

**CAMBRIDGE TECHNICALS LEVEL 3 (2016)**

**Examiners' report**

# **HEALTH AND SOCIAL CARE**

**05830–05833, 05871**

**Unit 2 January 2025 series**

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## Introduction

Our examiners' reports are produced to offer constructive feedback on candidates' performance in the examinations. They provide useful guidance for future candidates.

The reports will include a general commentary on candidates' performance, identify technical aspects examined in the questions and highlight good performance and where performance could be improved. The reports will also explain aspects which caused difficulty and why the difficulties arose, whether through a lack of knowledge, poor examination technique, or any other identifiable and explainable reason.

Where overall performance on a question/question part was considered good, with no particular areas to highlight, these questions have not been included in the report.

A full copy of the question paper and the mark scheme can be downloaded from [Teach Cambridge](#).

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## Unit 2 series overview

This series saw far fewer no responses.

Many candidates were able to address the questions linked to Learning Objective 4 (know how to respond appropriately to emergencies) more effectively; the focus of an outbreak of influenza in Question 4 (a) saw pertinent points being made and we saw many more candidates being able to access Level 2. Equally more points were scored on Question 4 (b) which was linked to how a manager should respond to an emergency; many candidates scoring 1 mark.

Candidates showed in their answers that they were addressing the command words. That said, the development of answers for Question 3 (a) and the command word of assess was less well addressed; this restricted some candidates from being awarded Level 3.

Generally, the knowledge that candidates provided within questions that linked to hazards was good. A key point to note here is that there is a difference between types of hazards (spec. reference 1.5) and areas where hazards might be identified (spec. reference 1.6); this could be an aspect to focus on when teaching about hazards, i.e. how to differentiate between the two.

Candidates who did well on this paper generally:	Candidates who did less well on this paper generally:
<ul style="list-style-type: none"> <li>• addressed the command word of assess in Question 3 (a)</li> <li>• could differentiate between types of hazards and areas where hazards might be identified</li> <li>• considered both individuals and employees responsibilities in Question 4 (a)</li> <li>• addressed the question and applied their answer to the specific requirement, e.g. the consequences for a nurse in Question 2.</li> </ul>	<ul style="list-style-type: none"> <li>• did not fully address the command word of assess in Question 3 (a)</li> <li>• were not able to differentiate between types of hazards and areas where hazards might be identified</li> <li>• provided generic answers for Question 4 (a) and did not address specifically individuals and employees – this meant that only Level 1 could be given</li> <li>• did not address the question, e.g. the focus of Question 2 (a) was consequences for a nurse; many gave answers linked to the hospital and patients.</li> </ul>

### Question 1 (b)

**(b)** Employers are responsible for health and safety management.

Describe **one** procedure that employers would carry out in health, social care and childcare settings.

[2]

The most common answers were linked to risk assessments, evacuation, and training. Where candidates lost marks was in failing to describe the procedure:

Answer 1: One procedure would be to carry out risk assessments = 1 mark

Answer 2: One procedure would be to carry out risk assessments. This would involve identifying hazards = 2 marks

#### Assessment for learning



Provide candidates with sample answers to this question. They are to assess these against the mark scheme.

They could then develop one or two more answers of their own that fulfilled the command word of describe that would gain 2 marks.

### Question 1 (c)

**(c)** State **two** hazards that could occur in a bedroom in a nursing home.

[2]

Hazard 1

Hazard 2

This question is linked to spec. reference 1.6. The most common answers were broken/damaged hoist, medicines being left out, wires on the floor and soiled bedding.

The most common error was in stating that the resident would 'fall out of bed' – however it should be noted that having a bed too high was credited as a possible hazard.

## Question 1 (d)

(d) Infection and disease are hazards.

Identify **one other** type of hazard that could occur in sheltered housing.

[1]

This question is linked to spec. reference 1.5:

**Types of hazards in a setting:**

1. infection or disease
2. fire
3. flood
4. electricity
5. gas leaks
6. security of premises
7. building structure
8. Equipment
9. furnishings and fittings
10. hazardous substances.

The most common answers were fire, flood, and a gas leak.

The most common error was stating infection or disease, which would not be credited as it is in the question.

### OCR support



Within Surpass there is the facility to use a highlighting tool; this should be encouraged as it may help to identify what is needed to answer the question.

### Question 1 (e)

(e) Describe how infection or disease could be a risk to residents in a nursing home.

[2]

Many candidates were able to answer this question in depth, with many citing that older people would have a weakened immune system and this would make them more susceptible in contracting the infection/disease.

The most common error seen was in candidates starting to describe personal hygiene procedures, e.g. washing hands and the wearing of PPE; seemingly they had miss read the focus of the question.

