

**Wednesday 8 January 2020 – Morning**

**Level 3 Cambridge Technical in Health and Social Care**

**05830/05831/05832/05833/05871**

**Unit 2: Equality, diversity and rights in  
health and social care**

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

**You can use:  
no extra materials are needed**

**Modified Enlarged 18 pt**

**Please write clearly in black ink.**

**Centre  
number**

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**Candidate  
number**

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**First name(s)** \_\_\_\_\_

**Last name** \_\_\_\_\_

**Date of  
birth**

D	D	M	M	Y	Y	Y	Y
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## **INSTRUCTIONS**

**Use black ink.**

**Write your answer to each question in the space provided. If you need extra space use the lined pages at the end of this booklet. The question numbers must be clearly shown.**

**Answer ALL the questions.**

## **INFORMATION**

**The total mark for this paper is 60.**

**The marks for each question are shown in brackets [ ].**

**Quality of extended response will be assessed in questions marked with an asterisk (\*).**

## **ADVICE**

**Read each question carefully before you start your answer.**

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**Answer ALL the questions.**

**1**

**Steve, 86, had a stroke. When released from hospital, he chose to return home as he did not want to live in residential care.**

**A physiotherapist visits Steve at home once a week helping him to do exercises that will help with his mobility and improve the use of his right arm.**

**Steve often feels upset because the physiotherapist handles him roughly, bruising him. The physiotherapist tells Steve that he is silly wanting to be on his own at home, and that he would be better off in a residential home.**

**(a) Describe TWO types of discriminatory practice that Steve is experiencing.**

**1**

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**2**

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**(b) List THREE appropriate ways that Steve could challenge this discrimination.**

1 \_\_\_\_\_

## 2

### 3

**[3]**

**(c)\* Explain at least TWO possible impacts on Steve of the discriminatory practice he is experiencing. [7]**

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- 2 Read the following extract from a CQC (Care Quality Commission) inspection report for a Residential Care Unit, then answer questions 2(a), 2(b) and 2(c).**

**The Unit provides accommodation, nursing or personal care for 8 individuals who have mental health conditions relating to substance misuse or alcohol and drug related problems.**

**Staff meetings are held regularly to enable discussions around best practice. Areas discussed include learning from any incidents and also include input from the therapy team where the needs of individual residents are discussed. Staff are also supported through reflective practice sessions to enable learning to be shared.**

**Inspectors found that staff were not always fully supported to carry out their roles. Supervision was not always available and there were some gaps in training as not all staff had attended courses in safeguarding, moving and handling, substance misuse and fire safety.**

**Medicines Administration Records (MAR) include a photograph of the individual so staff can check identities before administering any medicines.**

**MARs seen by the inspectors were complete with details of the type and dose of medication; however where staff had recorded 'other' on people's MAR as to why medication may not have been administered, the reason for this was not always recorded. Therefore, the staff were not able to identify any common reasons or trends to show why an individual's medicines may not have been administered.**

**Adapted from:**

**[https://www.cqc.org.uk/sites/default/files/new\\_reports/INS2-4112217420.pdf](https://www.cqc.org.uk/sites/default/files/new_reports/INS2-4112217420.pdf)**

**Accessed 16.03.19**

**(a) Give TWO examples of good practice from the care unit's inspection report.**

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

\_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

**[2]**

**(b) Give TWO examples of poor practice from the care unit's inspection report.**

**1**

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**2**

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**[2]**



[illegible]

**3 (a) Complete the sentences about the Care Certificate.**

**Use words from the list.**

**You can use each word once, more than once, or not at all. [7]**

<b>knowledge</b>	<b>legislation</b>	<b>sixteen</b>
<b>fourteen</b>	<b>fifteen</b>	<b>maximum</b>
<b>minimum</b>	<b>supervision</b>	<b>initiative</b>
<b>confidentiality</b>	<b>duty</b>	<b>experience</b>
<b>assessed</b>	<b>dignity</b>	<b>opportunities</b>

