

Cambridge TECHNICALS LEVEL 2

HEALTH AND SOCIAL CARE



Feedback on the June 2018 on-screen test
(including selected exemplar candidate answers)

Unit 2 – Health and safety in practice

Version 2

CONTENTS

Introduction	3
General examiner comments on the paper	4
Question 1(a)	5
Question 1(b)	6
Question 1(c)	7
Question 1(d)	8
Question 1(e)	9
Question 2(a)	10
Question 2(b)	12
Question 2(c)	13
Exemplar candidate work	15
Question 3(a)	18
Exemplar candidate work	21
Question 3(b)	24
Exemplar candidate work	25
Question 4(a)	27
Exemplar candidate work	29
Question 4(b)	32

INTRODUCTION

This resource brings together the questions from the June 2018 examined unit (Unit 2), the marking guidance, the examiners comments and the exemplar answers into one place for easy reference.

The examiner's comments are taken from the Report to Centre for this question paper. This report and the mark scheme are available from Interchange:

<https://interchange.ocr.org.uk/Modules/PastPapers/Pages/PastPapers.aspx?menuindex=97&menuid=250>

This on-screen test is delivered through our Surpass testing service.

Link to further information about Surpass:

<http://www.ocr.org.uk/administration/stage-3-assessment/vocational-qualifications/on-screen-tests/>

OCR
Oxford Cambridge and RSA

To be taken on 23 May 2018
LEVEL 2 CAMBRIDGE TECHNICAL IN HEALTH AND SOCIAL CARE
Unit 2: Health and safety in practice

05880/05881

MARK SCHEME

Duration: 45 minutes

MAXIMUM MARK 40

Post SSU
Version: 5 Last updated: 31/05/2018
(FOR OFFICE USE ONLY)

This document consists of 20 pages

OCR
Oxford Cambridge and RSA

Cambridge Technicals
Health and Social Care – Examined

Level 2 Cambridge Technicals Certificate in Health and Social Care **05880**
Level 2 Cambridge Technicals Diploma in Health and Social Care **05881**

OCR Report to Centres June 2018

Oxford Cambridge and RSA Examinations

GENERAL EXAMINER COMMENTS ON THE PAPER

From the use of key vocabulary used and the candidates' understanding of the examination verbs, it was evident that Centres had prepared their candidates thoroughly for this examination. The majority of candidates completed all of the questions with very few having a 'no response'. Spelling and grammar were poor in places and this had an impact on the marks credited for the level response questions.

Resources which might help address the examiner comments:

From the link below, you'll find 'The OCR guide to examinations' (along with many other skills guides)

<http://www.ocr.org.uk/i-want-to/skills-guides/>

Command verbs definitions

<http://www.ocr.org.uk/Images/273311-command-verbs-definitions.pdf>

Question 1(a)

View Mark Scheme View Marking History Add Comment Replay

Mark: 0 / 1

(a) Define the term risk.

A risk is the high, medium or low chance that a hazard will cause harm.
Do not accept phrases linked to being hurt.

[1]

Mark Scheme Guidance

The wording does not have to match that specified within the indicative content – the key words to look out for are **harm** and **hazard**.

Examiner comments

Candidates showed a good understanding of this term; many were able to cite that risk was linked to harm and hazards.

Question 1(b)

View Mark Scheme View Marking History Add Comment Replay Mark: 0 / 4

(b) Justin works in a hospital as a health care assistant. He completes many daily activities with patients as part of his care routine.

Describe **two** health and safety hazards that might arise while he is completing his care routine.

1. **Two** marks for a description. **Two** required.
Examples of how care routines could pose a risk to health and safety:

- Lack of personal hygiene from Justin – poor hand washing techniques/lack of protective clothing – could cause transfer of bacteria/infections
- Incorrectly administering medication, could cause an adverse reaction/death
- Not following the correct procedures for disposing of soiled bedclothes/incontinence pads, transfer of bacteria/infections

2. **[4]**

- Failing to pass on relevant information to other care practitioners e.g. how much medicine has been given, could result in excess/reduced level of medicine being given – adverse reactions
- Poor manual handling techniques – musculoskeletal injuries
- Failing to pass on information when being discharged; confusion on behalf of the patient which could result in accidental injury
- Providing food and drinks that are too hot
- Failure to check allergies linked to either food or medication
- Incorrect use of needles
- Unsafe use of equipment, for example trailing cables.

Accept any other relevant example.

Do not accept:

- Not providing the correct food, e.g. vegetarian.

Mark Scheme Guidance

Answers provided must link to care routines.

Answers can relate to either Justin or the patients.

One mark:

A basic description that lacks clarity.

Two marks:

A full description that clearly shows understanding/Two separate points.

Examiner comments

Some well-considered answers were seen for this question, with many scoring high marks. Many candidates focussed in on specific activities linked to care routines, eg administering medication, manual handling techniques and the use of unsafe equipment when caring for patients. Some candidates fell down when they were unable to describe a particular care routine and gave very minimal responses. A teaching point for Centres is to ensure candidates are aware that when providing a description they need to show they understand the focus, ie in this case hazards arising from care routines.

