



Oxford Cambridge and RSA

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



No extra materials are needed.



Please write clearly in black ink. **Do not write in the barcodes.**

Centre number

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Candidate number

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First name(s)

Last name

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 [].
- This document has **12** pages.

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]

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(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.

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]

- 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.

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 [4]

END OF QUESTION PAPER

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