

ADVANCED SUBSIDIARY GCE
HEALTH AND SOCIAL CARE
Promoting Quality Care

F910

Candidates answer on the question paper.

OCR supplied materials:

None

Other materials required:

None

Tuesday 17 May 2011
Morning

Duration: 1 hour 30 minutes



Candidate forename		Candidate surname	
-----------------------	--	----------------------	--

Centre number						Candidate number				
---------------	--	--	--	--	--	------------------	--	--	--	--

INSTRUCTIONS TO CANDIDATES

- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. Pencil may be used for graphs and diagrams only.
- 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 pages at the end of this booklet. The question number(s) must be clearly shown.
- Answer **all** the questions.
- Do **not** write in the bar codes.

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.

1 (a) Identify **four** possible effects of discrimination on an individual.

- 1.
- 2.
- 3.
- 4. [4]

(b) Identify **three** agencies of socialisation. Describe how each could influence an individual's attitudes.

- 1.
.....
.....
.....
- 2.
.....
.....
.....
- 3.
.....
.....
..... [6]

(c) Explain **three** ways an organisation could ensure its staff promote quality care.

- 1.
.....
.....
.....
.....
 - 2.
.....
.....
.....
.....
 - 3.
.....
.....
.....
- [6]

(d) Identify and explain **two** ways an organisation could ensure its policies are monitored.

- 1.
.....
.....
.....
.....
 - 2.
.....
.....
.....
- [4]

[Total: 20]

2 Joan is 82 and has recently moved into a residential home after a stroke. She has lived independently all her life and is finding it very difficult to adjust.

(a) Identify the **three** values of care. Explain how each could be used by practitioners looking after Joan in order to help her settle into her new home.

- 1.
.....
.....
.....
 - 2.
.....
.....
.....
 - 3.
.....
.....
.....
- [6]

3 (a) Describe **three** circumstances when it is appropriate for practitioners to break client confidentiality.

- 1.
.....
.....
- 2.
.....
.....
- 3.
.....
..... [3]

(b) Identify and describe **two** barriers vulnerable adults may face when accessing services.

- 1.
.....
.....
- 2.
.....
..... [4]

(c) Outline features of **one** piece of legislation that aims to protect vulnerable adults.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [8]

[Total: 15]

4 (a) Give an example of each of the following:

Indirect Discrimination
..... [1]

Direct Discrimination.....
..... [1]

(b) Explain the possible long term effects of discrimination on an individual’s health and well-being.

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
..... [5]

(c) Explain reasons why people who feel they have been discriminated against may not want to report it.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[8]

[Total: 15]

5 (a) Identify and give an example of **two** financial barriers people who use services may face when accessing health services.

1.

.....

.....

2.

.....

..... [4]

(b) Analyse ways a hospital could facilitate access to its services.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [11]

[Total: 15]

A series of 25 horizontal dotted lines spanning the width of the page, intended for handwriting practice.



Copyright Information

OCR is committed to seeking permission to reproduce all third-party content that it uses in its assessment materials. OCR has attempted to identify and contact all copyright holders whose work is used in this paper. To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced in the OCR Copyright Acknowledgements Booklet. This is produced for each series of examinations, is given to all schools that receive assessment material and is freely available to download from our public website (www.ocr.org.uk) after the live examination series.

If OCR has unwittingly failed to correctly acknowledge or clear any third-party content in this assessment material, OCR will be happy to correct its mistake at the earliest possible opportunity.

For queries or further information please contact the Copyright Team, First Floor, 9 Hills Road, Cambridge CB2 1GE.

OCR is part of the Cambridge Assessment Group; Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.