

**Paper Reference(s) 31491H**

**Pearson BTEC**

**Level 3 Nationals Extended Certificate**

**Health and Social Care**

**Unit 2: Working in Health and Social Care**

**Wednesday 23 May 2018 – Morning**

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

**INSTRUCTIONS TO CANDIDATES**

**Write your centre number, learner  
registration number, surname, other names  
and your signature in the boxes below.  
Check that you have the correct question  
paper.**

<b>Centre No.</b>							
<b>Learner Registration No.</b>							
<b>Surname</b>							
<b>Other names</b>							
<b>Signature</b>							
<b>Paper Reference</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>9</b>	<b>1</b>	<b>H</b>	



- **Use BLACK ink or ball-point pen.**
- **Answer ALL questions.**
- **Answer the questions in the spaces provided – there may be more space than you need.**

**MATERIALS REQUIRED FOR EXAMINATION**  
**Nil**

**ITEMS INCLUDED WITH QUESTION PAPERS**  
**Nil**

**INFORMATION FOR CANDIDATES**

- **The total mark for this paper is 80.**
- **The marks for EACH question are shown in brackets – use this as a guide as to how much time to spend on each question.**

**ADVICE TO CANDIDATES**

- **Read each question carefully before you start to answer it.**
- **Try to answer every question.**
- **Check your answers if you have time at the end.**

**(Turn over)**

**SECTION A**

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

**Case Study Scenario: Ill Health**

**Daniel was a baby when he was diagnosed with cystic fibrosis, which is a life-limiting genetic condition. His family were told that the main health concerns with this condition are lung and digestive system problems.**

**Daniel is now eight years old and his family support him to manage his condition. When the diagnosis was confirmed, Daniel began a support programme. Daniel's attendance at school has dropped as a result of his condition. He is now continuing with his support plan. However, Daniel's family are worried about how Daniel will manage his condition in school and also how he will manage it when he is an adult.**

**(Question continues on next page)**

**(Turn over)**

- 1 (a) Identify TWO other health and social care professionals, apart from the GP, who could work with Daniel. (2 marks)

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**(b) Describe TWO ways that health and social care staff could work with Daniel's family during his support programme. (4 marks)**

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**(c) Explain how staff could empower Daniel to promote his rights, choices and wellbeing. (6 marks)**

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**(d) Discuss how personal information about Daniel might be managed by professionals who assess his medical needs. (8 marks)**

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**SECTION B**

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

**Case Study Scenario: Learning Disability**

**Finn is 13 years of age. He has Down's syndrome. He has some learning disabilities but still attends his local secondary school. Finn also has some mild hearing loss, which has led to difficulties in his speech and language development.**

**Finn is attending the local hospital to receive specialist additional support for his health and learning disabilities.**

**(Question continues on next page)**

**(Turn over)**

- 2 (a) Identify TWO ways that hospital staff could support Finn's rights. (2 marks)**

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**(b) Describe TWO ways that services could support Finn's learning disabilities. (4 marks)**

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**(c) Explain ways that health and social care workers can promote effective communication for children with learning disabilities. (6 marks)**

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**Finn experiences communication barriers.**

- (d) Discuss other possible barriers that service users with a learning disability could face when accessing health and social care services.  
(8 marks)**

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**SECTION C**

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

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## **Case Study Scenario: Physical/Sensory Disabilities**

**Emily is 44 years old and has multiple sclerosis (MS). Emily has impaired vision and reduced mobility because of her MS. She can live independently in her own home with informal support from her family and friends. However, Emily's GP has asked for extra support and a twice-daily visit from a domiciliary care service has been arranged.**

**Claire is the main care assistant who helps Emily with her personal care needs. However, Emily dislikes the fact that Claire spends too much time talking and does not give her enough help around the house. Emily has asked for the domiciliary care to stop.**

**There have been other complaints about the care assistants and there is now going to be an inspection of the domiciliary care services.**

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**(Turn over)**



**3 (a) Identify TWO skills required to be a care assistant. (2 marks)**

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**(b) Describe TWO ways that an organisation could improve its domiciliary services. (4 marks)**

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- (c) Explain how a voluntary organisation, such as Multiple Sclerosis Society UK, can support people with specific needs.  
(6 marks)**

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**(d) Discuss ways that health and social care professionals are regulated by professional bodies. (8 marks)**

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**SECTION D**

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

**Case Study Scenario: Age-related Needs**

**You are a Saturday volunteer at Springfields Day Centre. The centre caters for older people with dementia.**

**As you walk into the centre, Della comes over to talk to you. Della has attended the day centre for two years. She enjoys the social interaction since most of her family live abroad and many of her friends have died.**

**Della talks positively about the day centre, but a recent CQC (Care Quality Commission) inspection has raised concerns about the quality of service being provided at this day centre.**

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**Social interaction is one benefit for Della of going to the centre.**

- 4 (a) Identify TWO other benefits of going to the centre for Della. (2 marks)**

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**You are applying for the role of a care assistant.**

**(b) Describe TWO ways a care assistant could provide for Della's everyday needs. (4 marks)**

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**(c) Explain the responsibilities the manager of the day centre has towards the people who work there. (6 marks)**

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**(d) Discuss how investigations into poor working practices have led to improved practices within the health and social care sector. (8 marks)**

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