



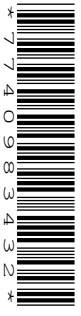
Oxford Cambridge and RSA

Monday 10 June 2019 – 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



Candidates answer on the Question Paper.
OCR supplied materials:
None
Other materials required:
None



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. 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.

INFORMATION

- 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.

- (b) Identify **one** key aspect of the Data Protection Act and give an example of how Susan would apply it in her work at the nursery.

Key aspect of the Data Protection Act

.....
..... [1]

Example of how Susan would apply it in her work

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

- (c) **Identifying staff** and **receiving and monitoring visitors** are two security measures used in the nursery.

Explain how these two security measures can protect individuals in the nursery.

Identifying staff

.....
.....
.....
.....
.....
..... [3]

Receiving and monitoring visitors

.....
.....
.....
.....
..... [3]

2

Thorpe GP Surgery was recently inspected. The inspection report found:

- medical records left lying around
- vaccines not kept at the right temperature
- medicines used to treat patients in the surgery were past their expiry date
- patients' electronic records not kept up to date
- no procedure for patients to give feedback or to complain
- information not available in a range of formats
- access by steps that made entry hard for people with mobility problems

The inspectors also had 'serious concerns with the standards of infection control and cleanliness at the surgery, which included dust and cobwebs'.

(a) Describe how Thorpe GP Surgery is **not** maintaining the rights of its patients. Give **one** example for each of the following headings:

Protection from harm and abuse

.....

.....

.....

Consultation

.....

.....

.....

Equal and fair treatment

.....

.....

.....

[3]

(b) State **two** different ways staff could maintain confidentiality at Thorpe GP Surgery.

1

.....

.....

2

.....

.....

[2]

(c) The inspectors found that staff at Thorpe GP Surgery are not applying the values of care.

Describe physical and emotional effects on patients attending the surgery of the values of care **not** being applied.

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[5]

3 Triangle House is a social care organisation that provides advice and help for homeless adults.

Triangle House

| | |
|--|--|
| <p>Facilities:</p> <ul style="list-style-type: none">• wheelchair access• adapted toilets• computers and phones• access to interpreters <p>Opening hours: Monday 10.00am – 5.00pm Wednesday 10.00am – 5.00pm Friday 9.00am – 6.00pm</p> | <p>How we can help:</p> <ul style="list-style-type: none">• finding accommodation• benefits advice• nurse available for health concerns• free lunch – dietary needs catered for, e.g. vegan/vegetarian/Halal/gluten free• advice on looking for a job• support service for rough sleepers• we always look at the individual needs of our clients when deciding how best to support them |
|--|--|

(a) Identify **three** different ways that Triangle House is promoting equality.

- 1
 - 2
 - 3
- [3]**

(b) Give **two** different examples of up-to-date information provided by Triangle House.

- 1
 -
 - 2
 -
- [2]**

SECTION B

Answer **all** the questions.

- 4 (a) Carrying out risk assessments is one method of reducing risks and dangers in care settings.

Name **two** different activities where methods for reducing risk should be used in the following care settings.

A nursing home

.....
..... [1]

A primary school

.....
..... [1]

- (b) (i) A primary school and a nursery are examples of early years settings.
Identify **two** other examples of early years settings.

1

2 [2]

- (ii) A GP Surgery is an example of a health care setting.
Identify **two** other examples of health care settings.

1

2 [2]

- (c) Complete the following table by stating the correct early years values of care for each example given.

| Example of applying early years values of care | Early years value of care |
|--|---------------------------|
| A nursery teacher challenging a child who makes a sexist comment. | |
| A primary class teacher providing a range of activities that are stimulating and interesting. | |
| Nursery staff using a child centred approach to meet individual needs. | |
| A teacher sharing information about a child with a social worker. | |
| All electrical equipment in a nursery is tested regularly. Cleaners ensure a high standard of general cleanliness. | |

[5]

- (b) Key aspects of current legislation are listed in the table below. Match each key aspect with the correct piece of legislation numbered 1–4 from the list below.

Legislation:

1. The Children Act
2. The Equality Act
3. The Health and Safety at Work Act
4. The Mental Health Act

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

| Key aspects of current legislation | Answer number 1, 2, 3 or 4 |
|--|---------------------------------------|
| Provides the authority to take the person to a place of safety for assessment. | |
| Encourages partnership working and sharing of information between agencies. | |
| Protects vulnerable people who are unable to make their own decisions. | |
| Protects individuals from discrimination on the basis of nine protected characteristics. | |
| People must take care of themselves and others in the workplace. | |
| Aims to protect those at risk to themselves or others. | |
| Prohibits both direct and indirect discrimination, harassment and victimisation. | |

[7]

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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