

General Certificate of Education  
January 2006  
Advanced Subsidiary Examination



**HEALTH AND SOCIAL CARE**  
**Unit 1 Effective Caring**

**HC01**

Monday 16 January 2006 9.00 am to 10.30 am

**For this paper you must have:**

- an 8-page answer book

You may use a calculator.

Time allowed: 1 hour 30 minutes

**Instructions**

- Use blue or black ink or ball-point pen.
- Write the information required on the front of your answer book. The *Examining Body* for this paper is AQA. The *Paper Reference* is HC01.
- Answer **all** questions.
- Do all rough work in the answer book. Cross through any work you do not want marked.

**Information**

- The maximum mark for this paper is 60.
- The marks for questions are shown in brackets.
- You are reminded of the need for good English and clear presentation in your answers. Quality of Written Communication will be assessed in all answers written in continuous prose.

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Answer **all** questions.

Each question carries 15 marks.

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- 1 Glenys is an informal carer who looks after her elderly mother at home. Her mother has had several minor falls recently, and relies more and more on her daughter's help.
- (a) Apart from elderly people, give two other types of client who are often looked after by informal carers. *(2 marks)*
- (b) Glenys's mother is considering residential care.
- (i) Outline the services provided for clients in residential care. *(4 marks)*
- (ii) Explain how Glenys's mother could get access to residential care. *(3 marks)*
- (iii) Evaluate the appropriateness of residential care for Glenys's mother. *(4 marks)*
- (c) Suggest two precautions which can minimise the risk of lifting injuries when a care worker is working with a client. *(2 marks)*
- 2 (a) Barriers to treating people well include:
- stereotyping
  - lack of motivation
  - conformity with inappropriate workplace norms
  - pre-occupation with own needs and lack of skill.

The following are examples of the barriers above. Identify the correct barrier in each case.

- (i) None of the other care staff knock before entering residents' rooms, so Polly has stopped doing this too. *(1 mark)*
- (ii) Morag was so busy worrying about how she would cope that she didn't notice that the baby needed a nappy change. *(1 mark)*
- (iii) Alex assumed that all elderly people are stupid. *(1 mark)*
- (iv) James knows how to treat clients well, but he just can't be bothered. *(1 mark)*
- (b) Gwen works at a day nursery. One day a little boy gets upset after being left out of a game. Gwen walks over to him, stares at him and says, "Stop crying this instant. Nobody likes a cry-baby."
- (i) Evaluate Gwen's behaviour towards the little boy. *(5 marks)*
- (ii) Name and outline two caring skills which could be used to comfort the little boy. *(4 marks)*

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(c) Give one ethical and one practical reason for treating people well. *(2 marks)*

3 Shahana is in hospital, before having a routine non-emergency operation. She does not speak English, and the other patients and staff do not speak her language, Bengali. Shahana has eaten nothing because she does not like the hospital food. She has severe stomach ache and she is very worried about her operation. There is no one she can talk to about this, as she has had no visits from her family.

(a) Name two physical life quality factors which Shahana lacks. Link each factor with a statement from the description above. *(4 marks)*

(b) Name three psychological life quality factors which Shahana lacks. Link each factor with a statement from the description above. *(6 marks)*

(c) (i) Which professional would have referred Shahana for her hospital treatment? *(1 mark)*

(ii) Explain how inadequate resourcing of services can lead to delays in getting hospital treatment. *(4 marks)*

4 (a) Unfair discrimination can occur on the basis of sex, sexuality, ethnicity, religion, social class, age and impairment.

In the following examples, state whether there has been unfair discrimination. If so, on what basis? If not, explain why.

(i) Robbie wants to go on a school trip but he is not allowed to because he uses a wheelchair. *(2 marks)*

(ii) Two-year-old children are not allowed to attend nursery classes. *(2 marks)*

(iii) Indira works at a day nursery. She gives much more attention to the Hindu children than the Muslim children. *(2 marks)*

(b) Outline the services provided by special schools. *(3 marks)*

(c) Explain how staff in a special school might use the following techniques:

- working alongside;
- modelling;
- setting challenges. *(6 marks)*

**END OF QUESTIONS**

**There are no questions printed on this page**