



Oxford Cambridge and RSA

Thursday 14 January 2016 – Morning

LEVEL 1/2 CAMBRIDGE NATIONALS IN HEALTH AND SOCIAL CARE

R021/01 Essential Values of Care for Use With Individuals In Care Settings

Candidates answer on the Question Paper.

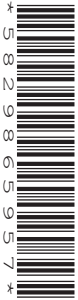
OCR supplied materials:

None

Other materials required:

None

Duration: 1 hour



Candidate forename		Candidate surname	
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Centre number						Candidate number				
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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. 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 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.
- 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 **60**.
- The quality of written communication will be assessed in your answers to questions marked with an asterisk (*).
- This document consists of **12** pages. Any blank pages are indicated.

SECTION A

Answer **all** the questions.

- 1 Culver House Drop-in Centre provides advice and services for adults who are homeless. The centre provides hot meals, clean clothes, toiletries and showers, as well as giving support for those with drug and alcohol problems.
- (a) The homeless adults using services at Culver House are entitled to rights. Three of those rights are stated below. For each of these rights, give an example of how they could be maintained by the care workers at the Drop-in Centre.

Choice

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Protection from harm and abuse

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Confidentiality

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[6]

(b) Identify **two** personal hygiene measures that the student should use when they are helping to serve lunch for the residents. State how each measure protects individuals.

Personal hygiene measure

How it protects

.....
.....

Personal hygiene measure

How it protects

.....
.....

[4]

(c) Identify **two** security measures that should be in place at the residential home. State how each of these security measures would protect the residents.

Security measure

How it protects

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.....

Security measure

How it protects

.....
.....

[4]

3 Rob is a paramedic. He was called out to a club where teenagers had been injured in a fight. One of the injured teenagers was drunk and swearing at him. Rob lost his temper and shouted, "It's your own stupid fault for getting drunk. You are wasting our time."

(a)* Describe how a senior paramedic could challenge Rob's discriminatory behaviour.

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..... [4]

(b) The injured teenager might want to make a complaint. State **two** pieces of information about **complaints procedures** that the senior paramedic could give.

1

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2

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[2]

SECTION B

Answer **all** the questions.

- 4 (a) Below are key aspects from four different pieces of legislation. Complete the table by adding the correct piece of legislation from the box below.

The Children Act	The Data Protection Act	The Equality Act
The Mental Health Act	The Health and Safety at Work Act	

	Provides the authority 'to section' a person for their own safety
	States that data should always be accurate and up-to-date
	Identifies nine protected characteristics
	Requires that the working environment should not put anyone at risk

[4]

- (b) Legislation protects different groups of people. One of these groups of people is 'vulnerable adults'.

What is the meaning of the term '**vulnerable adults**'?

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..... [2]

(c) Five key aspects of The Children Act 2004 are:

- A** Children should be consulted
- B** Encourages partnership working
- C** Aims to keep children with their wider family
- D** Every Child Matters – five outcomes
- E** The paramouncy principle.

Complete the table to match **four** of the aspects with the examples given.

Example	Aspect (A, B, C, D or E)
Children's needs must always come first.	
Children have the right to speak out and have their views heard.	
Children should be able to stay safe, be healthy, enjoy and achieve, make a positive contribution and achieve economic well-being.	
It is the duty of care practitioners, working with children, to ensure information is shared.	

[4]

(c) Explain how **two** safety procedures would protect service users in a care setting.

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2

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[4]

(d) A nursery is an early years setting. Give **two** other examples of early years settings.

1

2

[2]

END OF QUESTION PAPER

ADDITIONAL ANSWER SPACE

If additional answer space is required, you should use the following lined page(s). The question number(s) must be clearly shown in the margins.

A large area of lined paper for writing answers. It features a vertical margin line on the left side and horizontal dotted lines for writing. The lines are evenly spaced and extend across the width of the page.

A large area of the page is reserved for writing, featuring a vertical solid line on the left side and horizontal dotted lines extending across the page.



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