

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 14 JANUARY 2016: Morning
DURATION: 1 hour
plus your additional time allowance
MODIFIED ENLARGED 24pt

Candidate forename						Candidate surname				
Centre number						Candidate number				

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.

The quality of written communication will be assessed in your answers to questions marked with an asterisk (*).

Any blank pages are indicated.

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SECTION A

Answer ALL the questions.

- 1 Culver House Drop-in Centre provides advice and services for adults who are homeless. The centre provides hot meals, clean clothes, toiletries and showers, as well as giving support for those with drug and alcohol problems.**
- (a) The homeless adults using services at Culver House are entitled to rights. Three of those rights are stated below. For each of these rights, give an example of how they could be maintained by the care workers at the Drop-in Centre.**

CHOICE

PROTECTION FROM HARM AND ABUSE

CONFIDENTIALITY

[6]

(b)* Alison is a care worker at Culver House Drop-in Centre. She understands the importance of the values of care and how they are applied.

Explain the PHYSICAL and INTELLECTUAL effects on the homeless adults if the values of care are not applied by care workers such as Alison.

In your answer you must include:

examples of values of care not being applied

physical effects

intellectual effects.

[8]

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

2 A health and social care student is going on a work placement to a residential care home for the elderly. Many of the residents have dementia, a condition that causes memory loss, confusion and difficulty with daily living tasks.

(a)* Explain how the following two ways of communicating effectively could be used by the student to help support the rights of the residents with dementia.

**Ways of communicating effectively to support the rights of the residents:
not being patronising**

adapting communication to meet an individual's needs. [6]

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

(b) Identify TWO personal hygiene measures that the student should use when they are helping to serve lunch for the residents. State how each measure protects individuals.

Personal hygiene measure _____

How it protects _____

Personal hygiene measure _____

How it protects _____

[4]

(c) Identify TWO security measures that should be in place at the residential home. State how each of these security measures would protect the residents.

Security measure _____

How it protects _____

Security measure _____

How it protects _____

[4]

3 Rob is a paramedic. He was called out to a club where teenagers had been injured in a fight. One of the injured teenagers was drunk and swearing at him. Rob lost his temper and shouted, “It’s your own stupid fault for getting drunk. You are wasting our time.”

(a)* Describe how a senior paramedic could challenge Rob's discriminatory behaviour.

[4]

(b) The injured teenager might want to make a complaint. State TWO pieces of information about COMPLAINTS PROCEDURES that the senior paramedic could give.

1 _____

2 _____

[2]

SECTION B

Answer ALL the questions.

4 (a) Below are key aspects from four different pieces of legislation. Complete the table by adding the correct piece of legislation from the box below.

- The Children Act**
The Data Protection Act
The Equality Act
The Mental Health Act
The Health and Safety at Work Act

	Provides the authority ‘to section’ a person for their own safety
	States that data should always be accurate and up-to-date
	Identifies nine protected characteristics
	Requires that the working environment should not put anyone at risk

[4]

(b) Legislation protects different groups of people. One of these groups of people is ‘vulnerable adults’.

What is the meaning of the term ‘VULNERABLE ADULTS’?

[2]

(c) Five key aspects of The Children Act 2004 are:

A Children should be consulted

B Encourages partnership working

C Aims to keep children with their wider family

D Every Child Matters – five outcomes

E The paramountcy principle.

Complete the table to match FOUR of the aspects with the examples given.

EXAMPLE	ASPECT (A, B, C, D or E)
Children's needs must always come first.	
Children have the right to speak out and have their views heard.	
Children should be able to stay safe, be healthy, enjoy and achieve, make a positive contribution and achieve economic well-being.	
It is the duty of care practitioners, working with children, to ensure information is shared.	

[4]

- [illegible]

[illegible]

(c) Explain how TWO safety procedures would protect service users in a care setting.

1

2

[4]

(d) A nursery is an early years setting. Give TWO other examples of early years settings.

1

2

[2]

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 in the margins.

[illegible]

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