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Extended Certificate/  
Foundation Diploma/  
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# Health and Social Care

## Unit 2: Working in Health and Social Care

Wednesday 7th June 2017 – Morning <b>Time: 1 hour 30 minutes</b>	Paper Reference <b>31491H</b>
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<b>You do not need any other materials.</b>	Total Marks
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### Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and learner registration number.
- Answer **all** questions.
- Answer the questions in the spaces provided – *there may be more space than you need.*

### Information

- The total mark for this paper is 80.
- The marks for **each** question are shown in brackets – *use this as a guide as to how much time to spend on each question.*

### Advice

- Read each question carefully before you start to answer it.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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**SECTION A**

**Answer ALL questions. Write your answers in the spaces provided.**

**Case Study Scenario: Ill Health**

Charlotte is 42 years old. She is married and has two teenage children. She was diagnosed with pancreatic cancer two years ago.

Charlotte asked for her treatment to stop and decided that she wanted to enjoy the time she had left with her family. Charlotte asked her local hospice, Bromstead Care, for support.

Charlotte lives at home. Susie is a cancer support nurse from the hospice who visits Charlotte twice a week. Susie supports Charlotte and monitors her condition.

- 1** (a) Identify **two** other health and social care settings that could provide Charlotte's care.

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(b) Describe **two** issues that could have affected Charlotte's access to services for her cancer care.

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(d) Discuss how Susie, the cancer support nurse, could ensure her own personal safety when working with Charlotte at her home.

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(Total for Question 1 = 20 marks)



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**SECTION B**

**Answer ALL questions. Write your answers in the spaces provided.**

**Case Study Scenario: Learning disabilities**

Beth is the care manager of a purpose-built residential unit for adults with learning disabilities. The aim of this residential unit is to prepare people to live independently. Support workers are employed to help the residents develop appropriate life skills.

Beth is concerned about John, who is one of the residents.

John is 48 years old and has learning disabilities. He recently got a job in a local factory and enjoys being independent and talking to other workers. Unfortunately, some of the workers have made fun of the way John speaks. John has become anxious and confused as a result of this. He has started to make mistakes at work and is worried that he will lose his job.

**2** (a) Identify **two** ways that Beth could support John so he can cope at work.

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(b) Describe how **two** policies protect vulnerable individuals such as John within the residential care setting.

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(c) Explain how the staff in the residential unit could prevent discrimination towards its service users.

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Beth has to make sure that her staff meets the National Occupational Standards. This is part of her role as the care manager.

(d) Discuss Beth's other responsibilities towards her staff as a care manager.

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SECTION C

Answer ALL questions. Write your answers in the spaces provided.

**Case Study Scenario: Physical/Sensory disabilities**

Aziz is 36 years old. He became blind as an adult as a result of a complication from diabetes. He cannot read braille and has had very little support to develop skills for daily living.

Aziz has a white stick but is still nervous of going outside. Aziz lives with his parents, the roads nearby are busy and the pavements are uneven. He also feels vulnerable and worries that people will take advantage of him.

Aziz explained his situation to his GP. The GP said that Aziz just has to adapt to his new situation and accept that he has a serious disability. Aziz was unhappy with the lack of support from his GP. He felt that it was not professional practice. His family has decided to make a complaint. In the future Aziz wants to live independently, get married and get a job to support his family.

3 (a) Identify **two** ways Aziz's family could pursue his complaint against the GP.

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(b) Describe the roles of **two** organisations that regulate or inspect health and social care services.

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The GP referred Aziz to a social worker to help him adapt to his blindness.

- (c) Explain how Aziz's social worker could support him to manage the effects of his blindness.

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(d) Discuss the responsibilities health and social care professionals have to help Aziz to reach his goals.

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**SECTION D**

**Answer ALL questions. Write your answers in the spaces provided.**

**Case Study Scenario: Age-related needs**

Tom is 92 and lives at home with his wife Linda. She is Tom's main carer. Linda is 85 and is finding it increasingly difficult to care for Tom on her own. Tom has been diagnosed with Alzheimer's disease and Parkinson's disease. Both of these diseases mean that Tom is now frail and sometimes confused.

You recently met Tom for the first time when he was brought into the Accident and Emergency Department of the hospital where you are undertaking nurse training. You deal with the cuts and bruises to his face and scalp. Under supervision, you are asked to assess his physical needs.

**4** (a) Identify **two** physical needs that you might assess.

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(b) Describe **two** professional skills, other than assessment, you may need when working with someone like Tom.

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(c) Explain how a hospital could make sure that you have the skills to meet the National Occupational Standards.

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