

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS  
AS GCE**

**F910/01**

**HEALTH AND SOCIAL CARE**

**Promoting Quality Care**

**MONDAY 13 MAY 2013: Afternoon**

**DURATION: 1 hour 30 minutes  
plus your additional time allowance**

**MODIFIED ENLARGED**

<b>Candidate forename</b>		<b>Candidate surname</b>	
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<b>Centre number</b>						<b>Candidate number</b>				
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**Candidates answer on the Question Paper.**

**OCR SUPPLIED MATERIALS:**

**None**

**OTHER MATERIALS REQUIRED:**

**None**

**READ INSTRUCTIONS OVERLEAF**

## **INSTRUCTIONS TO CANDIDATES**

- **Write your name, centre number and candidate number in the boxes on the first page. 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.**

## **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.**
- **You will be awarded marks for the quality of written communication where an answer requires a piece of extended writing.**
- **Any blank pages are indicated.**

**BLANK PAGE**

**1 (a) Identify FOUR agencies of secondary socialisation.**

**1** \_\_\_\_\_

**2** \_\_\_\_\_

**3** \_\_\_\_\_

**4** \_\_\_\_\_

**[4]**

**(b) Explain, using examples, THREE different ways children could learn attitudes and prejudices. [6]**

**1** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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**3**

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**(c) Identify and explain THREE barriers people who use services may face when accessing services.**

**1** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**2** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**3** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**[6]**

**(d) State FOUR possible effects of these barriers on people who use services.**

**1** \_\_\_\_\_

**2** \_\_\_\_\_

**3** \_\_\_\_\_

**4** \_\_\_\_\_

**[4]**

- 2 (a) Identify FIVE early years values of care. Give an example of how people working with children could apply each in their day-to-day work. [10]**

**1** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**2** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**3** \_\_\_\_\_  
\_\_\_\_\_  
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4 \_\_\_\_\_

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5 \_\_\_\_\_

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[5]

**3 (a) What is meant by the term ‘victimisation’?**

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**[2]**

**(b) For each group below, identify ONE different piece of relevant legislation that seeks to address their needs.**

**Vulnerable adults**

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**Men and women**

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**Older people**

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**[3]**

**(c) Analyse how ONE of these pieces of legislation protects people who use services. [10]**

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**4 Molly works in a care home for vulnerable adults. She discovers a resident has been taking and using another resident's medication.**

**(a) Explain TWO appropriate courses of action Molly should take.**

**1** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**[4]**

**(b) Give THREE circumstances when it is appropriate to break client confidentiality.**

**1** \_\_\_\_\_

**2** \_\_\_\_\_

**3** \_\_\_\_\_

**[3]**

**(c) Explain FOUR ways an organisation could ensure its staff promote quality care. [8]**

**1** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**2** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**3** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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- 5 (a) Analyse possible issues that people with disabilities could face in society today. [10]

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[illegible]

**[10]**

[illegible]

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**6 Evaluate ways in which service providers could facilitate access to services.**

**[15]**

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[illegible]

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**END OF QUESTION PAPER**

### ADDITIONAL ANSWER SPACE

**If additional answer space is required, you should use the following lined page(s). The question number(s) must be clearly shown.**

[illegible]

[illegible]



[illegible]

[illegible]

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