

General Certificate of Education
June 2006
Advanced Subsidiary Examination



HEALTH AND SOCIAL CARE
Unit 1 Effective Caring

HC01

Wednesday 7 June 2006 1.30 pm to 3.00 pm

For this paper you must have:

- an 8-page answer book

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 answers written in continuous prose.

Answer **all** questions.

Each question carries 15 marks.

- 1 Kelly is 4 years old and lives with her parents, who both work full-time. She has a collection of plastic model dinosaurs, and one evening she decides to pass the time by making a cardboard jungle for them to live in. Kelly and her father paint different sections of the background. Occasionally he asks her what colour he should use. When they have finished, he asks her to try and name as many dinosaurs as she can. When she reaches thirty names, he says, "You've got a good memory, haven't you?"
- (a) Name three psychological life quality factors which are provided for Kelly by the play session. Give an example of each factor from the description above. *(6 marks)*
 - (b) Name two caring skills used by Kelly's father. Give an example of each skill from the description above. *(4 marks)*.
 - (c) Kelly has not had an illness or accident since she left hospital following her birth. Name and outline one NHS service which she is likely to have received during her infancy. *(2 marks)*
 - (d) During the day, Kelly is looked after by formal carers. Name and describe one early years service which could provide the care Kelly needs. *(3 marks)*
- 2 George visits his GP at the local health centre, complaining of shortness of breath. The GP finds that George's temperature and blood pressure are normal.
- (a)
 - (i) Identify two methods of observation the GP used during the consultation. *(2 marks)*
 - (ii) Suggest one other practitioner who is likely to be based at the health centre. *(1 mark)*
 - (b) The GP believes there is nothing wrong with George, apart from anxiety about his health. George says, "I'm sure it's lung cancer." When the GP tells him that he does not need any treatment, George becomes angry and threatening.
 - (i) Discuss two client barriers which make it more difficult for practitioners to treat clients well. Support your answer with reference to the description of George. *(6 marks)*
 - (ii) Suggest two precautions practitioners can take to reduce the risk of violence from clients. *(2 marks)*
 - (c) Outline two physical difficulties which can cause barriers to accessing GP services. *(4 marks)*

3 (a) Ways in which people are badly treated include:

- neglect
- rejection
- punishment
- bullying

Identify which way of treating people badly is shown in each of the examples below.

- (i) After making a mess one mealtime, Jane is told that she will not be able to eat with the other residents for three days. *(1 mark)*
- (ii) Magda has just given birth to a severely-disabled son. She tells hospital staff that she does not want to look after him. *(1 mark)*
- (iii) Don and Caitlin leave their ten-year-old son to look after himself while they go on a week's holiday. *(1 mark)*
- (iv) A teacher often makes sarcastic comments about a pupil, because of his odd behaviour. *(1 mark)*
- (b) Name three physical life quality factors that a physically disabled person might lack, and suggest one practical way of providing each factor. *(6 marks)*
- (c) (i) One responsibility patients have is to keep their appointment or to let the GP, dentist, clinic or hospital know as soon as possible if they cannot make it.
Explain how this can help to reduce pressure on NHS services. *(3 marks)*
- (ii) Give two other responsibilities patients have which can reduce pressure on NHS services. *(2 marks)*

Turn over for Question 4

4 Claire and her husband, Bill, are both aged 80 years and rather deaf. One evening Bill seems unwell, and cannot speak. Claire wonders whether to call an ambulance. She tries to telephone her daughter but gets no reply until much later. Following the call, Claire's daughter immediately telephones for an ambulance to take Bill to hospital. Afterwards Claire explained, "I didn't know what to do. I didn't want to call the ambulance unnecessarily." Her daughter replied, "Why didn't you call NHS Direct?"

(a) (i) Describe how NHS Direct might have been able to help Claire and her husband. *(3 marks)*

(ii) Give two barriers which might have prevented Claire from getting access to NHS Direct. *(2 marks)*

(b) Bill is discharged from hospital several weeks later, but is unable to walk. He begins to attend day care on two days per week.

Discuss the benefits for both Bill and Claire of Bill receiving day care. *(6 marks)*

(c) Name and describe one other formal social care service which could be useful to Bill and Claire in addition to day care. *(4 marks)*

END OF QUESTIONS