Question 1(c)

View Mark Scheme View Marking History Add Comment Replay

Mark: 0 / 2

(c) Identify **two** other activities where hazards might arise in day to day activities in health, social care and childcare settings.

1.

2.

[2]

One mark for each activity given where hazards might arise. **Two** required.

- Food preparation
- Lifting and manual handling
- Moving around the setting
- Travelling for educational or recreational activities
- Cleaning
- Educational activities
- Recreational activities
- Serving hot food and drinks
- Hazardous toys
- Specified activities, e.g. falling off a climbing frame
- Changing nappies/incontinence pads
- Changing dressings.

Accept any other relevant answer

Do not accept:

- a named room within a setting – answers must link to activities
- general hazards that are not linked to an activity, e.g. wet floors.

Mark Scheme Guidance

The wording does not have to match that specified within the indicative content

Answers can apply to either health, social care or child care settings.

Examiner comments

We saw varied answers for this question, with many candidates scoring full marks. However it was obvious from some responses that candidates did not understand the focus of the question and they did not identify a specific hazard, providing instead random answers such as 'wet floors' 'drinks that had been spilt'; they had did not pick up on the word activity.

Question 1(d)

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) **Mark:** 0 / 1

(d) What does COSHH stand for?

[1]

COSHH stands for:
Control of Substances Hazardous to Health (can omit of and to).

Mark Scheme Guidance

If candidates have omitted of and to, then mark as correct.

Candidates' to gain the mark must have the four key words:

- Control
- Substance(s)
- Hazardous (Do not accept hazard)
- Health.

Examiner comments

The majority of candidates were able to correctly identify what COSHH stands for.

Question 1(e)

[View Mark Scheme](#)
[View Marking History](#)
[Add Comment](#)
[Replay](#)

Mark: 0 / 2

(e) Identify **one** hazard in each of the pictures below.



Picture 1



Picture 2

Hazard in Picture 1

Hazard in Picture 2

[2]

One mark for each hazard identified. **Two** required.

Hazard 1

- Electricity
- Too many plugs in sockets
- Too many sockets
- Trailing cables/wires/long wires.

Hazard 2

- Hazardous substances
- Chemical bottles
- Cleaning chemicals/products.

Do not accept:

- Electric socket
- Drinking liquid.

Mark Scheme Guidance

ALLOW alternative wording that links to the hazard.

Examiner comments

This question was well answered and the majority of candidates were able to correctly identify the hazards shown in both images. The main error was in some candidates just stating electric socket(s)/drinking liquid. For questions like this candidates need to demonstrate their knowledge of the hazard and to make sure they relay this within their answer; if they need to write this in a sentence then this would be acceptable.

Question 2(a)

View Mark Scheme View Marking History Add Comment Replay

Mark: 0 / 4

A nursing home has a storage, disposing and administering of medicines policy.

(a) Describe **two** procedures that should be included in the policy.

1. **Two** marks for a description of a procedure that should be in the policy. **Two** required.

Storage

- For medicines to be administered by carers, there should be a system for storing these securely, with only authorised staff having access
- Storage of medicines should be monitored so that each medicine is stored at the temperature required for that particular medicine.

2. **Disposing**

- Records should be kept of medicines that have been disposed of, or are waiting disposal
- Medicines for disposal should be stored securely in a tamper-proof container within a designated cupboard
- There should be a procedure for the collection of medicines from the disposal cupboard for taking to the pharmacy; it should only be carried out by designated staff and it should be monitored.

Administering

- The 6 R's of administration must be achieved; procedures should be in place to achieve these. The 6 R's are:
 - Right resident
 - Right medicine
 - Right route
 - Right dose
 - Right time
 - Resident's right to refuse.
- A record should be made as soon as possible after a medication has been administered
- Procedures should include what to do if a patient is unable to take a medication when required including because they are eating or asleep, or if they refuse to take a medication; this should include making a written record
- Carers should have procedures to follow so they know what to do about administering medications that are prescribed to be taken 'when required'
- For medicines to be taken and looked after by residents themselves there must be a system for monitoring the dosages being taken.

Accept other reasonable suggestions, for example:

- Use of PPE/disposable glove
- Has been trained/is qualified
- Check for any allergies
- Do not give a patient's medicine to another patient.

[4]

Mark Scheme Guidance

One mark:

A basic description that lacks clarity.

Two marks:

A full description that clearly shows understanding/two separate points.

Examiner comments

Candidates showed significant knowledge in their answers for this question; they were extremely conversant with procedures within storage and disposing of medicines policy. The most common answers linked to the safe disposal and administering of medicines. Centres had prepared their candidates well.

Question 2(b)

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) **Mark:** 0 / 1

(b) Identify **one** other policy that you would expect to have in a nursing home.

[1]

One mark for a relevant policy given.

