

Modified Enlarged 24pt
OXFORD CAMBRIDGE AND RSA EXAMINATIONS

Wednesday 4 June 2025 – Afternoon

**Level 1/Level 2 Cambridge Nationals in
Health and Social Care**

**R032/01 Principles of care in health and
social care settings**

**Time allowed: 1 hour 15 minutes
plus your additional time allowance**

No extra materials are needed.

Please write clearly in black ink.

Centre number

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Candidate number

--	--	--	--

First name(s) _____

Last name _____

READ INSTRUCTIONS OVERLEAF



INSTRUCTIONS

Use black ink.

Write your answer to each question in the space provided. You can use extra paper if you need to, but you must clearly show your candidate number, the centre number and the question numbers.

Answer ALL the questions.

INFORMATION

The total mark for this paper is 70.

The marks for each question are shown in brackets [].

ADVICE

Read each question carefully before you start your answer.

- 1 Beth, aged 65, is leaving hospital following surgery for a knee replacement. A nurse helps Beth to get dressed and provides information about other professionals who will be able to offer support once she is home.**
- (a) State how the nurse could apply the person-centred value of PRIVACY when helping Beth get dressed.**

[1]

(b) Describe TWO ways that professionals who provide support to Beth can maintain her right to CONFIDENTIALITY.

1

2

[4]

- (c) Beth lives alone in a house that has an upstairs bathroom. Her bedroom is also upstairs. Before she leaves hospital, she will meet with professionals to discuss her needs and how they will be met.

Explain TWO benefits to Beth when her rights of CHOICE and CONSULTATION are maintained:

Choice _____

_____ [2]

Consultation _____

_____ [2]

2 Amit has started work in a hospital as a nurse on the children's ward. In his induction he learned about communication skills and special methods of communication.

One of Amit's young patients has hearing loss.

(a) Describe a special METHOD of communication Amit could use to support this patient during a consultation.

[2]

(b) Discuss the BENEFITS of using NON-VERBAL communication SKILLS when meeting the patient with hearing loss.

Your answer should include:

**THREE examples of non-verbal communication skills
the benefits to the patient. [8]**

[illegible]

(c) Amit also learned about safeguarding during his induction.

Tick THREE of the following statements, identifying those which Amit should follow if he has any safeguarding concerns. [3]

Being aware of his duty to report a serious concern.	
Discussing his concerns with parents/guardians.	
Knowing the care setting's procedures for reporting a disclosure of abuse or serious concern.	
Knowing who to report any concerns to.	
Only reporting a serious concern if you see the incident.	

- 3 Henry, aged 25, has previously experienced abuse. He is homeless and vulnerable. He is attending a mental health support session with his advocate.**

Homeless people will often need to be safeguarded.

(a)

- (i) Identify TWO other SERVICE USERS who may need to be safeguarded.**

1 _____

2 _____

[2]

- (ii) State ONE reason, other than being homeless, why Henry may need to be safeguarded.**

_____ [1]

(b) Describe TWO BENEFITS for Henry of using an advocate.

1 _____

2 _____

[4]

(c) Henry has a right to be protected from harm and abuse.

Explain TWO ways that Henry will BENEFIT from this protection.

1 _____

2 _____

[4]

4

(a) COMMITMENT and COMPASSION are two of the 6Cs.

Describe how a NURSE could apply these TWO qualities to patients in their care.

Commitment _____

Compassion _____

[4]

(b) For each of the following, identify TWO possible effects on SERVICE USERS' health and wellbeing if the person-centred values are NOT applied.

Emotional effect

1 _____

2 _____

Social effect

1 _____

2 _____

[4]

(c) Explain how the person-centred values of INDIVIDUALITY and INDEPENDENCE can be applied by staff working with OLDER ADULTS in a residential home.

[6]

5

(a)

(i) Patience is a VERBAL communication skill.

Describe TWO ways patience can be applied when working with OLDER PEOPLE who need support.

1

2

[4]

(ii) Apart from patience, identify THREE other VERBAL communication skills.

1 _____

2 _____

3 _____

[3]

(b) Active listening is an important part of communicating.

Identify TWO SKILLS used in active listening and a different BENEFIT of using each one.

Skill _____

Benefit _____

Skill _____

Benefit _____

[4]

6

(a) Outline the meaning of the following terms.

Identify ONE example of each.

SAFETY PROCEDURE

Meaning _____

_____ **[2]**

Example _____ **[1]**

SAFETY MEASURE

Meaning _____

_____ **[2]**

Example _____ **[1]**

(b) Explain ONE way that PERSONAL HYGIENE measures protect the health and wellbeing of SERVICE USERS within a health care setting.

[2]

(c) Complete the following sentence.

Use FOUR different terms from the list.

[4]

barrier

disposable gloves

dressings

face masks

safety

Personal Protective Equipment is one way to prevent the spread of infection in a health and social care setting. An example of this is _____ .

They are used as a _____ that prevents droplets being released. It is important that employees wear protective _____ when carrying out operations and surgical procedures. By doing this it will reduce the risk of the spread of infection and ensure patient _____ .

END OF QUESTION PAPER



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