



Oxford Cambridge and RSA

Wednesday 10 January 2024 – 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

Candidate number

First name(s)

Last name

INSTRUCTIONS

- Use black ink.
- Write your answer to each question in the space provided. If you need extra space use the lined page at the end of this booklet. The question numbers must be clearly shown.
- 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 Kobe, aged 18, has applied to work at a day centre for children aged 6–10 years.

Kobe needs to have a DBS check before he starts at the day centre.

(a) State what ‘DBS’ stands for.

..... [1]

(b) Explain why Kobe needs to have a DBS check.

.....
.....
.....
..... [3]

(c) Before he starts working at the day centre, Kobe attends a training session for fire drill emergency procedures. He learns what to do in the event of a fire.

Identify **three** actions that Kobe could take in the event of a fire at the day centre.

Outline a reason for each action.

Use a different reason for each action.

Action

Reason

.....

Action

Reason

.....

Action

Reason

.....

[6]

- (d) Kobe has been asked to help the manager to carry out safety checks on equipment used at the day centre.

Using examples, explain how the safety procedure '**equipment considerations**' can help to reduce risks and protect the children and staff attending the day centre.

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..... [6]

(c) Describe how Beth can support the rights of choice, consultation and equal and fair treatment for her patients.

Use a different example for each.

Choice

.....

.....

.....

Consultation

.....

.....

.....

Equal and fair treatment

.....

.....

.....

[3]

3 Zac works for a social services department. He helps and supports individuals who have drug or alcohol dependency. Some of his service users are homeless.

(a) State **four** benefits for service users of Zac applying the **person-centred values** in his work.

Benefit 1

Benefit 2

Benefit 3

Benefit 4

[4]

(b) Identify **one** social effect for individuals in his care if Zac did **not** apply the **person-centred values** of care in his work.

.....
.....
.....

[1]

(c) Three of the **6Cs** are listed below. For each one, describe a different example of how these could be applied by Zac, in his work with service users.

Care

.....
.....
.....

Competence

.....
.....
.....

Courage

.....
.....
.....

[6]

- 4
(a) Choose the **four** examples that demonstrate good practice when maintaining confidentiality in a residential care home, by placing a tick in the correct boxes.

Examples of good practice when maintaining confidentiality in a residential care home:	Tick ✓ four only
Ensuring staff have training about the care home’s confidentiality policy.	
Never share any information that a resident has asked you to keep secret.	
Only providing one member of staff with the password to access the resident’s electronic records.	
Residents always receive their post unopened.	
Staff only share information on a need-to-know basis.	
Staff should always shout their name, to warn residents they are coming in, when entering their room.	
Staff will always ask the resident’s permission before accessing their possessions or personal letters	

[4]

- (b)** Identify **one** example of a service user who may need safeguarding.

.....

State **one** reason why they may need safeguarding.

.....

.....

[2]

- (c)** It is important to apply the person-centred values when providing care for service users.

Explain **two** examples of how a service provider could apply ‘encouraging decision making’ and ‘dignity’ when providing care for service users.

Encouraging service users’ decision making

.....

.....

.....

Dignity

.....

.....

.....

[4]

Turn over

5

(a) Explain **three** different ways a high standard of general cleanliness can be achieved in a care setting.

Way 1

.....
.....
.....

Way 2

.....
.....
.....

Way 3

.....
.....
.....

[6]

(b) Identify **two** personal hygiene measures for care workers.

1

2

[2]

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**PLEASE DO NOT WRITE ON THIS PAGE
TURN OVER FOR THE NEXT QUESTION**

6

(a) Security is important in care settings.

Identify **three** different ways of receiving and monitoring visitors.

Outline a reason for each way.

Use a different reason for each way.

Way 1

Reason

.....

Way 2

Reason

.....

Way 3

Reason

.....

[6]

(b) Explain **one** way that providing staff with a uniform can help to keep a care setting safe.

.....

.....

.....

[2]

(c) Terms used in health and social care include the following:

advocate empathy empower patience trust vulnerable

Fill in the table below to match **four** terms with the correct example.

Choose the terms from the list above.

Each term can be used once only or not at all.

Examples:	Term:
A charity organisation provides someone to represent an older person at a meeting about care provided.	
A hospital patient is given a choice of treatment.	
Service users feel confident in the care they receive.	
Someone who is less able to protect themselves from harm due to mental health problems.	

[4]

END OF QUESTION PAPER

EXTRA ANSWER SPACE

If you need extra space use this lined page. You must write the question numbers clearly in the margin.

A large rectangular area with a vertical solid line on the left side and horizontal dotted lines extending across the page, providing space for writing answers.



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