

**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**

<b>Candidate forename</b>		<b>Candidate surname</b>	
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<b>Centre number</b>						<b>Candidate number</b>				
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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.**

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

**Any blank pages are indicated.**

**BLANK PAGE**

## **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**

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## **PROTECTION FROM HARM AND ABUSE**

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## **CONFIDENTIALITY**

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**[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]**

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**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]**

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- (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]**



**(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**

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

[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’?**

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**[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.**

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

**[4]**

- 5 (a)\* ‘Ensuring equality of opportunity’ is an early years value of care. Describe ways that a nursery nurse could apply ‘ENSURING EQUALITY OF OPPORTUNITY’ in their day-to-day work.

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[4]

[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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