

Examiners' report

CAMBRIDGE TECHNICALS LEVEL 2 (2016)

HEALTH AND SOCIAL CARE

**OCR Level 2 Cambridge Technical
in Supporting Health, Social Care
and Childcare Services**

Award: 05890

**OCR Level 2 Cambridge Technical
in Health and Social Care**

Certificate: 05880

Diploma: 05881

Unit 1 Summer 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 1 series overview

This was the fourteenth series of assessment for this unit. The unit contains a large breadth of knowledge and as is to be expected, candidates performed better on some Learning Outcomes (LOs) than on other LOs. Similarly, even within each LO candidate performance varied across the range of questions which assessed that LO.

Candidates on average performed best on those questions which assessed LO6, although performance was strong across the whole test this summer. Candidate on average performed least well on LO2 and the questions which targeted the principles of equality and diversity in health, social care and childcare environments, however performance on this LO was still relatively good.

Candidates in general performed strongly across this summer's test.

Candidates who did well on this paper generally:	Candidates who did less well on this paper generally:
demonstrated a secure breadth of knowledge across all six Learning Outcomes.	displayed gaps in their knowledge in relation to individual Learning Outcomes. Less successful candidates did not answer a question correctly at all in some LOs.

Learning outcome 1: questions 1 - 8

This LO requires the candidates to know the principles of maintaining health, safety and security and to know the basic emergency procedures. Candidates generally performed well on this LO.

The most successful responses were to Questions 2 and 8, with Question 8 having the highest outcomes in this LO. Question 8 was about security in health, social care and childcare settings.

Question 5, which asked about methods to sterilise bottles had the lowest outcomes in this LO.

Learning outcome 2: questions 9 - 14

This LO covers the principles of equality and diversity in health care, social care and childcare environments. Candidate performance on this LO was lower than the others this summer but still relatively strong.

The most successful responses were to Question 9 and Question 14, with Question 14 having the highest outcomes in this LO. Question 14 asked candidates to identify what staff diversity training helped to challenge.

Question 10, which asked about an aspect of diversity that should be valued in care environments had the lowest outcomes in this LO.

Learning outcome 3: questions 15 - 20

LO3 covers the principles of individual rights and the key features of a person-centred approach. Performance on LO3 this summer was strong, which was encouraging to see as candidates have struggled on this LO in the past.

Question 19 was by far the most successful answered question in this LO. Question 19 asked about ways of working.

Question 18 was the most challenging question in this LO. Question 18 asked what the National Institute for Health and Care Excellence (NICE) should consider when making decisions regarding the treatment of disease/illness.

Learning outcome 4: questions 21 - 28

LO4 requires candidates to know key facts about safeguarding. Candidate performance on LO4 questions was mixed this summer, ranging from very good to average.

Question 22 was the most successfully answered question across the whole test this summer. Question 22 asked candidates to identify which type of abuse kicking was an example of.

Question 25, which asked about individuals vulnerable to abuse, was the most challenging question for candidates in LO4.

Learning outcome 5: questions 29 - 34

LO5 covers aspects of anatomy and physiology. Candidate performance on LO5 was also mixed this summer, ranging from extremely good to poor in places.

Questions 29, 30 and 31 which asked candidates to identify various pieces of anatomy from an outline image of a body were extremely successfully answered.

Candidates found Question 34 very challenging, which asked candidates to identify a possible cause of COPD (Chronic Obstructive Pulmonary Disease).

Learning outcome 6: questions 35 - 40

The sixth and final LO requires candidates to know the principles of effective communication. Candidates performance on this LO was very strong this summer – the strongest of any of the LOs.

Candidates answered Questions 35 to 39 extremely well, with Question 38 just about being the most successfully answered question of this LO. Question 38 asked candidates to identify a condition that could cause communication difficulties.

Candidates found Question 40 the most challenging question in this LO, though performance on this question was stronger than performance on the most challenging questions in other LOs.

Question 40 asked candidates to identify an example of a 'personal skill and quality' that could help overcome barriers to communication.

Appendix 1 Questions

Question 1

Which of the following is an example of a 'health environment'?

- A
- B
- C
- D

[1]

Question 2

'Used dressings' are an example of which of the following?

- A
- B
- C
- D

[1]

Question 3

'Cross contamination' is an example of which of the following?