- Health and Safety Policy
- Manual handling
- Safe working practices/working practices
- Cleaning, storing cleaning products
- Disposing of hazardous waste
- Labelling of hazards
- Personal hygiene
- Food preparation and handling/disposal of waste food
- Security of premises
- Safeguarding
- Hot drinks
- Fire
- Training, staff induction
- Supervision
- Emergency planning
- Incontinence management
- Equal opportunities
- Confidentiality
- Anti-bullying.

Accept any other relevant example.

Do not accept:

- Examples of points to be included within a policy
- ID badges
- Toilet.

Examiner comments

Generally this was well answered and many candidates' were able to identify policies within the specification. A small minority did not understand what a policy was and some gave procedures instead. A minor teaching point could be for candidates to complete a glossary of terms from the specification.

Question 2(c)

View Mark Scheme View Marking History Add Comment Replay

Mark: 0 / 5

(c)* A children's nursery should also have health and safety policies in place.

Explain why health and safety policies are important in a children's nursery.

The importance of health and safety policies:

- Ensures the children's nursery demonstrates how it **meets the requirements of legislation**, e.g. safeguarding
- Ensures nursery **minimises the risks** from potential hazards e.g. that all the equipment in the nursery is safe
- These policies **set out procedures** to promote health and safety and minimise risk
- They help have the effect of **reducing risks** when the procedures are followed by the nursery provider, nursery staff, children, parents and other individuals.

Other acceptable answers are:

- Identifies hazards
- Prevents injuries/reduces accidents
- Prevents the spread of disease
- Provides a safer working environment/keeps children safe and secure.

Accept any other relevant example.

[5]

Mark Scheme Guidance

Content	Levels of response
This is a levels of response question – marks are awarded on the quality of the response given. The focus of the question is explanation. Level 2 – checklist: - detailed explanation - relevant to the context i.e. a children's nursery - points made linked to importance - QWC – mid-high. Level 1 – checklist - limited/basic explanation - may lack relevance to the context - likely to identify point(s) linked to importance - QWC – low. If only examples are provided then only award level 1	Level 2: 4 – 5 marks There will be a detailed explanation of the importance of health and safety policies in a children's nursery. Answers will be factually accurate, using appropriate terminology. There will be few errors of grammar, punctuation and spelling. Examples will be explicitly linked to a children's nursery. Level 1: 1 – 3 marks There will be an attempt at explaining the importance of health and safety policies in a children's nursery. List like answers should be placed in this band. Answers may be muddled and lack technical detail. Errors of grammar, punctuation and spelling will be noticeable and intrusive. Sub max of 3 for one explanation done well. 0 marks – response not worthy of credit.

Examiner comments

Some very creditable answers were seen; Centres had delivered the specification and many of the responses seen linked to the following:

- Meeting the requirements of legislation
- Minimising risks
- Setting out procedures
- Reducing risks.

Many chose to answer this question by providing examples; this was acceptable but did limit them to Level 1.

Exemplar candidate work

Question 2(c) – Low level answer

View Mark Scheme View Marking History Add Comment Replay Item ID: T001P7042 - Version: 26 Mark: 1 / 5

(c)* A children's nursery should also have health and safety policies in place.

Explain why health and safety policies are important in a children's nursery.

There needs to be a health and safety policy at every childrens nursery because the workers are working with very young children and their parents wouldnt want anything happening to their children. If anything does happen to the children, the employer and employees can end up in serious trouble. There needs to be a health and safety policy because its for the childrens safety.

[5]

Commentary

This is a low level answer as the candidate had did not explain why health and safety polices are important. Benefit of the doubt (BOD) was given as they had stated that policies were needed for children's safety and this was linked to the importance of having such policies.

Improvements to make this a medium level answer would be to have given some examples of applying policies, e.g. ensuring that there was the correct ratio between staff and child and ensuring that risk assessments are undertaken when carrying out activities. By providing examples this would allow the candidate to achieve the top end of level 1 (3 marks). By stating more reasons as to why health and safety policies are important would also make this a medium answer.

Exemplar candidate work

Question 2(c) – Medium level answer

Section: Section A Question: 2.3(marked) ◀ ▶ ➡ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 7001P7042 - Version: 26 **Mark: 3 / 5**

(c)* A children's nursery should also have health and safety policies in place.

Explain why health and safety policies are important in a children's nursery.

A health and safety policy is important in a children's nursery, because it is important that children are safe and protected from anything that may potentially cause them any harm or injuries; for example to protect a child's safety if a child is being picked up from nursery by someone different to who usually collects them then a parent or carer should make the phone call to inform the nursery, many nurseries have a system where they ask for a password of someone different picking up the child, this is so the child isn't being released to anyone who may put them at risk.

[5]

Commentary

This is a medium level answer. The candidate had identified that health and safety policies keep children safe and that they also prevent harm and injuries. They had provided an example to illustrate why the policies keep children safe; *procedures for collecting children from nursery*. To develop this answer further the candidate needed to provide a detailed explanation. They could have addressed any of the following:

- Meeting the requirements of legislation
- Minimising risks
- Ensuring that there are clear procedures in place

Each of the above points address the issue of importance; for any of these they could provide examples to illustrate.

