



Oxford Cambridge and RSA

Monday 12 June 2017 – Afternoon

LEVEL 1/2 CAMBRIDGE NATIONALS IN HEALTH AND SOCIAL CARE

R021/01 Essential Values of Care for Use With Individuals In Care Settings

Candidates answer on the Question Paper.

OCR supplied materials:
None

Other materials required:
None

Duration: 1 hour



Candidate forename		Candidate surname	
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Centre number						Candidate number				
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INSTRUCTIONS TO CANDIDATES

- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. HB pencil may be used for graphs and diagrams only.
- Answer **all** the questions.
- Read each question carefully. Make sure you know what you have to do before starting your answer.
- Write your answer to each question in the space provided. If additional space is required, you should use the lined page(s) at the end of this booklet. The question number(s) must be clearly shown.
- Do **not** write in the barcodes.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **60**.
- This document consists of **12** pages. Any blank pages are indicated.

SECTION A

Answer **all** the questions.

1 Tomasz is Polish. He speaks little English. He has not been feeling well and so goes to see the doctor at the Health Centre.

(a) Explain **three** ways the doctor could communicate effectively during the appointment with Tomasz.

1

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2

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3

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[6]

(b) Tomasz has a right to consultation about the treatment for his illness.

Describe **two** ways that the doctor could support Tomasz’s right to consultation.

1.....

2.....

[4]

(c) Which **three** of the following statements show that the Health Centre has complied with the Health and Safety at Work Act 1974? Tick **three** of the statements.

Statements	Tick three only (✓)
A written health and safety policy is provided.	
Staff must provide their own protective equipment, e.g. disposable gloves.	
Health centre staff are told that they are responsible for their own safety.	
All electrical equipment is regularly checked to make sure it is in good working order.	
The health and safety law poster is displayed in the reception area.	

[3]

2 Sarah is a social worker. She had a meeting at Willowfields Care Home. Sarah entered through the front door of the care home but could not see any members of staff around, so walked down the corridor. She went into an office. Personal files for some of the residents were on the desk.

Sarah sat down and started to read one of the files; it belonged to the resident she was meeting.

(a) Identify **two** of the residents' rights that have **not** been maintained at Willowfields Care Home.

1

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2

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[2]

(b) Identify **two** security measures that should be in place at Willowfields Care Home. Explain how each measure protects the residents.

Security measure

How this protects the residents

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Security measure

How this protects the residents

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[6]

3 Little Flowers Pre-school provides day care for children aged 3 to 5 years. Read the following extract from the Little Flowers Pre-school 'Mission Statement', then answer the questions.

Little Flowers Pre-school

We promise to:

- work together with parents
- respect and value children as individuals
- provide a broad curriculum to promote children's development
- be aware of and sensitive to any cultural differences
- never discriminate against any child or parent on the grounds of any protected characteristic
- maintain high standards of safety
- maintain standards of hygiene at all times

(a) Little Flowers Pre-school promises never to discriminate on the grounds of any protected characteristic.

Name **three** of the protected characteristics identified by the Equality Act 2010.

1

2

3

[3]

(b) Describe **two** examples of anti-discriminatory practice that could be used by staff at Little Flowers Pre-school in their day-to-day work with the children.

1

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2

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[4]

SECTION B

Answer **all** the questions.

4 (a) Define the meaning of the term **'values of care'**.

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..... [2]

(b) Values of care are applied in health and social care settings.

Identify **two** examples of each type of setting.

Health settings

1
2

Social care settings

1
2 [4]

- (c) Being a reflective practitioner is one of the early years values of care.

Explain how being a 'reflective practitioner' could improve the practice of an early years practitioner. Use examples to support your answer.

Dotted lines for writing the answer.

[8]

- (d) Information about a child receiving treatment and care in a health setting would only be shared on a 'need to know basis'.

State the meaning of the term '**need to know basis**'.

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..... [2]

5 (a) Identify **two** ways the Equality Act 2010 protects the rights of women.

1

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2

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[2]

(b) Describe how the Children Act 2004 supports children's rights.

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..... [5]

(c) Give **three** reasons why it is important to maintain individuals' rights.

1

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2

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3

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[3]

ADDITIONAL ANSWER SPACE

If additional space is required, you should use the following lined page(s). The question number(s) must be clearly shown in the margin(s).

A large area of lined paper for writing. It features a vertical solid line on the left side, creating a margin. The rest of the page is filled with horizontal dotted lines, providing space for writing answers.

A large area of the page is filled with horizontal dotted lines, providing space for writing answers. A solid vertical line runs down the left side of this area, approximately one-tenth of the way across the page.



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