



Oxford Cambridge and RSA

Wednesday 8 January 2020 – Afternoon

Level 1/2 Cambridge Nationals in Health and Social Care

R021/01 Essential Values of Care for Use with Individuals in Care Settings

Time allowed: 1 hour

No extra materials are needed.



Please write clearly in black ink. **Do not write in the barcodes.**

Centre number

Candidate number

First name(s)

Last name

INSTRUCTIONS

- Use black ink.
- Write your answer to each question in the space provided. If you need extra space use the lined pages at the end of this booklet. The question numbers must be clearly shown.
- Answer **all** the questions.

INFORMATION

- The total mark for this paper is **60**.
- The marks for each question are shown in brackets [].
- This document has **12** pages.

ADVICE

- Read each question carefully before you start your answer.

SECTION A

Answer **all** the questions.

1 Progress House day centre offers activities for older adults. Different groups meet every week for dancing and art classes, a reading book club or simply just to socialise. Tea, coffee and a cooked lunch are provided.

The health and safety officer at Progress House is concerned that there have been quite a few accidents over the past month including trips, falls, burns and scalds. There has also been a case of food poisoning.

- (a) Identify a **safety measure** and a **hygiene measure** that the health and safety officer could introduce. Describe how each measure will improve the standard of care provided at Progress House.

Safety measure

.....

.....

How it improves the standard of care

.....

.....

.....

[3]

Hygiene measure

.....

.....

How it improves the standard of care

.....

.....

.....

[3]

(b) One of the older adults wants to make a complaint about the poor care they have received at Progress House day centre.

State **two** different pieces of information the service user would need from Progress House in order to make a complaint.

1

.....

2

.....

[2]

(c) State **two** key aspects of the Equality Act 2010 that support the rights of **older adults**.

1

.....

2

.....

[2]

(d) A day centre for older adults is an example of a social care setting. Identify **two** other different examples of social care settings.

1

2

[2]

(b) State **three** key aspects of the Children Act 2004 that provide guidance for Jack in his work with the children.

1

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2

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3

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[3]

(c) Describe **one** way that Jack can ensure confidentiality of the children's personal information.

.....

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[2]

3 Read the following information about Thorpe Maternity Unit and answer questions 3(a) and 3(b).

Thorpe Maternity Unit provides care for women and babies during pregnancy and childbirth.

The Maternity Unit has been inspected. The inspection report stated:

- all areas of the unit were very clean
- staff were seen to follow infection control policies and procedures
- women were encouraged to discuss where they would like to deliver their babies
- discussions took place between women and midwives on available methods of pain relief
- midwives were seen to give one-to-one care
- staff were seen to treat the women with dignity and respect
- women were included in decision-making about their care
- interpreters are available
- information is provided in different languages and formats
- midwives specially trained to support women with additional needs such as learning disabilities and drug or alcohol addictions, were available at all times.

The inspectors found that staff were caring and worked to meet patients' individual needs. This included medical staff and others such as porters, cleaners, receptionists and housekeeping staff who all knew the importance of their role in providing good quality care.

(a) Identify **three** ways that staff at Thorpe Maternity Unit maintain the rights of their patients. Give **one** way for each of the following headings:

Protection from abuse and harm

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.....

.....

Consultation

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.....

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Choice

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[3]

SECTION B

Answer **all** the questions.

- 4 (a) Explain how each of the following security measures protect individuals in care settings.

Monitoring keys

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

Identifying staff

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

- (b) List **three** ways the Health and Safety at Work Act 1974 has an impact on **care practitioners**.

1
2
3 [3]

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..... [6]

(c) Some rights and early years values of care are numbered 1–7 in the list below.

Match the correct right or value of care to each statement given in the table.

Some rights and early years values of care:

- 1. Valuing diversity
- 2. Discriminatory behaviour
- 3. Encouraging children’s learning and development
- 4. Providing choice
- 5. Working with other professionals
- 6. Providing advocacy
- 7. Protection from abuse and harm

Write your chosen number in the answer column. Each number may be used once, more than once, or not at all.

| Statement: | Answer number 1, 2, 3, 4, 5, 6 or 7 |
|--|--|
| Providing ‘girls’ toys’ and ‘boys’ toys’. | |
| Having all the children with disabilities sitting together so it is easier for staff to check they are all OK. | |
| Discussing a child’s progress with her other teachers and a social worker. | |
| Giving different worksheets to children of different abilities. | |

[4]

END OF QUESTION PAPER

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 solid vertical line on the left side and horizontal dotted lines across the rest of the page, providing space for writing answers.



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