Exemplar candidate work

Question 2(c) – High level answer

View Mark Scheme View Marking History Add Comment Replay Item ID: 7001P7042 - Version: 26 Mark: 4 / 5

(c)* A children's nursery should also have health and safety policies in place.

Explain why health and safety policies are important in a children's nursery.

health and safety policies are important in a nursery as it prevents the children from harm and abuse. its part of legislation. prevents the spread of infections and viruses. also when children are getting their nappies changed it is important that the door stay open to prevent any allegations of abuse. you need to wash your hands before and after changing nappies to prevent the spread of infections. need to dispose it the right way to prevent the spreading of infections and viruses

Commentary

This is a high level answer as the candidate has explained why health and safety policies are important. The candidate gave the following points:

- They protect children from harm and abuse
- They prevent allegations of abuse
- They prevent the spread of infection

The candidate had explained how policies prevent the spread of infection though providing a detailed answer; washing hands and stating that nappies needed to be disposed of straight away.

To make this a full answer the candidate needed to give more focus on the **why**, e.g. *health and safety policies do prevent children from harm and abuse by ensuring all staff are DBS checked and that they undertake safeguarding training.*

Question 3(a)

View Mark Scheme View Marking History Add Comment **Replay** Mark: 0 / 8

(a)* Milcote Health Centre provides a local GP service for the town of Milcote.

Click on the plan of Milcote Health Centre. **Fig 3.1**

Assess the hazards in Milcote Health Centre and identify who might be harmed.

Hazards noted in the risk assessment:

- The doors to the entrance open inwards
- Fire exit doors open inwards – could cause a hazard due to being an obstruction and reducing the space
- Fire blanket only accessible in treatment room 3
- Electric sockets are close to the children's play area/could be trailing cables
- The hot drinks machine is situated in the children's play area
- One hot drinks machine is situated in between the toilet and Treatment room 1 – could get congested
- There is only evidence of 1 first aid box
- Only one toilet
- Chairs in front of the reception are tightly packed and leave little space to move around
- There is only one fire blanket
- Play area is near to the entrance/fire exit
- Chairs in front of entrance
- Doors to treatment rooms 1 and 2 open outwards
- Lack of space between chairs and treatment room 3
- Psychological hazards, e.g. a patient being frightened about their diagnosis
- Chemical hazards, e.g. the pharmacy being unattended and drugs getting into the wrong hands
- Biological hazard, e.g. soiled dressings.

Do not accept:

- Fire exit by itself as a hazard
- Fire blankets
- Toilet linked to cleanliness.

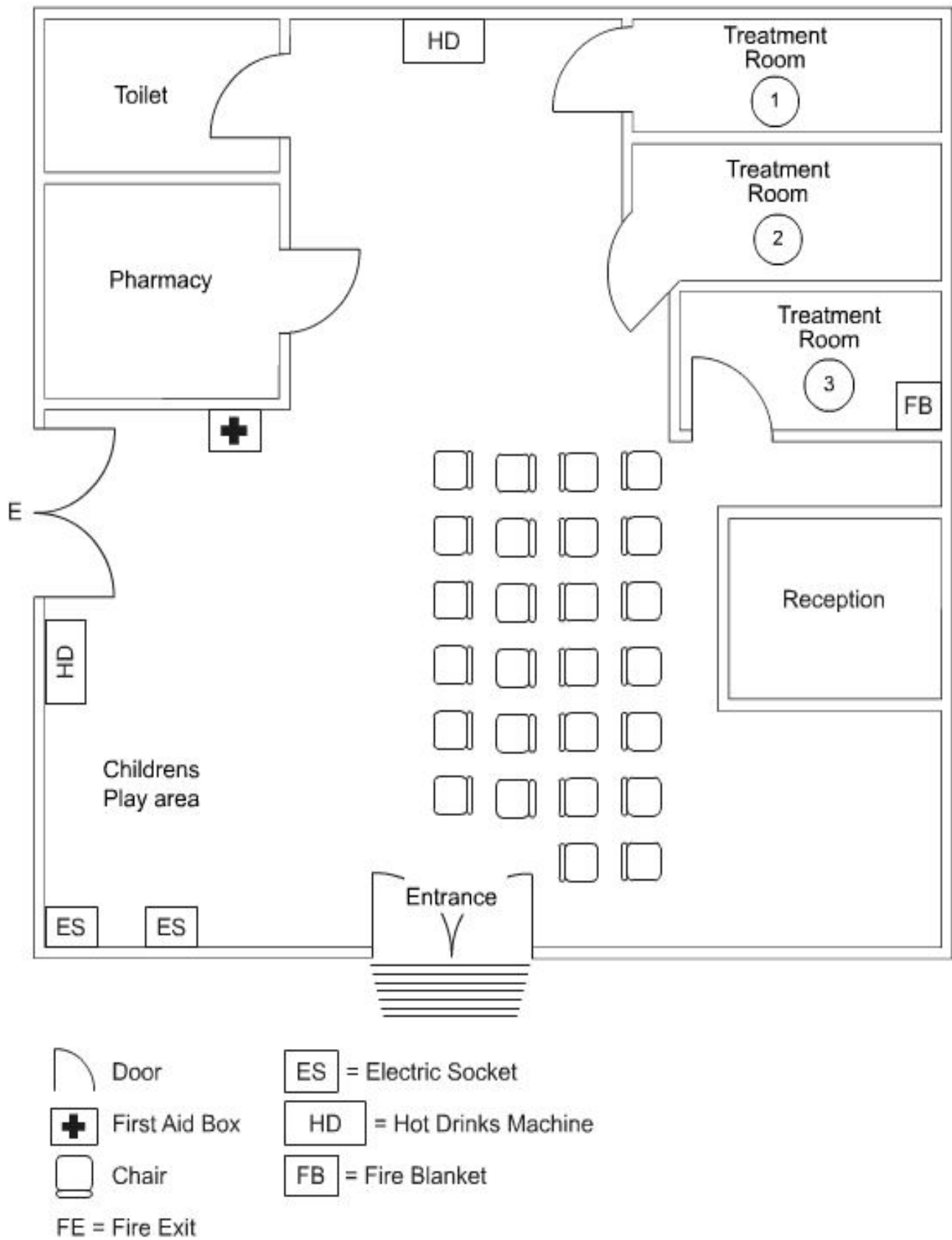
Who might be harmed:

