OCR
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CAMBRIDGE TECHNICALS LEVEL 3 (2016)

Examiners' report

HEALTH AND SOCIAL CARE

05830–05833, 05871

Unit 3 January 2025 series

Contents

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 3 series overview

This series saw many candidates applying their knowledge from all of the learning outcomes. A significant number of candidates gave comprehensive answers to the Level of Response questions. There were very few no responses. Candidates continued to develop mini plans before developing their answers to the extended level response questions.

Worthy of note is the command word describe – this was used in Questions 1 (c), 2 (a), 3 (a), 4 (b) and 4 (c) (ii). We found that a significant number of answers only identified points; candidates did not expand on these points and provide the necessary description. This resulted in lower marks. Some suggestions on how to embed describe as a command word are given later in the report.

The additional pages were used by some candidates and, the majority correctly labelled their answers.

Candidates who did well on this paper generally:	Candidates who did less well on this paper generally:
• addressed the command word describe • gave structure to their level response answers • addressed the requirements for each question, e.g. control measures in Question 4 (b) and financial loss in Question 1 (c) • understood the requirements of the command word discuss.	• identified rather than provide a description • answers for level response questions were developed without structure • did not apply their answer to the requirements for certain questions, e.g. control measures in Question 4 (b) and financial loss in Question 1 (c) • did not address the requirements of the command word discuss.

Question 1 (a)

1

(a) Complete the following table by identifying **one** example for each of the types of hazards.

Type of hazard	Example
Physical	
Working conditions	
Working practices	

[3]

The majority of candidates were able to score full marks.

The most common answers for physical hazards were radiation and noise, with the most common errors being tripping, asbestos and being injured.

The most common answers for working conditions were temperature, lighting, and noise, with the most common errors being ventilation and long working hours.

The most common answers for working practices were working hours, training, and supervision, with the most common errors being staff shortages and staff ratios.

Question 1 (b)*

(b)* Explain how the following hazards could impact residents in a nursing home.

- Chemical
- Lack of security systems.

....

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....

....

....

.... **[6]**

We saw many comprehensive answers. Candidates were knowledgeable that chemical hazards were both medicines and cleaning materials. Answers for the how aspect of the question with respect to chemical hazards centred around unlocked storage facilities, administering an incorrect dose, and being stored in unlabelled containers. With respect to the impacts candidates gave many valid responses, namely skin irritation, burns, overdose and having to be hospitalised.

Answers provided that applied to how of a lack of security systems could impact were lack of door locks, intruders, and faulty alarm/CCTV systems. Candidates addressed the stem of the question and were able to apply the impacts to residents in a nursing home; many applied this to possible dementia and exiting the premises with associated consequences – getting lost and causing confusion.

The most common errors were in not addressing the how and only providing answers linked to impacts; this limited marks to low end Level 2.

Some candidates gave answers that were applied to fire and the lack of fire alarms; these were incorrect.

Credit was not given to vague answers, e.g. chemicals were not stored correctly.

Exemplar 1

(b)* Explain how the following hazards could impact residents in a nursing home.

- Chemical — exposure, illness death
- Lack of security systems. — Intruders, escape

Chemical hazards can be impact residents as exposure to hazardous disenfectants or chemicals or bodily fluids can cause illness or death. Furthermore if there are residents with dementia then they may not understand to not touch or drink chemicals if they are left out. Lack of security systems can leave a threat of intruders or residents escaping. This could lead to residents being injured or lost. Furthermore it causes a breech of safety and some residents may feel anxious. If there are uul. If someone were to abuse a resident then a lack of CCTV could mean a lack of justice for the resident.

[6]

This response (which was given 4 marks) covered both 'how' and 'impacts' for both chemical hazards and a lack of security systems.

For chemical hazards they had said that chemicals could be left out and the impacts provided were 'drink' and 'death'.

For a lack of security systems they had stated that intruders could access the premises – no impacts were given for this but they did go on to say that a resident could escape with the subsequent possible consequence of being injured. At the end of their answer they did say that residents could feel anxious; emotional effects were accepted for lack of security systems.

Question 1 (c)

(c) There has been an outbreak of an infectious disease in a hospital due to poor hygiene practices.

Describe **two** ways that this could result in financial loss for the employer.

1 ....

....

....

2 ....

....

....

