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. WEDNESDAY, 11 January 2012

1 ½ hours

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

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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.

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Answer **all** *questions in the spaces provided.*

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

1. Cerys lives on her own and has a disorder which is gradually reducing her ability to look after herself. After an assessment by a social worker, Cerys has been provided with a care worker who helps her manage daily living tasks.

(a) Identify the life quality factors being **supported** by the care worker. [5]

(i) Cooking Cerys' dinner.

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(ii) Giving her a bath.

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(iii) Using a hoist to lift her in and out of the bath.

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(iv) Making sure she is warm.

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(v) Bringing her a newspaper every day.

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(b) The care workers may not support all of Cerys' life quality factors.
Identify the life quality factor which may **not** be supported in each of the following statements. [3]

(i) Cerys is becoming isolated as she cannot get out and about to meet friends.

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(ii) She is becoming very dependent on her care worker to meet her needs.

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(iii) She doesn't sleep very well at night as she worries about her condition.

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(c) As Cerys' problems become more severe, it is important that she is treated fairly.

(i) The Disability Discrimination Act is aimed at protecting those who have a disability.

Outline how the key principles of this act could protect Cerys. [4]

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(ii) Describe the key principles of two other Acts that aim to promote equal opportunities and anti-discriminatory practice. [4]

Act 1 .....

Key principles .....

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Act 2 ..... [4]

Key principles .....

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(d) Discuss the role of commissions, such as the Equality and Human Rights Commission, in promoting anti-discriminatory practice. [5]

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2. Promoting effective communication and relationships is an important principle of care, contributing to both the quality care of individuals and effective working with others within the care team.

(a) Verbal communication is generally defined as communication being expressed in spoken words, oral rather than written.

Describe ways in which a care worker might use verbal communication skills in their day-to-day work with each of the following:

(i) individuals in their care [3]

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(ii) other members of the care team [3]

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(b) In relation to verbal communication, it is often not **what** is said but **how** it is said that is important.
Explain what this means in terms of using effective communication skills in a care setting. [4]

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(c) Non-verbal ways of communicating are often used to support verbal communication.
Discuss how the use of these skills may contribute to effective communication. [6]

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(d) Maintaining confidentiality of information is another important principle of care.

(i) Suggest **two** ways in which confidentiality of information can be maintained in a care setting. [2]

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(ii) Give one example of when a carer may need to break an individual's right to confidentiality. [1]

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(iii) Assess the importance of maintaining confidentiality on the quality of life of individuals receiving care. [6]

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3. Many individuals experience barriers to quality care.

(a) Describe the barriers listed below, giving an example of how care may be affected by each one.

Barriers related to the individual:

(i) social exclusion [3]

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(ii) hostile behaviour [3]

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(b) Barriers related to careworkers:

(i) lack of skill [3]

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(ii) preoccupation with own needs [3]

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(c) Another barrier to care related to individuals is physical impairment.
Explain **two** difficulties individuals with physical impairment may have when accessing care services. [4]

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(d) Learning disabilities can make communication and accessing care difficult.
Assess the strategies that could be used to help individuals with learning disabilities overcome barriers. [9]

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4. Rashid was in a car accident which left him paralysed from the neck down. He can move his head and can talk. He lives at home and has to rely on his carers to do everything for him. His mother and friend provide most of his care but he also receives help from care assistants during the day, when his informal carers are at work.

(a) Explain the importance of Rashid's carers using the following caring skills to ensure they meet his needs:

(i) encouraging [3]

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(ii) creating trust [3]

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(b) Discuss how Rashid's carers can apply safe working practices when caring for him. [6]

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(c) Describe ways in which the carers could support Rashid's intellectual needs. [3]

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(d) Assess how Rashid's carers can apply the principles of care to support his rights to dignity, empowerment and choice. [10]

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