- Patients – children, adults, older adults, parents
- Staff who work in the health centre
- Agency staff
- Employees.

Accept any other relevant example.

[8]

Fig 3.1



Mark Scheme Guidance

Content	Levels of response
This is a levels of response question – marks are awarded on the quality of the response given. The focus of the question is a risk assessment. Level 3 checklist: • detailed assessment of hazards • examples relating to a health centre • example(s) given of who might be harmed • logically structured • factually accurate • correct use of terminology • QWC – high. Level 2 checklist: • sound assessment of hazards • examples link to a health centre • some example(s) of who might be harmed • mostly relevant and accurate information • QWC – mid. Level 1 checklist: • basic assessment of hazards • may identify rather than assess • may lack relevance to the context • QWC – low.	Level 3: 7 – 8 marks Answers provide a full and detailed assessment of hazards with some examples given of who might be harmed. Answers will be coherent, factually accurate and use appropriate terminology. Examples relating to a health centre and associated population. There will be few, if any, errors of grammar, punctuation and spelling. Level 2: 5 – 6 marks Answers provide a sound assessment of hazards with some examples given of who may be harmed. Answers will be factually correct. There may be some noticeable errors of grammar, punctuation and spelling. Sub max of 4 for one hazard done well. Level 1: 1 – 4 marks Answers provide a basic assessment. Answers may be list like or muddled, demonstrating little knowledge or understanding. Errors of grammar and spelling may be noticeable and intrusive. 0 marks – response not worthy of credit. If only hazards have been assessed with no reference made to who may be harmed, candidates can only be awarded top of level 2.

Examiner comments

Candidates showed great application by being able to assess the hazards within the plan of Milcote Health Centre. The majority were able to identify the environmental hazards and link these to who might be harmed. Several candidates were able to consider both psychological, biological and chemical hazards. Centres should direct their candidates to write in continuous prose and to avoid the use of bullet points for such questions.

Exemplar candidate work

Question 3(a) – Low level answer

View Mark Scheme View Marking History Add Comment Replay Item ID: 7001P7039 - Version: 38 Mark: 2 / 8

(a)* Milcote Health Centre provides a local GP service for the town of Milcote.

Click on the plan of Milcote Health Centre. **Fig 3.1**

Assess the hazards in Milcote Health Centre and identify who might be harmed.

The children play area is a minor hazard of a child or individual getting hurt as there are two electric sockets and a hot drink machine. An example of this could be a child drinking hot chocolate and then spills the drink over the two sockets there could be a risk of an explosion which means that there might be an explosion.

Commentary

This is a low level answer due to the candidate only providing a basic assessment and there were errors of grammar and spelling.

The candidate had correctly identified that there were two electric sockets and a hot drinks machine in the children's play area. They had also correctly identified that children could be harmed.

For this answer to become a medium answer the candidate would need to have:

- Provided more examples of hazards within the health setting
- Provided more examples of who might be harmed, e.g. adults, older adults, staff or parents

Exemplar candidate work

Question 3(a) – Medium level answer

View Mark Scheme View Marking History Add Comment Replay Item ID: 7001P7039 - Version: 38 Mark: 5 / 8

(a)* Milcote Health Centre provides a local GP service for the town of Milcote.

Click on the plan of Milcote Health Centre. **Fig 3.1**

Assess the hazards in Milcote Health Centre and identify who might be harmed.

The fire exit door are opening inside not outside, in case of an fire the users and staff can't be evacuated properly because will be less space.
The electric sockets are next to the childrens playing areea, they can play next to them and insert different object inside for example and they can be electrocuted.
Hot dinks machine is next to the children play area they can drop the drink over their hands and they could be burned.