[4]

We saw some comprehensive descriptions that addressed the focus of financial loss, e.g. having to pay sick pay for any staff who had succumbed to the infection and having the additional cost of paying for locum staff. However, many candidates lost sight of the focus of financial loss, and gave answers which did not answer the question, e.g. gaining a bad reputation, having to shut down the hospital and loss of job.

Question 2 (a)*

2

(a)* Describe how the Food Safety Act 1990 promotes health, safety and security in a nursing home.

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....

.... **[8]**

A key error made by many candidates for this question was that they identified a key aspect of the Food Safety Act, and therefore did not meet the command word of describe:

Answer 1 is an example of identifying – The Food Safety Act ensures that all personnel working with food maintain good personal hygiene.

Answer 2 is an example of describing – The Food Safety Act ensures that all personnel working with food maintain good personal hygiene. They should always wash their hands with anti-bacterial soap, before and after any food preparation activity, i.e. seasoning raw meat.

Another error seen was in candidates describing the dietary needs of residents.

Allergies were accepted but only when linked and applied to safe food preparation, i.e. the use of different coloured chopping boards to reduce the risk of cross contamination.

Assessment for learning

To support the requirements of the command word describe, provide candidates with the emboldened points in the mark scheme:

- Safe food preparation
- Safe food storage
- Personal hygiene
- Food hygiene practices

Candidates are then to provide examples (written as a full sentence) for each of the these.

Question 2 (b)*

(b)* Discuss the need for safeguarding in a childcare environment.

Your discussion should include:

- who needs to be safeguarded
- what safeguarding issues could arise
- what safeguarding procedures could be put into place by the employer.

....

....

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....

....

.... **[10]**

This questions was well answered by nearly all candidates who were able to identify who needed to be safeguarded.

When discussing what safeguarding issues could arise the main issues provided were abuse, neglect, and bullying. The main issue was that candidates only provided an identification of the issue, failing to provide any discussion. That said, we did see some very pertinent discussions on abuse, with candidates looking at the different types of abuse and where this could take place, e.g. in the family home or within a primary school. Developed discussions looked at the behaviour that a child may show; of being withdrawn and a distinct change in their behaviour.

The main points given regarding safeguarding procedures were the completion of safeguarding training, DBS checks and having a DSL in place.

The main errors seen were in candidates addressing security measures, e.g. the need to have correct passwords for collecting children.

Question 3 (a)*

3

(a)* Describe the responsibilities of employers **and** employees related to health, safety and security in a hospital.

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....

....

....

....

.... **[8]**

This was another question where candidates did not meet the command word of describe instead identifying responsibilities. Many said that a responsibility of employers was to provide training. A description would involve describing what they would be trained in, e.g. manual handling, the correct process for carrying out risk assessments or even the importance of using PPE when using cleaning materials. By not providing descriptions of the responsibilities meant that answers were awarded Level 1 – 'a basic description of responsibilities'.

Assessment for learning

To support the requirements of the command word describe, provide candidates with the emboldened points in the mark scheme, e.g. for an employer:

- Recruitment
- Training
- Data protection processes
- Policies and procedures

Candidates are then to provide examples (written as a full sentence) for each of the emboldened points.

Exemplar 2

report to HSE ← provide equip
provide +raining,
Risk Assesm ↑

FOllow safety rules + guidelines
Report hazards, risks ect
↑ wear ppe if needed.

3.

(a)* Describe the responsibilities of employers **and** employees related to health, safety and security in a hospital.

One responsibility of employers related to health, Safety and security in a hospital is to provide training. When staff first join the hospital they must be trained. For example, On fire safety, X rays, manual handling ect. This keeps them safe and the patients from homering. Additionally employers must provide equipment to keep them safe. Such as PPE ie. gloves, masks, protective clothes, scrubs ect. This helps to keep them Safe from sick patients and hazards. They must also have risk assessments for these hazards, such as chemical, physical, environmental to eliminate risks and keep everyone safe. As an employee, you must follow safety rules and guidelines set out by reporting hazards and risks as well as injuries to employer (who will report to HSE, RIDDOR). Also by wearing PPE to keep everyone safe and do follow what you're trained to do effectively [8]

This answer was awarded Level 2 5 marks – this candidate had provided a sound description – the detail given for the employer was in more depth than the employer hence not being awarded 6 marks.

For the employer they had looked at training, providing examples of fire safety and manual handling. Another responsibility given was issuing PPE, giving the examples of masks and scrubs. They had also stated that an employer is responsible for carrying out risk assessments, linking these to types of hazards.

