

**OCR**

Oxford Cambridge and RSA

**Wednesday 9 January 2019 – 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**Duration: 1 hour 30 minutes****C440/1901****You must have:**

- no materials required

First Name

Last Name

Centre  
NumberCandidate  
NumberDate of  
Birth

D

D

M

M

Y

Y

Y

Y

**INSTRUCTIONS**

- Use black ink.
- Complete the boxes above with your name, centre number, candidate number and date of birth.
- Answer **all** the questions.
- Write your answer to each question in the space provided.
- If additional answer space is required, you should use the lined page(s) at the end of this booklet. The question number(s) must be clearly shown.

**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 (\*).
- This document consists of **16** pages.

**FOR EXAMINER  
USE ONLY**

Question No	Mark
1	/16
2	/18
3	/8
4	/11
5	/7
<b>Total</b>	<b>/60</b>

Answer **all** the questions.

1 Paul is attending an interview for the position of Practice Manager at a GP surgery.

(a) Name a current piece of legislation that the interview questions should comply with.

.....[1]

(b) The questions Paul is asked at his interview are shown in the table below.

Choose the **four** questions or statements that Paul should **not** have been asked at his interview.

Tick **four** only.

Response letter:	Interview questions	Tick (✓) four only
<b>A</b>	Do you have any disabilities?	
<b>B</b>	How old are you?	
<b>C</b>	Describe yourself in three words.	
<b>D</b>	Describe your approach to effective communication.	
<b>E</b>	Do you have any children?	
<b>F</b>	What skills can you bring to this job role?	
<b>G</b>	What religion are you?	
<b>H</b>	Why should we give you this job?	

[4]

(c) Justify why **two** of the interview questions you chose in part (b) should **not** have been asked.

Give a different reason for each.

Response letter: .....

Reason: .....

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[2]

Response letter: .....

Reason: .....

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[2]

(d) Paul is not offered the job. He decides to make a complaint about some of the interview questions he was asked.

Name **one** organisation that could provide Paul with advice about how to complain.

.....[1]

(e)\* Describe how senior staff at the surgery could ensure that interviews are carried out using the correct procedures in the future.

[6]

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**PLEASE DO NOT WRITE ON THIS PAGE**

**Turn over for the next question**

2 Read the information below about Askew Trust Supported Living.

Askew Trust Supported Living provides care and support for individuals who have a range of needs relating to learning disabilities, mental health conditions, physical disabilities or injuries.

Newly appointed care staff have an induction period. The induction is linked to the Care Certificate and includes shadowing an experienced member of staff. Compulsory training for all staff includes safeguarding procedures, medicines management, infection control, fire safety procedures and manual handling.

Accurate medicine administration records are completed to show when medication has been given.

Where people cannot communicate verbally, care plans guide staff on how each person prefers to communicate and any special methods of communication needed, for example, Sign Language, body language, hand signals or gestures are used.

Individuals' nutritional needs and preferences are outlined in their records. Some individuals have special dietary needs such as soft or pureed food to avoid choking and so a blender is used by staff so that the range of meals available is extended. Individuals are supported to make choices. Where needed care plans guide staff on how to support each person to make simple choices like what food they want and what to wear. For example, a care plan will state 'Show two outfits and give time to decide'.

Adapted from: <http://www.cqc.org.uk/location/1-2552181088> Brandon Trust Supported Living - CQC Inspection Report 10th August 2017

(a) Identify **four** examples of good practice from the information about Askew Supported Living.

Use the headings below.

[4]

Respecting views, choices and decisions of individuals who require care and support.

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Provision of training and professional development opportunities for staff.

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Following agreed ways of working.

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Effective communication.

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**(b)** Describe **three** different ways staff at Askew Supported Living promote the right of 'protection from abuse and harm' when caring for individuals.

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2.....  
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3.....  
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[6]







## 4 Read the scenario below.

Julie is 86. She has recently moved into a residential care home due to her arthritis which restricts her movement. Julie is finding it difficult to settle in at the residential home because of the way she is being treated.

Julie has got bruises on her arms and legs due to rough handling by her care assistant when bathing her, the care assistant never waits for someone to help her, she moves Julie by herself to save time. Julie is told what time to get up in the morning, what to wear and what time to go to bed. The care assistants laugh at her when she complains and tell her that it doesn't matter what she wears as she isn't going anywhere. Julie is also worried because money is going missing from her purse.

- (a) Complete the table below with **four** different examples of discriminatory practice being experienced by Julie.

Type of discriminatory practice	Example
Abuse	
Inadequate care	
Breach of health and safety	
Being patronising	

[4]





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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 – for example 2(a) or 3(b).

A large rectangular area with a vertical line on the left side and horizontal dotted lines across the page, intended for writing answers.

A vertical solid line runs down the left side of the page. To its right, there are 25 horizontal dotted lines spaced evenly down the page, providing a guide for handwriting practice.

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