselves AND the individuals in their care. [9]

4. The Nursing and Midwifery Council (NMC) is a regulatory body with which all nurses must be registered.

(a) Explain the benefits to individuals of all nurses being registered with the NMC. [2]

4(b) The NMC has a code of professional conduct which all nurses must follow.
Explain how this affects the care provided by nurses in the UK. [2]

4(c) One statement from the NMC Code of Professional Conduct states that:

‘You must make arrangements to meet people’s language and communication needs’.

(i) Identify three groups of individuals who may have language and communication needs. [3]

_____

_____

_____

_____

_____

_____

4(c) (ii) Describe the arrangements a nurse could make to meet the language and communication needs of one of the groups identified in 4(c)(i). [3]

4(d) One section of another code of professional conduct states:

'You must act without delay if you believe that you, a colleague or anyone else may be putting someone at risk of harm'.

Explain how one principle of care is supported by this statement. [3]

4(e) Individuals in care should be treated fairly at all times. This is supported by the Human Rights Act which is part of equality legislation within the UK.

Assess the key features of this act. [6]

4(f) Discuss the role of ONE of the following in maintaining the rights of individuals. [6]

The Ombudsman
The European Court of Human Rights
The Equality and Human Rights Commission

END OF PAPER

For continuation only.

For continuation only.

For continuation only.

For continuation only.