Commentary

This is a medium level answer as the candidate had provided a sound assessment of hazards. They had provided the following hazards:

- Fire exit doors opening inwards
- Electric sockets being placed in the children's play area
- A hot drinks machine being in the play area.

The candidate had given two groups of people that could be harmed; staff and children. QWC was mid.

To develop this answer further the candidate should have provided more examples of hazards as well as providing more examples of who might be harmed.

Exemplar candidate work

Question 3(a) – High level answer

View Mark Scheme View Marking History Add Comment Replay Item ID: 7001P7039 - Version: 38 Mark: 7 / 8

(a)* Milcote Health Centre provides a local GP service for the town of Milcote.

Click on the plan of Milcote Health Centre. **Fig 3.1**

Assess the hazards in Milcote Health Centre and identify who might be harmed.

In the diagram shown you can see as soon as anyone walks in through the entrance there are some chairs in the door way. This is bad because it can cause harm to anyone within the health centre. They can trip and seriously hurt themselves. If anyone does hurt themselves they will be able to sue the health centre and make it get closed down. Also as you can see in the childrens play area there are some electric sockets by them. Them electric sockets or the childrens play area should not be there because there is a very high chance of an accident taking place. if this accident may cause harm to the children in the play area but also everyone else in the health centre. Another hazard near the childrens play area is that there is a hot drinks machine right by it. This can make the children playing in the area end up with serious burns on their body. the electric sockets and the hot drinks machine should not be anywhere near each other because they can both cause an explosion. Another hazard in the health centre is the fire exit doors. They do not open the correct way they are supposed to open. Instead of walking straight through the doors and push them, in this health centre you have to pull them. This is very dangerous because if there is an actual fire, pulling the doors open will be very time consuming. In every treatment room they should have each a first aid box in them.

Commentary

This answer is a high level answer as the candidate has provided a detailed assessment of hazards (they gave the hazards and then went on to assess why this was a hazard):

- Chairs in front of the entrance *causing people to trip and hurt themselves*
- Electric sockets in the children's play area
- A hot drinks machine in the children's play area *causing serious burns*
- The fire exit doors opening inwards.

They only identified that children could be harmed.

To make this a full mark high level answer the candidate needed to:

- Provide greater assessment as to why the hazards they had given was a hazard; *the fire doors opening inwards could cause congestion when trying to exit and could cause panic*
- Provide more examples of who might be harmed e.g. adults, older adults, staff or parents

Question 3(b)

View Mark Scheme View Marking History Add Comment Replay

Mark: 0 / 2

(b) Describe how the practice manager at Milcote Health Centre could review their risk assessment.

A description of how to review a risk assessment:

- Check that staff are following safe working practices – observation/monitoring
- Take into account new working practices, e.g. new procedures to follow when taking blood
- Take into account new activities that need to be taken into account, e.g. lock down procedures
- Take into account new equipment, e.g. appropriate training to be implemented/staff to patient ratio when using the equipment
- Review/reassess the current risks identified; add or delete as appropriate
- Liaising with appropriate staff to discuss amendments
- Checking the RA on a regular basis to ensure the relevance and that it ensures safety.

Do not accept specific improvements linked to Fig 3.1; the focus of the question is how the practice manager should review a risk assessment.

[2]

Mark Scheme Guidance**One mark:**

A basic description that lacks clarity.

Two marks:

A full description that clearly shows understanding. Two points made.

Examiner comments

This was poorly answered. Many saw this question as being linked to the plan of Milcote Health Centre and gave improvements to the hazards discussed in the previous answer, rather than how to review a risk assessment.

Exemplar candidate work

Question 3(b) – Low level answer

View Mark Scheme View Marking History Add Comment Replay Item ID: 7001P7040 - Version: 27 Mark: 0 / 2

(b) Describe how the practice manager at Milcote Health Centre could review their risk assessment.

They should move the childrens play area from the entrance this solves the issue with the sockets, hot drinks machine and the entrance.

[2]

Commentary

This answer scored 0 marks due to providing no description of how to review their risk assessment. They had provided an answer that related to the previous question on how they could remove a hazard. Misreading of the question resulted in 0 marks.

To improve this answer the candidate needed to describe, using one of the following, how to review a risk assessment:

- Check that staff are following safe working practices
- Take into account new working practices
- Take into account new activities that need to be taken into account
- Take into account new equipment
- Review/reassess current risks identified

Exemplar candidate work

Question 3(b) – Medium level answer

View Mark Scheme View Marking History Add Comment Replay Item ID: 7001P7040 - Version: 27 Mark: 1 / 2

(b) Describe how the practice manager at Milcote Health Centre could review their risk assessment.

The practice manager have to record the findings, review the risk assessment and if its needed uptade it with informations that are needed to complete the risk assessment.