### Question 2 (a)

(a) All nurses in a hospital should follow these procedures when examining patients:

- wash hands
- dispose of used bandages in a sealed plastic bag / box
- dispose of used face masks and plastic gloves in a sealed bag / box.

Describe **two** different consequences for a nurse if they failed to follow these guidelines.

[4]

Consequence 1

Consequence 2

Candidates should ensure their responses clearly link to the consequences for nurses – this was the main area of improvement for this question. Another area for improvement was in stating that the nurse would be fined; they, again, had not addressed the stem of the question and the answer provided was disproportionate to the scenario. The most common answers were linked to disciplinary procedures and having to undertake additional training.

Some candidates were able to address the fact that the nurse could become infected due to not washing hands between patients and as a result of this having to take time off work.

## Question 2 (b)

(b) The Care Quality Commission (CQC) observed that nurses were not following the procedures:

- wash hands
- dispose of used bandages in a sealed plastic bag / box
- dispose of used face masks and plastic gloves in a sealed bag / box.

Identify **one** consequence for the employer.

[1]

The most common answers were loss of job, disciplinary action and being fined.

The most common error was in stating that the hospital would be shut down; this was a disproportionate answer for the stem of the question.

## Question 2 (c)

(c) Describe **two** procedures that a 'cleaning and storing cleaning products' policy should include.

[4]

Procedure 1

Procedure 2

Generally, this was a poorly answered question. The most common answers were storing chemicals in a locked facility, ensuring that all chemicals were labelled and the wearing of PPE. Where candidates lost marks was in not fully describing the procedure:

Answer 1 All chemicals must be labelled = 1 mark

Answer 2 All chemicals must be labelled. The label must provide the expiry date and instructions for use = 2 marks

### Question 2 (d)

(d) Outline **one** way to reduce risk when serving hot drinks in a care home.

[1]

This was a well answered question with the most common answers being not to overfill the cups, having a lid on the cup and alerting the resident that the drink is hot.

The most common error was stating that they should use a tray.

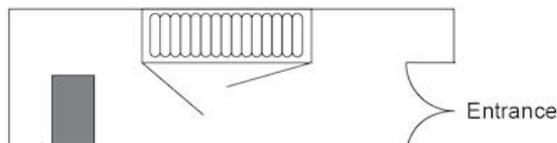
### Question 3 (a)

#### Section B

(a)\* Identify the hazards within **Fig 3.1**. Assess the risks for each of the hazards and categorise them as high, medium or low.

[8]

**Fig. 3.1 Reception area – Hospital A&E department**



Key:

- |                   |                  |                          |
|-------------------|------------------|--------------------------|
| Patient files     | Wire             | Reception desk           |
| Electric socket   | Patient          | Person with a nose bleed |
| Child vomiting    | Abusive patient  | Child                    |
| Staff - Reception | Medicine trolley |                          |
| Mobile phone      | Medicine         |                          |

[Click here to view the full sized image](#)

The identification of hazards was completed well by most candidates.

Not all candidates followed through with an assessment of possible risks applied to each of their chosen hazards. That said, we did some very comprehensive assessments, e.g. patient files being accessible as an environmental hazard, resulting in access to personal data which could compromise the patient; they could be targeted as the person who has their files knows their date of birth and address. In addition files could be tampered with and medical notes could go missing resulting in delays in getting treated.

The main errors seen was in identifying a child not being supervised and that a child could be electrocuted by standing next to an electric socket.

Many candidates categorised their chosen hazards into high, medium, and low.

### Question 3 (b)

**(b)** Developing solutions is a requirement of a risk assessment.

State a solution for **two** of the hazards you have identified.

[2]

Hazard 1

Solution

Hazard 2

Solution

The most common answers linked to the patient files and to the unattended medicine trolley; they correctly stated that these should be locked. Another common answer was in having security present in the A and E department in connection with the abusive patient.

We saw a few incorrect solutions; to sit closer to the electric socket while charging a phone and keeping a distance from the people who were vomiting and with a nosebleed.

### Question 4 (a)

(a)\* There has been an outbreak of influenza in a retirement home.

Describe the responsibilities of individuals and employees.

[8]

The main error seen in this question was in candidates not addressing the scenario of an outbreak of influenza; they provided answers linked to evacuation instead.

We did see many more candidates being able to access Level 2 and answers provided covered the responsibilities of both employees and individuals. The most common ones being:

Employees: the use of PPE, informing relatives/family not to visit, to sterilise/deep clean areas and isolate residents.

Individuals: to wear a face mask, to follow all instructions, to regularly wash their hands and to alert staff if they felt unwell.

### Question 4 (b)

(b) Describe **one** way that a manager should respond to an emergency.

[2]

Many answers addressed the key issues of deciding priorities, following procedures, and carrying out evacuation plans.

The most common errors were to develop a risk assessment and to remain calm.

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- the best practices for collecting, storing and submitting evidence
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