- A Evacuation procedures
- B Manual Handling Operations
- C Risk for individuals in a care setting
- D Security in health, social care and childcare settings

[1]

Question 4

In food preparation 'best before' and 'use by' are both examples of:

- A Allergy awareness
- B Cleanliness
- C Cutlery
- D Date stamping

[1]

Question 5

Which of the following is **not** a method used to sterilise bottles?

- A Boiling
- B Cold-water
- C Disinfecting
- D Steaming

[1]

Question 6

Which of the following is **not** an example of personal hygiene?

- A Not wearing jewellery
- B Not wearing nail polish
- C Wearing clean clothes
- D Wearing eye protection

[1]

Question 7



What does the safety sign shown indicate?

- A Clinical waste
- B Corrosive
- C Irritant
- D Radioactive

[1]

Question 8

Which of the following is a method of security in health, social care and childcare settings?

- A Covering cuts
- B First aid post
- C Lanyards
- D Personal protective clothing

[1]

Question 9

'Poor behaviour towards an individual or group of people based on their personal characteristics' is a definition of which of the following terms?

A Discrimination

B Diversity

C Equality

D Labelling

[1]

Question 10

Which of the following is an aspect of diversity that should be valued in care environments?

A Dress

B Education

C Employment

D Housing

[1]

Question 11

'Discrimination due to association' is an offence under which piece of legislation?

A The Data Protection Act

B The Equality Act

C The Health and Social Care Act

D The Human Rights Act

[1]

Question 12

Which of the following is a way of challenging discriminatory practice?

- A Choice
- B Complaints procedures
- C Confidentiality
- D Monitor to see if it happens again

[1]

Question 13

What should organisations do to ensure staff are promoting equal opportunities?

- A Issue key definitions to staff, e.g., labelling
- B Refer staff to organisational policies
- C Train staff in Health and Safety
- D Whistleblow

[1]

Question 14

Providing staff diversity training helps challenge:

- A Discriminatory practice
- B Health and safety issues
- C Infection control issues
- D Security concerns

[1]

Question 15

Which of the following is an example of an 'individual right'?

- A Mental capacity
- B Organisational procedures
- C Prejudice
- D Protection from harm and abuse

[1]

Question 16

Applying the values of care helps promote:

- A Disposal of hazardous waste
- B Infection control
- C Rights and beliefs
- D Safe evacuation procedures

[1]

Question 17

Which of the following is a role of the Equality and Human Rights Commission?

- A Ensuring value for money
- B Providing guidelines on how conditions should be treated
- C Providing legal advice in cases of discrimination
- D To improve survival rates

[1]

Question 18

Which of the following should the National Institute for Health and Care Excellence (NICE) consider when making decisions regarding the treatment of disease/illness?

A Benefits to patients

B Diversity

C Equality and rights

D Individual beliefs

[1]

Question 19

'Planning care and support to meet the individual's unique needs' is an example of which of the following ways of working?

A Cost effective

B Medical model of care

C Person-centred care

D Resource led care

[1]

Question 20

'Independence' and 'individuality' are **both** aspects of which of the following:

A Disclosure and Baring Services

B Every Child Matters

C Health and Safety Executive

D The Care Certificate, Standard 5

[1]

Question 21

'Measures taken to protect children from harm and promote their wellbeing' is a definition of which of the following terms?

A Active listening

B Child empowerment

C Encouraging children's learning and development

D Safeguarding children

[1]

Question 22

'Kicking' is an example of which type of abuse?

A Emotional

B Financial

C Physical

D Sexual

[1]

Question 23

'A failure to meet an individual's basic needs' is a definition of which type of abuse?

A Hate crime

B Institutional abuse

C Modern slavery

D Neglect

[1]

Question 24

Which of the following terms is an indicator of malnourishment?

A Burns

B Sexualised behaviour

C Tired

D Unexplained loss of money

[1]

Question 25

Which of the following is **not** a factor which makes individuals vulnerable to abuse?

A Adults with dementia

B Children in education

C Comatose patients

D Learning disability

[1]

Question 26

Which of the following is a step care professionals should take following a disclosure of abuse?

A Contact Disclosure and Baring Services

B Inform all staff of the abuse

C Reassure the individual

D Speak to the abuser

[1]

Question 27

Which of the following is a service provider that the Care Quality Commission (CQC) could inspect?