**The Care Certificate is a national**

**\_\_\_\_\_ that sets out the  
\_\_\_\_\_ standards that**

**should be achieved by care workers before they  
are allowed to work without direct**

**\_\_\_\_\_ .**

**There are \_\_\_\_\_ standards**

**and care workers are \_\_\_\_\_**

**against these. Examples of standards include:**

**privacy and \_\_\_\_\_ , equality**

**and diversity, and duty of care.**

The aim of the Care Certificate is for all care workers to have the same skills and \_\_\_\_\_ to be able to give safe and high-quality support for the individuals for whom they are providing care.

(b) Individuals who use health and social care settings should be treated with equality.

Identify FIVE ways in which individuals can be treated with equality in care settings.

Tick (✓) FIVE boxes. [5]

Individuals should:	Tick (✓) FIVE only.
never be discriminated against	
always be treated the same	
always be given a choice of medication	
be respected as individuals	
be treated differently	
be given fair treatment	
be given the same opportunities	
always be given a choice of care practitioner	
be offered the same food as everyone else	
always be treated according to their needs	

4

**Sundip has been on a course in preparation for her new role as nursery manager. She found two of the sessions very interesting. One was about values of care, in particular ‘making the welfare of the child paramount’ and the other was a discussion about raising a serious concern by ‘whistleblowing’.**

**(a) Describe TWO ways in which nursery staff, including Sundip, the nursery manager, could ensure that ‘the welfare of children is paramount’.**

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2

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**[4]**

**(b) Identify THREE appropriate ways of raising a serious concern about poor practice, such as abuse or neglect.**

**Tick (✓) THREE boxes. [3]**

	<b>Tick (✓) THREE only.</b>
<b>Contact a regulatory body such as Ofsted.</b>	
<b>Follow the organisation's complaints procedures.</b>	
<b>Have an informal chat with a work colleague about the issue causing concern.</b>	
<b>Meet with the organisation's senior member of staff and explain your concern.</b>	
<b>Report the concern to the media so it gets publicity.</b>	
<b>Talk to your supervisor and discuss the issue.</b>	

**[6]**

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5

James has recently started as a volunteer at a local foodbank. He has noticed that some of the volunteers do not always follow the health and safety procedures. For example boxes left in the middle of the floor are trip hazards, fresh food is not put in the fridge and some of the volunteers don't wash their hands after using the toilet.

James has pointed out the poor standards to the other volunteers, but this has caused conflict. The experienced volunteers say that they have been doing this longer than James and don't need him to tell them what to do.

- (a) The manager of the foodbank decides to take action to manage the conflict between James and the other volunteers.

Identify **THREE** appropriate actions for the manager to take.



Tick (✓) **THREE** boxes. [3]

<b>Possible actions</b>	<b>Tick (✓) THREE only.</b>
<b>Have an informal chat with the experienced volunteers, empathise with them and discuss possible changes.</b>	
<b>Tell James that he needs to listen and be more co-operative to fit in with the other volunteers who have been there longer than him and know what they are doing.</b>	
<b>Listen to James, but don't do anything about it, he is entitled to his opinion but there's nothing wrong with the way things are done.</b>	
<b>Ask two of the experienced volunteers and James to work together to prepare and deliver a short information session to help everyone to follow the correct health and safety procedures.</b>	
<b>Tell James to take no notice, it is only 'banter' and things will settle down in time.</b>	
<b>Ask James to write a list of things that he thinks need changing.</b>	

**[6]**

**(c) State TWO ways that the foodbank could support the right to choice for the many different individuals using their services.**

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

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

**[2]**

**END OF QUESTION PAPER**

### ADDITIONAL ANSWER SPACE

**If additional answer space is required, you should use the following lined pages. The question numbers must be clearly shown in the margins – for example, 1(a) or 2(a).**

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