For the employee they had given the responsibility of following safety rules, developing their answer by stating that this would involve the reporting of hazards/risks as well as injuries. They finished their answer by stating that they would wear the provided PPE.

Question 3 (b)*

(b)* An inspection found that the Care Manager at a nursing home had failed to implement a disposal of hazardous wastes policy.

Assess the potential consequences for the Care Manager.

....

....

....

....

....

.... **[7]**

For this question the most common answers centred around disciplinary action, having to complete additional training, criminal prosecution and having a damaged reputation.

An error that was seen quite frequently was in candidates providing answers that were disproportionate to the scenario and not applied to the Care Manager; we often saw that the nursing home would have to be shut down. Answers should always be proportionate to the scenario.

Question 3 (c)

(c) Identify **two** responsibilities of individuals when attending a hospital appointment.

1 ....

....

2 ....

....

[2]

This was a high scoring question with the most common answers being arriving on time, to follow any procedures, to listen and take part in any relevant discussions and the reporting of hazards.

Question 4 (a) (i)

4
(a)
(i) Identify **two** actions that the manager of a GP surgery should take in the event of loss of water supply.

1 ....

....

2 ....

....

[2]

The most common answers were reporting the issue to the water board, alerting staff, and closing down the premises.

The most common errors seen was candidates identifying that bottled water should be bought and that they should call the emergency services

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Question 4 (a) (ii)

(ii) State **one other** incident or emergency that could occur in a GP surgery.

.... **[1]**

Flood, fire and power cuts were the most common answers provided. A few candidates focused in on a GP surgery and gave answers such as stolen medicine and incorrect waste disposal; neither of these answers is on the specification for incidents or emergencies (spec. reference 4.1).

Question 4 (b)

(b) The Management of Health and Safety at Work Regulations 1999 require that risk assessments are carried out and necessary control measures are put into place.

Complete the following table by describing a control measure for the identified risks in a nursing home.

Identified risk	Control measure
Residents being given the incorrect medicine.	
Treating residents who have sickness and diarrhoea.	

[4]

We saw some very considered answers. For the first identified risk common answers were linked to training and the correct labelling of medication. Candidates were able to gain 1 mark although identification of a control measure, they lost out by not providing additional description, e.g. the label could contain name, DOB, and the dosage for the resident. For the second risk we saw many answers linked to being isolated and the use of PPE. A key error made by several candidates was in providing actions to the identified risks, e.g. having to take them to hospital or making sure the resident is near to a toilet.

Exemplar 3

(b) The Management of Health and Safety at Work Regulations 1999 require that risk assessments are carried out and necessary control measures are put into place.

Complete the following table by describing a control measure for the identified risks in a nursing home.

Identified risk	Control measure
Residents being given the incorrect medicine.	ensure medicine is labelled so no mix up of medicine and double check patients file to before giving residents medicine to make sure right medicine is being given.
Treating residents who have sickness and diarrhoea.	isolation for them for 48 hours after being sick to prevent spread of illness in the nursing home.

[4]

This answer scored 3/4.

Only 1 mark was awarded for identified risk 1 – this was awarded for label the medicine. They needed to add to this and provide what would be on the label, e.g. Name, DOB, dosage.

The full 2 marks were awarded for identified risk 2 – they had stated that the person would need to be isolated (1) and they then specified for how long for – 48 hours (1).

Question 4 (c) (i)

(c)

(i) An elderly patient has fallen over in hospital and has cut their leg.

The first aider arrives and, wearing disposable gloves, cleans the wound with an antiseptic wipe and covers with a bandage.

Identify the responsibility that the first aider has demonstrated.

.... [1]

Many candidates answered this question by describing the actions taken rather than the responsibility being demonstrated, e.g. wearing disposable gloves.

We also saw some very vague answers, e.g. 'to keep them safe'.

Question 4 (c) (ii)

(ii) Identify and describe **two other** responsibilities of a first aider.

1 ....

....

....

2 ....

....

....

[4]

The most common responsibilities identified were 'assess for danger' 'maintain respect and dignity' and 'promote recovery'. Candidates lost marks by not providing additional description to their answer.

The most common errors were linked to carrying out a risk assessment and reporting the accident.

Question 4 (c) (ii)

(ii) Identify and describe **two other** responsibilities of a first aider.

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