[2]

Commentary

This is a medium level answer as the candidate had only given a basic description which lacked clarity of how to review a risk assessment. They had recognised that risk assessments needed to be updated (MS = review/reassess the current risks identified). To make this a high level answer they would need to provide greater clarity in their writing and show understanding, e.g. *The practice manager would need to reassess all of the risks currently identified. Some of these risks may no longer apply and so should be deleted; equally additional risks may need to be added that weren't present in the initial risk assessment.*

Question 4(a)

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) **Mark:** 0 / 8

(a)* There has been an emergency at Milcote Health Centre, as there is an outbreak of influenza.

Explain how the practice manager should respond to the emergency.

A manager's response to emergencies:

- **Deciding priorities/assess the situation**, e.g. who needs to be sent home – pregnant women
- **Following procedures**, e.g. notification of closure/alternative provision for the health centre. Set procedures for staff absence/environment hygiene/calling patients to inform them to stay away
- **Reporting incidents**, e.g. to the Care Quality Commission
- **Recording incidents**, e.g. accident books
- **Review risk assessments and policies** after incidents, e.g. looking at improvements and changes to procedures, e.g. hand washing procedures/use of PPE – personal protective equipment, ensuring all staff are given the vaccine for influenza.

Do not accept:

- Carry out evacuation plans.

[8]

Mark Scheme Guidance

Content	Levels of response
This is a levels of response question – marks are awarded on the quality of the response given. The focus of the question is explanation. Level 3 checklist: • detailed explanation • must link to a health centre • explicit links to epidemic of influenza • logically structured • factually accurate • correct use of terminology • QWC – high. Level 2 checklist: • sound explanation • some reference to a health centre • some links to epidemic of influenza • mostly relevant and accurate information • QWC – mid. Level 1 checklist: • limited explanation • may lack relevance to the context • likely to identify one responsibility • QWC – low.	Level 3: 7 – 8 marks Answers provide a full and detailed explanation on how a manager would respond to an epidemic of influenza. Answers will be coherent, factually accurate and use appropriate terminology. There will be few, if any, errors of grammar, punctuation and spelling. Level 2: 5 – 6 marks Answers provide a sound explanation on how a manager would respond to an epidemic of influenza. Answers will be factually correct. There may be some noticeable errors of grammar, punctuation and spelling. Sub max of 4 for one hazard done well. Level 1: 1 – 4 marks A limited explanation on how a manager would respond to an epidemic of influenza. Answers may be list like or muddled, demonstrating little knowledge or understanding. Errors of grammar and spelling may be noticeable and intrusive. 0 marks – response not worthy of credit. L3 can only be awarded if specific links have been made to the outbreak of influenza.

Examiner comments

Mixed responses were seen to this question. We saw a lot of answers linked to evacuation procedures; for the scenario of an outbreak of influenza, this was not appropriate. That said, some candidates demonstrated their considerable understanding of the necessary responses, namely:

- Deciding priorities/assessing the situation
- Following procedures
- Reporting incidents
- Recording incidents
- Reviewing risk assessments and policies post incidents.

Exemplar candidate work

Question 4(a) – Low level answer

View Mark Scheme View Marking History Add Comment Replay Item ID: T001P7048 - Version: 26 Mark: 2 / 8

(a)* There has been an emergency at Milcote Health Centre, as there is an outbreak of influenza.

Explain how the practice manager should respond to the emergency.

The practice manager should report that influenza is going around and they should shut the health centre for a bit that way not everyone can get ill. Get all the staff, clients and children out and call someone in to check if it can spread or give people infections. The practice manager should act on it fast as it could harm alot of people.

Commentary

This is a low level answer as the candidate provided a limited explanation; the answer only contained identification of responses.

The candidate had identified that the practice manager should report that influenza was 'going around' and that they should 'shut the health centre'.

To improve upon this answer the candidate should have provided more explanation on both of the points made:

- Reporting of the incident – explain where this should be reported, e.g. the Care Quality Commission
- Shutting the health centre – this would form part of the procedures that needed to be taken.

The explanation could have stated that this would prevent any further spread of the influenza virus as well as allowing the premises to undertake a deep clean.

Exemplar candidate work

Question 4(a) – Medium level answer

View Mark Scheme View Marking History Add Comment Replay Item ID: 7001P7048 - Version: 26 Mark: 4 / 8

(a)* There has been an emergency at Milcote Health Centre, as there is an outbreak of influenza.

Explain how the practice manager should respond to the emergency.

they could start of with serparating the ones with influenza in one room and the other in another room so it dont spread infection, also they will have to bandage any cuts up. they should follow the procendes of the outbreak and make sure everyone is safe, then they should report the incident to ofsted or the care quality comission, then should record the incident in the incident book in the health centre.

Commentary

This is a medium level answer as, in the main, this candidate only identified the responses needed and some of their answer is a little muddled. They provided the following points:

- Following procedures
- Reporting of the incident
- Recording the incident.

They did provide an explanation on the point of reporting the incident.

The only other explanation they provided was with respect to preventing the spread of infection, however this was rather muddled and they did provide some incorrect information, namely separating people with influenza into another room.

