

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS
LEVEL 1/2**

R021/01

**CAMBRIDGE NATIONALS IN HEALTH
AND SOCIAL CARE**

**Essential Values of Care for Use With
Individuals In Care Settings**

THURSDAY 15 JANUARY 2015: Morning

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

MODIFIED ENLARGED

Candidate forename		Candidate surname	
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Centre number						Candidate number				
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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 60.

Any blank pages are indicated.

BLANK PAGE

SECTION A

Answer ALL questions.

- 1 Dave is the site supervisor (caretaker) at Progress Primary School. He is responsible for managing safety and security at the school. Recently Dave found two unaccompanied visitors wandering around the school corridors. They said they ‘wanted to have a look around’.**

(a) Identify FOUR security measures that could be used in an early years setting, such as Progress Primary School, to prevent unwanted visitors getting into the school building.

1 _____

2 _____

3 _____

4 _____

[4]

- (b) It is part of Dave's job as the site supervisor to make sure that the school complies with health and safety legislation.**

Identify TWO ways that Dave could demonstrate that Progress Primary School complies with health and safety legislation.

1 _____

2 _____

[2]

- (c) Recently Dave has seen a teacher moving heavy sports equipment with a pupil's help. He has also discovered that some staff are unaware of emergency procedures.**

Explain how safety procedures would help to protect STAFF in an early years setting such as Progress Primary School.

In your answer you must include:

Emergency procedures

Equipment considerations.

[6]

2 Adam lives in a residential care home for young people with disabilities. One of his carers shouts at him and Adam is often left to feed himself, which he finds difficult. Adam's family are concerned that he is not receiving the level of care appropriate to his needs.

(a) Identify the THREE values of care that apply in social care settings such as a residential care home. Give an example of how staff could apply each value of care in their day-to-day work with Adam. [6]

Value of care _____

How it could be applied _____

Value of care _____

How it could be applied _____

Value of care _____

How it could be applied _____

(b) Explain the possible effects on individuals, such as Adam, if the values of care are not applied. [8]

3 Oakfield Park Medical Centre has recently received complaints from patients.

Patients have complained about:

the way they are spoken to – a lack of respect and politeness from staff

older patients feel patronised – treated as though they are stupid and incapable

no privacy – having to explain why they need an appointment at the reception desk where they can be overheard

patients in wheelchairs find it difficult to access the medical centre.

(a) To help avoid future complaints from patients, the manager of Oakfield Park Medical Centre has arranged training for the staff on being a ‘reflective practitioner’.

Explain how being a reflective practitioner could improve the daily practice of health care practitioners at Oakfield Park Medical Centre. [6]

[illegible]

- (b) Identify TWO protected characteristics, covered by the Equality Act 2010, that are being discriminated against by the poor quality service provided by Oakfield Park Medical Centre.**

Protected characteristic 1 _____

Protected characteristic 2 _____

[2]

SECTION B

Answer ALL questions.

- 4 (a) The table below lists a key aspect from **THREE DIFFERENT** pieces of legislation.

Complete the table by naming the piece of legislation each aspect is taken from.

KEY ASPECT	NAME OF LEGISLATION
Women have the right to breastfeed in public places	
Provides the authority to take a person to a 'place of safety' for assessment	
Information must be secured against accidental loss, damage or unlawful processing	

[3]

[illegible]

(c) Identify THREE rights that individuals have.

1 _____

2 _____

3 _____

[3]

(d) Providing up-to-date information on the location of services is one way of supporting an individual's rights.

Identify TWO other pieces of up-to-date information that would support individual rights.

1 _____

2 _____

[2]

- 5 (a) Explain how each of the following **THREE** personal hygiene measures helps to protect individuals.

Appropriate protective clothing for staff

Explanation _____

Appropriate hand washing routines for children in a nursery

Explanation _____

Nursing staff are not allowed to wear nail polish

Explanation _____

[6]

- (b) 'Valuing diversity' is one of the early years values of care.**

Describe ways an early years practitioner could apply 'VALUING DIVERSITY' in their day-to-day work.

[illegible]

END OF QUESTION PAPER

ADDITIONAL PAGE

If additional space is required, you should use the lined pages below. The question number(s) must be clearly shown.

[illegible]

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