

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

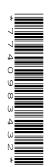
Settings	
Time allowed: 1 hour	
Candidates answer on the Question Paper	
OCR supplied materials: None	
Other materials required: None	
Please write clearly in black ink.	o not write in the barcodes.
Centre number	Candidate number
First name(s)	
Last name	

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
- 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.



SECTION A

Answer **all** the questions.

1

Susan will soon start work in a nursery. She has attended an induction that covered personal hygiene instructions and security measures.

Susan has also been given information about legislation that applies to her work in the nursery.

٠	explain why Susan will have to follow the personal hygiene rules 'no jewellery' are correct hand washing routines' while working in the nursery.	na
		••••

(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]			

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

(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.					
	[5]					

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

Triangle House

Facilities:

- wheelchair access
- · adapted toilets
- computers and phones
- access to interpreters

Opening hours:

Monday 10.00am – 5.00pm Wednesday 10.00am – 5.00pm Friday 9.00am – 6.00pm

How we can help:

- 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]

(c)	Explain how the up-to-date information provided by Triangle House supports the rights o individuals using its services.
	ıs

SECTION B

Answer **all** the questions.

4	(a)	Car	rying out risk assessments is one method of reducing risks and dangers in care settin	gs.
			me two different activities where methods for reducing risk should be used in the follow e settings.	ving
		A nı	ursing home	
				[1]
		Арі	rimary 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]

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5 (a)	Explain how care workers providing advocacy can help to support an individual's rights.
	[8]

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

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