

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

A.M. WEDNESDAY, 18 May 2016

1 hour 30 minutes

For Examiner's use only		
Question	Maximum Mark	Mark Awarded
1.	25	
2.	25	
3.	25	
4.	25	
Total	100	

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. 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.

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

1. Robert is a 79-year-old diabetic and was admitted to hospital suffering from the symptoms of a stroke. He was placed in a pre-assessment ward for two days before being admitted to a ward. His speech is slurred and he has little feeling in the right side of his body.

(a) Identify **one** quality of life factor and explain how it would support Robert in each of the situations below.

(i) Whilst at the pre-assessment ward he was given diabetic meals and snacks.

Quality of life factor [1]

Explanation

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..... [2]

(ii) He was given a walking frame to assist him.

Quality of life factor [1]

Explanation

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..... [2]

(iii) All examination procedures were explained to him.

Quality of life factor [1]

Explanation

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..... [2]

(b) Effective communication was used by the nurses on the ward.

Explain why the following are important.

(i) The nurses kept accurate records of Robert's health observations. [2]

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(ii) The nurses spoke clearly. [2]

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(c) Before being discharged from hospital an assessment of Robert's needs will be made.

Explain **two** main features of the NHS and Community Care Act (1990) and discuss how they could be applied to Robert. [6]

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(d) The nurses on the pre-assessment ward used a range of caring skills.

Evaluate the importance for Robert and the staff on the ward of using the following techniques:

- Social perception
- Encouragement

[6]

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2. Breast screening saves lives every day.

Harriett is 52 and has been called to attend a mobile unit for a mammogram.

(a) Identify **three** barriers to accessing mobile breast screening services.

(i) [1]

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(ii) [1]

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(iii) [1]

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(b) Identify and explain **three** caring skills that could be used by the staff whilst Harriet is having a mammogram.

Caring skill [1]

Explanation

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..... [2]

Caring skill [1]

Explanation

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Caring skill [1]

Explanation

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(c) Assess the ways in which the services provided by the mobile unit can be made accessible to individuals with a visual impairment. [6]

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3. David is 30 years old and has Down's Syndrome. He is partially deaf and has a speech impediment. As part of his care package, he visits a day centre twice a week.

At the centre they offer:

- Arts and crafts
- Computer classes
- Daily living activities (particularly cooking and shopping)
- Exercise classes
- A café which sells healthy meals and snacks, where David has lunch with his friends

Using the information above, identify **one** example for each of the following lifestyle factors. Explain how each factor could contribute to David's health and well-being.

Use a different example each time.

(a) (i) Intellectual factor [2]

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(ii) Emotional factor [2]

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(iii) Social factor [2]

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(iv) Physical factor [2]

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(b) Describe the various verbal and non-verbal communication skills that a key worker should use to work effectively with David. [8]

Examiner only

A series of horizontal dotted lines for writing, filling the majority of the page below the question.

Examiner only

(c) Sometimes individuals with a disability are subject to verbal abuse and prejudice. Explain what is meant by the terms:

(i) Verbal abuse

[2]

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(ii) Prejudice

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(d) Analyse how verbal abuse and prejudice could affect David's quality of life.

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4. Nicola is a young mother and is expecting another baby. Her midwife has arrived unannounced. During the visit the midwife asked:

“So you are expecting again. Was it planned? Are you still with the father? Does he work?”

The midwife also commented:

“You should attend parenting courses for young mothers.

I have not got time to arrange an appointment for you.

Due to your age you should attend all classes and appointments.”

(a) From the information above select **three** ways in which the midwife has **not** provided appropriate principles of care for Nicola and explain how this could affect her care.

(i) [3]

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(ii) [3]

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(iii) [3]

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(b) Discuss how a midwife could apply the following principles of care during a routine ante-natal appointment.

(i) Maintain confidentiality of information. [3]

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(ii) Provide individualised care. [3]

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(iii) Promote the right to dignity. [3]

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- (c) Explain the complaints procedure available to individuals who wish to make a complaint regarding the standard of service or quality of care they have received from their midwife.

[7]

Examiner only

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END OF PAPER

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For continuation only.

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