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**Answer ALL the questions. Write your answers in the spaces provided.**

1. Practitioners working within the four sectors of Society, Health and Development implement a consistent set of values in their work. These include promoting equality, diversity and discouraging discrimination.

Describe the following terms with an example in relation to **one** sector in each case.

(a) Equality.....

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**(4)**

(b) Diversity .....

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(c) Discrimination .....

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**(4)**

**(Total 12 marks)**

Q1

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2. (a) Define the term 'crime' and give an example of a criminal offence.

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(b) Explain **two** ways of providing victim support.

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(8)

(Total 12 marks)

Q2

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3

Turn over



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3. David is 55 years old and has a severe learning disability. He is currently living in his own flat and has 24 hour support from social services. David has a care manager who helps to organise the care he needs. His doctor has recommended that he has a knee replacement. This will involve a general anaesthetic and at least three days in hospital.

(a) Define what is meant by the term 'learning disability' and give an example.

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(b) Describe **two** ways in which David's care manager might support him during his stay in hospital.

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(8)

(Total 12 marks)

Q3



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5. Beyoncé is 15. She and her friends have been in trouble in the past with the police for causing a disturbance in the local shopping centre. As part of the follow-up, a community youth worker, Rick, has asked her why she has been in trouble. Beyoncé says that there is nowhere for people of her age to meet. As a result of their discussion, Beyoncé and Rick have been asked to speak to their local council about improving facilities and services for young people.

(a) Explain the role of a community youth worker. You should include examples where relevant.

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(b) Identify **two** factors Rick should take into account when working with young people and explain why each factor is important.

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6. The following extracts are adapted from:

**Learning from Bristol: The report of the public inquiry into children's heart surgery at the Bristol Royal Infirmary 1984–1995.**

**(The final report was published in 2001.)**

**You should be aware that these adapted extracts are only part of a detailed and lengthy report.**

**Introduction:**

The inquiry was carried out in response to concerns relating to the mortality rate of children undergoing heart surgery at the hospital.

**Extract 1:**

The inquiry looked at the management of the care of children receiving complex cardiac surgical services at the Bristol Royal Infirmary between 1984 and 1995 and relevant related issues; the adequacy of the services provided; the action taken both within and outside the hospital to deal with concerns raised about the surgery and to identify any failure to take appropriate action promptly; the conclusions obtained from these events.

**Extract 2:**

The story of the paediatric cardiac surgical service in Bristol is an account of people who cared greatly about human suffering, and were dedicated and well-motivated. Sadly, some lacked insight and their behaviour did not always follow best practice. Many failed to communicate with each other, and to work together effectively for the interests of their patients. There was a lack of leadership and of teamwork.



**Having read extracts 1 and 2, now answer these questions.**

- (a) Explain **one** reason for holding a public inquiry. You should use an example, apart from the one referred to above, which can be from any sector.

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- (b) Explain **one** reason why some professionals may fail to communicate adequately and give an example from any sector.

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Now read Extract 3.

**Extract 3: Recommendations from the inquiry at the Bristol Royal Infirmary 1984–1995.**

**1 Children:** When in hospital, children must be cared for in a child-centred environment, by staff trained in caring for children and in facilities appropriate to their needs.

**2 Safety:** For the future, the NHS must eliminate unsafe practices. It must remove barriers to safe care.

**3 The competence of healthcare professionals:** For the future, it must be part of all healthcare professionals' contracts with a trust that they undergo appraisal, continuing professional development and revalidation to ensure that they remain competent to do their job.

**4 Standards of care:** For the future, there must be two developments. Firstly, there must be agreed and published standards of clinical care for healthcare professionals to follow, so that patients and the public know what to expect. Secondly, there must also be standards for hospitals as a whole.

**5 Openness:** There was enough information from the late 1980s onwards to cause questions about mortality rates to be raised both in Bristol and elsewhere. Little, if any, of this information was available to the parents or to the public. Such information as was given to parents was often partial, confusing and unclear. For the future, there must be openness about clinical performance. Patients should be able to gain access to information about the relative performance of a hospital, or a particular service or consultant unit.

**6 Monitoring:** For the future, there must be effective systems within hospitals to ensure that clinical performance is monitored.



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**Answer this question about Extract 3.**

(c) Evaluate **three** of these recommendations for improving the care of patients in NHS hospitals.

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Q6

(Total 20 marks)

**TOTAL FOR PAPER: 90 MARKS**

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