To improve upon this answer the candidate should have provided more explanation on all of the points made:

- Following procedures; provide examples of procedures to follow, e.g. make alternative provision for patients at the health centre or contacting patients and informing them to stay away from the health centre
- Recording the incident; identifying numbers of people affected, that it had been reported and other actions that they had taken to respond to the emergency.

Exemplar candidate work

Question 4(a) – High level answer

View Mark Scheme View Marking History Add Comment Replay Item ID: 7001P7048 - Version: 26 Mark: 6 / 8

(a)* There has been an emergency at Milcote Health Centre, as there is an outbreak of influenza.

Explain how the practice manager should respond to the emergency.

The practice manager should first discuss the priorities first, saving lives by making sure they are evacuated to a safe area. Once he has done that he should go to his emergency policies and see if he has missed anyone doing this will allow him to see if there is something wrong with their procedures. After doing that he should report to CQC who are the care quality commission and tell them of what has happened and to make sure they get a good report of what has happened, and probably also the health service. Once the manager has done that he should be able to go back and record of what has happened so the breakout of influenza and detail to date so there is proof of what day it happened. Once he has done all that he should review of what has happened and to not have another breakout of influenza he should see what caused it and to make sure not to happen again he should know what to do in another event.

Commentary

This was a high level answer as the candidate had provided a sound explanation. They had provided detailed explanations for the following points:

- Looking at procedures
- Reporting the incident.

They had also made two other responses; discussing priorities and carrying out a review of what happened. The explanations for these two points were more limited and this is why, overall, the answer was placed in the top end of level 2.

To make this a full mark high level answer the candidate should have provided greater explanation to the following points:

- Discussing priorities – who would need to be sent home
- Carrying out a review of risk assessments / policies - can any improvements be made to existing policies to improve procedures, e.g. the use and issue of PPE and ensuring all staff are given the influenza vaccine.

Question 4(b)

View Mark Scheme View Marking History Add Comment **Replay** Mark: 0 / 2

(b) Identify **two** responsibilities of a first aider.

1.

2.

[2]

One mark for each responsibility. **Two** required

- Assess the situation
- Protect from further harm
- Prevent infection
- Comfort and reassure
- Give first aid treatment
- Preserve life
- Maintain own safety.

All of the above can be through the candidate providing examples:

Assess the situation, e.g. check the patient is breathing.
Protect from further harm, e.g. check for allergies.

Do not accept:

- Protect the individual
- Treating the patient.

Examiner comments

Centres had prepared their candidates well for this question. Many candidates were able to show their understanding of the responsibilities of a first aider. Some vague answers were seen such as 'treating the patient'.



We'd like to know your view on the resources we produce. By clicking on the 'Like' or 'Dislike' button you can help us to ensure that our resources work for you. When the email template pops up please add additional comments if you wish and then just click 'Send'. Thank you.

Whether you already offer OCR qualifications, are new to OCR, or are considering switching from your current provider/awarding organisation, you can request more information by completing the Expression of Interest form which can be found here:

www.ocr.org.uk/expression-of-interest

OCR Resources: *the small print*

OCR's resources are provided to support the delivery of OCR qualifications, but in no way constitute an endorsed teaching method that is required by OCR. Whilst every effort is made to ensure the accuracy of the content, OCR cannot be held responsible for any errors or omissions within these resources. We update our resources on a regular basis, so please check the OCR website to ensure you have the most up to date version.

This resource may be freely copied and distributed, as long as the OCR logo and this small print remain intact and OCR is acknowledged as the originator of this work.

Our documents are updated over time. Whilst every effort is made to check all documents, there may be contradictions between published support and the specification, therefore please use the information on the latest specification at all times. Where changes are made to specifications these will be indicated within the document, there will be a new version number indicated, and a summary of the changes. If you do notice a discrepancy between the specification and a resource please contact us at:

resources.feedback@ocr.org.uk.

OCR acknowledges the use of the following content: Page 9 Overloaded electrical socket, EMMELINE WATKINS/SCIENCE PHOTO LIBRARY / Universal Images Group/Britannica; Baby with cleaning products, Heiko Barth/Shutterstock.com
Square down and Square up: alexwhite/Shutterstock.com

Please get in touch if you want to discuss the accessibility of resources we offer to support delivery of our qualifications:

resources.feedback@ocr.org.uk

Looking for a resource?

There is now a quick and easy search tool to help find **free** resources for your qualification:

www.ocr.org.uk/i-want-to/find-resources/

www.ocr.org.uk/healthandsocialcare OCR Customer Support Centre

General qualifications

Telephone 01223 553998

Facsimile 01223 552627

Email general.qualifications@ocr.org.uk

OCR is part of Cambridge Assessment, a department of the University of Cambridge. *For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored.*

© **OCR 2019** Oxford Cambridge and RSA Examinations is a Company Limited by Guarantee. Registered in England. Registered office The Triangle Building, Shaftesbury Road, Cambridge, CB2 8EA. Registered company number 3484466. OCR is an exempt charity.



Cambridge
Assessment



001