



Oxford Cambridge and RSA

**Friday 11 January 2019 – Morning**

**LEVEL 1/2 CAMBRIDGE NATIONALS IN HEALTH AND SOCIAL CARE**

**R021/01 Essential Values of Care for Use With Individuals In Care Settings**

Candidates answer on the Question Paper.

**OCR supplied materials:**

None

**Other materials required:**

None

**Duration:** 1 hour



Candidate forename		Candidate surname	
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Centre number						Candidate number				
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**INSTRUCTIONS TO CANDIDATES**

- Write your name, centre number and candidate number in the boxes above. 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 page(s) at the end of this booklet. The question number(s) must be clearly shown.
- Do **not** write in the barcodes.

**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**.
- This document consists of **12** pages. Any blank pages are indicated.

**SECTION A**

Answer **all** the questions.

**1**

Nazaneen is a Dental Nurse, she supports the dentist in all aspects of patients' dental care. She gets the treatment room ready for use and prepares the patient for dental treatment by welcoming them and offering reassurance to help reduce their anxiety.

Nazaneen's job also involves sterilising instruments and during an appointment she passes instruments to the dentist. She is responsible for ensuring high standards of cleanliness are maintained in the treatment room.

Looking after patient records is another important part of Nazaneen's job. She often handles confidential patient information, including making notes on the patient's record when the dentist is carrying out an examination.

- (a)** Identify and explain **three** ways that Nazaneen could help to protect patients by preventing the spread of infection.

Use the headings below and give a **different** way for each.

Appropriate protective clothing

.....  
.....  
.....  
..... [2]

Personal hygiene

.....  
.....  
.....  
..... [2]

General cleanliness

.....  
.....  
.....  
..... [2]

(b) Identify **two** ways Nazaneen could maintain patients' confidentiality.

Use the headings below.

Having personal notes stored securely

.....  
.....  
.....

Patients not being spoken about so others can hear

.....  
.....  
.....

[2]

(c) Describe **two** ways Nazaneen could use effective communication to reassure patients and support their rights.

1 .....

.....  
.....  
.....  
.....  
.....

2 .....

.....  
.....  
.....  
.....  
.....

[4]





3 Read the information below from a GP Surgery website, then answer the questions.

Patients can get an appointment with a doctor on the same day, however, to see the doctor of your choice, appointments need to be booked in advance.

We have disabled access for patients including ramps, toilet facilities and parking. A hearing loop system is in place and we have staff on duty who can use British Sign Language. If we can improve access, please let us know how.

Instead of attending the surgery, we offer 'On the Day Telephone Appointments' when you can speak to a doctor. Let us know your opinions on how useful this is compared with seeing a doctor at the surgery.

We welcome feedback and have procedures in place to deal with any concerns. Please direct any complaints or comments to our Practice Manager.

(a) Identify **three** ways that the GP Surgery meets the requirements of the Equality Act 2010 for people with disabilities.

- 1 .....
- 2 .....
- 3 .....

[3]

(b) Give **two** pieces of information about complaints procedures that the Practice Manager should provide for a patient wishing to make a complaint.

- 1 .....
- .....
- 2 .....
- .....

[2]







5 (a) (i) Name a **different** piece of legislation that supports the rights of each of the following groups of people.

Vulnerable adults

..... [1]

Ethnic minority groups

..... [1]

(ii) Describe the meaning of ‘**vulnerable adults**’ and ‘**ethnic minority groups**’.

Vulnerable adults

.....  
.....  
.....  
.....  
..... [2]

Ethnic minority groups

.....  
.....  
.....  
.....  
..... [2]

(b) Care workers can support individuals in a variety of ways.

Complete the table below.

Describe an example of what a care worker would do in their day-to-day work to support an individual's rights.

<b>Ways care workers can support an individual's rights</b>	<b>Example of what a care worker could do:</b>
Challenging discriminatory behaviour	
Promoting equality	
Valuing diversity	

[6]



**ADDITIONAL ANSWER SPACE**

If additional space is required, you should use the following lined page(s). The question number(s) must be clearly shown in the margin(s).

A large rectangular area with a vertical solid line on the left side and horizontal dotted lines across the rest of the page, providing space for writing answers.



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