

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. MONDAY, 14 January 2013

1½ hours

For Examiner's use only	
Question 1	
Question 2	
Question 3	
Question 4	
<b>Total</b>	

1621  
010001

**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.

*Answer all questions in the spaces provided.*

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

1. Jodie is nearly 2 years old. She lives with her mum and dad. They both love her very much and want to make sure she grows and develops well.

(a) Suggest ways that Jodie’s parents can provide each of the following factors affecting quality of life and explain why each factor is important.

(i) Physical safety [3]

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(ii) Stimulation [3]

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(iii) Social contact [3]

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(iv) Approval

[3]

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(b) Jodie’s parents both work. Describe the key features of the Work and Families Act which could support them in their care of Jodie and if they have another child. [4]

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2. Daniel’s family are concerned about his well-being. He keeps forgetting things such as leaving the gas on and he often wanders off in the middle of the night wearing only his pyjamas. His family have asked him if he would go into residential care or have a carer living with him. He has refused both.

(a) Identify each of the following, giving a reason for each answer:

(i) The factor affecting Daniel’s quality of life that his family is most concerned about. [2]

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(ii) The principle of care the family has used. [2]

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(b) Daniel is becoming a danger to himself and others.

(i) The Mental Health Act was designed to protect individuals in this situation. Outline the main purpose of this Act. [3]

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3. Connie is 84 years old. She has been in residential care for several months. Her family visit her regularly but she gets very upset when they leave and is very quiet after they have gone.

(a) One caring skill the care assistant could use to reduce Connie’s distress is distraction. Explain what this means and how the care assistant could use distraction in this situation. [3]

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(b) Identify the caring techniques used in each of the following situations and explain how they could help Connie.

(i) During the day, the care assistant spends time with Connie, helping her to do jigsaw puzzles. [3]

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(ii) When Connie does not want to eat her food, the care assistant manages to get her to do so by explaining why it is important for her to eat. [3]

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(iii) The care assistant praises Connie when she eats all her food. [3]

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(iv) The care assistant is helpful and always speaks politely to the residents. [3]

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(c) One of the new care assistants constantly talks about herself and her family and doesn't pay attention to what the residents tell her.

Describe the barrier to care created by the care worker and assess its effect on individuals receiving care. [4]

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(d) Most of the care assistants in the home are very helpful. However, Connie sometimes makes things difficult for them as she won't tell them when she needs help or doesn't feel well, and is aggressive when they try to help her dress. She will not speak to the other residents.

Describe **two** barriers to quality care that Connie is creating, and explain how these might have a negative effect on Connie's health and well-being. [6]

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4. Salma and Patrick attend a day centre every week.

Salma has difficulty walking, so has transport provided for her, and is met at the day centre door by staff who help her in.

Patrick lives nearby and enjoys walking, so does not have transport provided. Patrick often helps out at the day centre by making his own food as he is a vegetarian.

(a) Explain how individualised care is provided at the day centre. [2]

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(b) Give **one** example of how staff could promote each of the following individuals' rights in the day centre:

(i) Dignity ..... [1]

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(ii) Independence ..... [1]

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(iii) Empowerment ..... [1]

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(iv) Choice ..... [1]

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(v) Safety ..... [1]

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(c) The day centre has an Equal Opportunities Policy.

(i) Identify the principle of care that this policy supports. [1]

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(ii) Explain the benefits of an equal opportunities policy to individuals attending a day centre. [3]

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(d) The staff at the day centre use a range of communication skills to provide the best care for the individuals.

Describe **two** different types of communication the staff are likely to use, giving examples to illustrate your answer.

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(ii) ..... [3]

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