



**Monday 19 May 2014 – Morning**

**AS GCE HEALTH AND SOCIAL CARE**

**F910/01 Promoting Quality Care**

Candidates answer on the Question Paper.

**OCR supplied materials:**

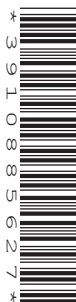
None

**Other materials required:**

None

**Duration:** 1 hour 30 minutes

**MODIFIED LANGUAGE**



Candidate forename		Candidate surname	
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Centre number						Candidate number				
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### INSTRUCTIONS TO CANDIDATES

- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. HB pencil may be used for graphs and diagrams only.
- Answer **all** the questions.
- Read each question carefully. Make sure you know what you have to do before starting your answer.
- Write your answer to each question in the space provided. If additional space is required, you should use the lined pages at the end of this booklet. The question number(s) must be clearly shown.
- Do **not** write in the bar codes.

### INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [ ] at the end of each question or part question.
- The total number of marks for this paper is **100**.
- The quality of written communication will be assessed in your answer to questions marked with an asterisk (\*).
- This document consists of **16** pages. Any blank pages are indicated.

Megan, aged 86, is thinking about moving into a residential home but she is worried by reports in the media of cases of abuse towards older people.

1 (a) Identify **three** likely effects of abuse on an older person.

- 1 .....
- 2 .....
- 3 ..... [3]

(b) Identify **three** values of care. Give an example of how people working with older people could apply each value of care in their day-to-day work.

- 1 .....  
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- 2 .....  
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- 3 .....  
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- [6]

**(c)\*** Explain ways an organisation can ensure staff promote quality care.

[6]

**[Total: 15]**

A three-year-old child has a serious accident, and will only survive if it has a blood transfusion. The child's parents refuse permission for the transfusion because of their religious beliefs.

2 (a) Explain why the parents' wishes can be overruled.

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..... [2]

(b) Identify **two** other situations where the wishes of people who use services can be overruled.

1 .....

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2 .....

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..... [2]

(c) What is meant by the term self-advocacy?

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..... [2]

**(d)\*** Analyse the benefits of implementing a confidentiality policy.

[9]

**[Total: 15]**

- 3 (a) Identify **one** piece of legislation that aims to protect people with disabilities.

..... [1]

- (b) Describe **two difficulties** people with disabilities could experience when accessing services.

Difficulty 1 .....

Description .....

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Difficulty 2 .....

Description .....

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[4]

- (c)\* Explain why legislation designed to protect people with disabilities may not be effective.

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..... [6]

**(d)\*** Analyse possible effects of discrimination on people with disabilities.

[9]

**[Total: 20]**

4 (a) Give an example of each of the following;

Indirect sex discrimination .....

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Direct sex discrimination .....

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[2]

(b)\* Outline features of current legislation that aims to protect men and women.

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[8]



[10]

**Turn over**

5 (a) What is meant by the term primary socialisation?

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..... [2]

(b) Describe how **four** agencies of secondary socialisation could influence a person's attitudes.

Agency 1 .....

Description .....

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Agency 2 .....

Description .....

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Agency 3 .....

Description .....

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Agency 4 .....

Description .....

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[8]

[Total: 10]

One component of an equal opportunities policy is a policy statement which states the aims and outcomes of the policy.

- 6 (a) There are four other components of an Equal Opportunities Policy. Describe the purpose of each component.

Component 1 .....

Purpose .....

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Component 2 .....

Purpose .....

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Component 3 .....

Purpose .....

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Component 4 .....

Purpose .....

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[8]

This image shows a full page of primary-ruled paper. It features multiple sets of horizontal dashed lines spaced evenly down the page, providing a guide for handwriting practice. The background is white, and there are no margins or additional markings.

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[Total: 20]

**END OF QUESTION PAPER**

This image shows a blank sheet of white paper designed for handwriting practice. It features a solid vertical line on the left side, creating a narrow margin. The rest of the page is filled with evenly spaced horizontal dashed lines, providing a guide for letter height and placement. There are no other markings, text, or illustrations on the page.





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