- A Creches
- B GP Services
- C Nurseries
- D Secondary Schools

[1]

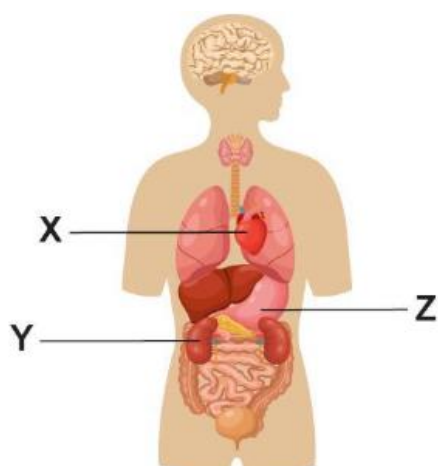
Question 28

Which of the following charitable organisations support safeguarding?

- A British Heart Foundation
- B Christian Aid
- C Marie Curie
- D Mind

[1]

Question 29



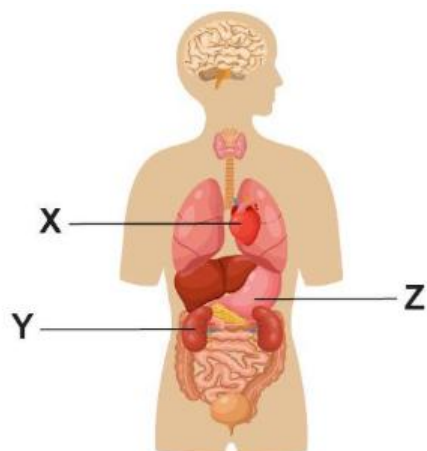
The Figure shows the organs of the body.

Which organ is **X**?

- A Bowel
- B Heart
- C Liver
- D Pancreas

[1]

Question 30



The Figure shows the organs of the body.

Which organ is Y?

A Brain

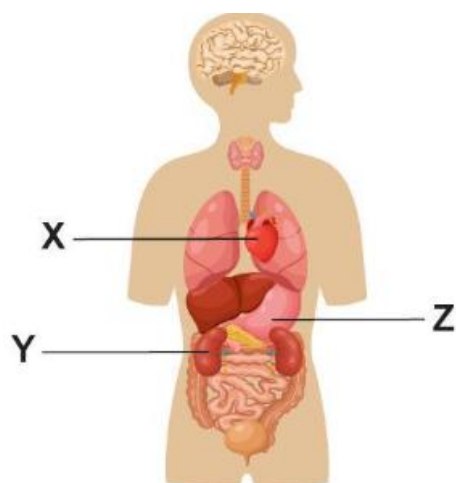
B Intestines

C Kidney

D Uterus

[1]

Question 31



The Figure shows the organs of the body.

Which organ is Z?

A Bowel

B Lungs

C Ovaries

D Stomach

[1]

Question 32

Which body system produces enzymes to regulate body functions?

A Cardiovascular

B Endocrine

C Musculo-skeletal

D Renal

[1]

Question 33

Which organ of the body contains a structure called the aorta?

A Heart

B Kidneys

C Lungs

D Male reproductive organs

[1]

Question 34

Which of the following is a possible cause of COPD (Chronic Obstructive Pulmonary Disease)?

A Alcohol abuse

B Exposure of workplace pollutants

C Hepatitis C

D Obesity

[1]

Question 35

'Tone' is an important aspect of which form of communication?

A Makaton

B Non-verbal

C Verbal

D Written

[1]

Question 36

'Inform, invite and listen' are stages of which aspect of communication?

A Assistive technology

B Body language

C Communication cycle

D Sign language

[1]

Question 37

'Noise' and 'space' are examples of which type of barrier to communication?

A Aggression

B Environment

C Inappropriate body language

D Vocabulary

[1]

Question 38

Which of the following conditions could cause communication difficulties?

A Cirrhosis

B Dementia

C Obesity

D Type 2 diabetes

[1]

Question 39

English not being an individual's first language is a barrier to communication that can be overcome by using:

A A translator

B Appropriate vocabulary

C Empathy

D Positive body language

[1]

Question 40

Which of the following is an example of a 'personal skill and quality' that can help overcome barriers to communication?

A Jargon

B Patience

C Privacy

D Use of specialist methods of communication

[1]

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