

**ADVANCED SUBSIDIARY GCE
HEALTH AND SOCIAL CARE**

Unit 1: Promoting Quality Care

F910

Candidates answer on the question paper

OCR Supplied Materials:
None

Other Materials Required:
None

**Tuesday 2 June 2009
Morning**

Duration: 1 hour 30 minutes



Candidate Forename		Candidate Surname	
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Centre Number						Candidate Number				
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INSTRUCTIONS TO CANDIDATES

- Write your name clearly in capital letters, your Centre Number and Candidate Number in the boxes above.
- Use black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure that you know what you have to do before starting your answer.
- Answer **all** the questions.
- Do **not** write in the bar codes.
- Write your answer to each question in the space provided, however additional paper may be used if necessary.

INFORMATION FOR CANDIDATES

- 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 **100**.
- You will be awarded marks for the quality of written communication where an answer requires a piece of extended writing.
- This document consists of **16** pages. Any blank pages are indicated.

Examiner's Use Only:			
1			
2			
3			
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6			
Total			

1 Kazia has recently moved to the UK from Poland. Her teacher keeps telling her she is stupid because she cannot speak English very well.

(a) Identify and give an example of the type of discrimination Kazia is experiencing.

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..... [2]

(b) Identify **three** possible effects of such discrimination on Kazia.

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3 [3]

(c) Identify and explain **two** barriers children from minority ethnic backgrounds may face when accessing services.

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(d) Identify **three** agencies of secondary socialisation. Describe how each could influence a person's attitudes.

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..... [6]

[Total: 15]

2 (a) Identify the **three** care values. Give an example of how care workers could apply each of them in health and social care settings.

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(b) Identify and explain ways an organisation could support its staff to promote quality care.

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..... [9]

[Total: 15]

5
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3 (a) Describe **three** circumstances when it is appropriate for care workers to break children’s confidentiality.

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(b) Name the legislation that aims to protect children.

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(c) Outline the content of this legislation.

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4 (a) Identify and describe **two** financial barriers service users may face when accessing services.

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..... [4]

(b) Identify and describe **two** cultural/language barriers service users may face when accessing services.

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(c) Explain ways service providers could facilitate access to their services.

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[Total: 15]

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[Total: 20]

15
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