

Question 1b: Describe two responsibilities of healthcare assistants when looking after patients on hospital wards.

[Total marks for Q1b- 4 marks]

(b) Describe **two** responsibilities of healthcare assistants when looking after patients on hospital wards.

4 marks

1. A healthcare assistant will make sure that the patient receives dignified treatment by pulling a screen around their bed during examination and personal care.

2. The patients can be moved on hospital beds to different parts of the hospital by healthcare assistants such as when an x-ray is needed.

4

The command verb is **describe** : Learners need to give a clear, objective account in their own words showing recall, and in this case application, of the relevant features and information about the subject.

Good response: Two point marks are awarded for each description.

Poor response: This learner has correctly identified two responsibilities, but has not elaborated or extended with details into a four-mark description.

Good response: One mark for "preserving patient dignity" and with an elaboration for two marks. One mark for "mobilising or moving patients" and with an elaboration for two marks.

Question 1d: Discuss ways that health and social care staff could empower Brian to continue to improve his health when he is discharged from hospital.

[Total marks for Q1d- 8 marks]

(d) Discuss ways that health and social care staff could empower Brian to continue to improve his health when he is discharged from hospital.

8 marks

Empowering means when someone feels in control of what is happening to them so staff can offer them choices and encourage independent decision-making so the service user self-esteem can increase. The patient is made to feel more confident and positive about themselves and the staff are providing active support such as putting them in contact with a dietitian to assist with meal planning for Brian. Staff could encourage Brian to join a support group to help him to lose weight since it may make him feel better about his obesity if he can talk to others and collectively work as a group to lose their weight. It may be the case that Brian's house may need to be adapted so he is less reliant on others and can take more responsibility for his own personal care and living. However, Brian may be resistant to change so it's important for staff to work carefully with him to respect his individual wishes.

So a holistic approach respecting Brian's mind and body are in place for his care plan.

Total for Question 1 = 20 marks

8

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Question 2c: Explain how the college could prevent discrimination towards people such as Debbie who have learning disabilities.

[Total marks for Q2c - 6 marks]

(c) Explain how the college could prevent discrimination towards people such as Debbie who have learning disabilities.

6 marks

The college will have policies and procedures to prevent discrimination by following the Equality Law 2010. This means that there will ~~be~~ have to be trained staff to support people like Debbie with their learning so they receive fair + equal access to their education. The college must promote anti-discriminatory practices so they should have a curriculum that promotes positive images of people with disabilities such as learning, visual hearing or mobility impairments. If discrimination does occur, then there is a policy and actions are taken to challenge and address the discrimination.

Debbie's additional education needs should be assessed and resourced so she should be involved and committed about her current and future educational needs. In this way Debbie is being given additional educational support in order to access her current and future educational requirements and is not being discriminated against on account of her disability.

6

The command verb is explain.

The command verb explain means to set out in detail the meaning of something, giving reasons. Learners show that they understand the origins, functions and objectives of a subject and its suitability for purpose. They give reasons to support an opinion, view or argument, with clear details.

This question is assessed by three levels.

Question 3c: Explain how skills used by health and social care professionals enable Conan to manage the effects of his hearing impairment.

[Total marks for Q3c- 6 marks]

(c) Explain how skills used by health and social care professionals enable Conan to manage the effects of his hearing impairment.

6 marks

Staff training could help healthcare professionals communicate more effectively with people who have hearing impairments. They could learn sign language and use enhanced body language and facial expressions so Conan gets a better understanding of the true implications of what is being said to him and he has opportunity to ask questions. Staff should be aware of how to use the latest technology with Conan. They should be skilled in understanding the impacts of hearing loss on Conan and to look out for any signs of depression and social isolation he may display. Staff should be able to correctly assess and identify the resources which Conan needs so he can live as independently as possible and they should be able to give him information and support in getting any disability allowances that he is entitled to receive.

6

The command verb is explain.

The command verb explain means to set out in detail the meaning of something, giving reasons. Learners show that they understand the origins, functions and objectives of a subject and its suitability for purpose. They give reasons to support an opinion, view or argument, with clear details.

This is a levelled response.

Question 3d: Discuss how personal information about Conan might be managed by professionals who assess his hearing needs. [Total marks for Q3d- 8 marks]

(d) Discuss how personal information about Conan might be managed by professionals who assess his hearing needs.

8 marks

According to the Data Protection Act, information about a patient such as Conan should be treated as confidential and only passed onto those people who need to know such as from his GP to a hospital consultant when hospital treatment is needed. Conan needs to give his consent for information to be passed on shared with others. There is a legal situation for the disclosure of information under the Data Protection Act. However, if there is a potential danger to Conan or to others then personal information may be disclosed without Conan's official permission. The staff have to follow policies and procedures correctly and put in place any special protection measures to keep Conan safe and healthy. It is important to keep the professionals involved with Conan up-to-date since there may be regular and rapid changes to Conan's hearing loss and they may need to respond quickly in order to maintain his health and safety.

8

The command verb is discuss. This is a levelled response.

The command verb discuss means to the learner needs to consider different aspects of the topic, how they interrelate and the extent to which they are important.

Question 4c: Explain the reasons why health and social care services are provided in different settings.

[Total marks for Q4c- 6 marks]

(c) Explain the reasons why health and social care services are provided in different settings.

6 marks

Offering a range of different health and social care settings allows the service to meet the range of service user requirements and so offer greater choice and potential service user empowerment. Often it is more cost effective to have certain specialist providers with their individual specialisms and expertise. There is often a series of stages so for example the initial diagnosis may take place in a doctor's surgery but then the patient will receive their treatment and operation in a hospital where a surgeon works and uses very expensive specialist equipment.

The patient may recover from their operation on a hospital ward but then may receive extra treatment as an outpatient at the hospital while living back at home. However sometimes the different settings offering health and social care services may relate to the difference between private and state care. For example, private hospital treatment in a Nuffield hospital may be organised for quicker than having to wait for an NHS hospital booking for an operation, but the service user has to pay large amounts of money for this private treatment. On the other hand, sometimes

the state health sector will commission alternative and privately organised treatments and different sectors work in partnership in order to provide best care provision.

6

Question 4d: Discuss the responsibilities you have when supporting a client such as Regina.

[Total marks for Q4d- 8 marks]

(d) Discuss the responsibilities you have when supporting a client such as Regina.

8 marks

As Regina's support worker then I may provide her with personal care support such as washing and dressing her. I could be making her healthy and regular meals and then washing up afterwards. In this way I would be supporting Regina's physical health and hygiene needs so she is healthy and safe in her home.

I would help Regina to attend any medical appointments and might arrange for an eye test to be done in her own home if needed. I may have to help her with her money and perhaps collect her pension as well as buying any shopping she needs ~~to~~ or organising internet shopping according to her choices so Regina is maintaining her independence as much as possible. It is my responsibility to follow policies and procedures and maintain daily records of what I do as well as an update on the state of Regina's physical and mental health. I would ~~write~~ leave the record in her home so her family can read it and be informed about what is happening. Also I would keep regular communication

with any of her family members and alert them to any concerns about Regina's health as soon as possible. However, as a support worker then I would have a number of different clients to attend to and it may be difficult to provide Regina with the time and care that I would ideally want to give her. Some support workers have really short time allocations of 15 minutes per client so it could prove impossible to give my best 100% of the time.

8