

## Wednesday 10 January 2024 – Afternoon

### Level 1/Level 2 Cambridge Nationals in Health and Social Care

#### R021/01 Essential Values of Care for Use with Individuals in Care Settings

Time allowed: 1 hour



No extra materials are needed.



Please write clearly in black ink. **Do not write in the barcodes.**

Centre number 

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 Candidate number 

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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 **60**.
- The marks for each question are shown in brackets [ ].
- This document has **12** pages.

#### ADVICE

- Read each question carefully before you start your answer.

2  
SECTION A

1

- (a) Yana is unhappy with the way a member of staff spoke to her at her GP surgery. She feels that she has been treated with a lack of respect.

State **two different** ways Yana could make a complaint about the way she has been treated.

1 .....

.....

2 .....

.....

**[2]**

- (b) Following Yana’s complaint, the manager of the GP surgery is planning a training session for staff about the importance of using effective communication.

Describe **two** ways the training will help the staff to improve their quality of communication when speaking with patients.

1 .....

.....

.....

2 .....

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.....

**[4]**

- (c) Some of the surgery’s patients have hearing or vision impairments.

State **three different** ways the surgery could meet the individual communication needs of these patients.

1 .....

.....

2 .....

.....

3 .....

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**[3]**

**3**  
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**PLEASE DO NOT WRITE ON THIS PAGE**

2

(a) Mia runs play sessions at a day centre for young children with physical disabilities.

Describe **three** ways staff at the day centre could practise anti-discrimination to ensure none of the children are discriminated against.

1 .....

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2 .....

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3 .....

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[3]

(b) 'Keeping children safe and maintaining a healthy and safe environment' is one of the early years values of care.

Explain how Mia could ensure a healthy and safe environment for the children at the day centre.

Use **two** examples to support your answer.

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..... [6]

(c) Describe **one** possible **physical** and **one** possible **emotional** effect on the children who attend the day centre if the early years values of care are **not** applied.

Physical effect .....

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.....  
.....

Emotional effect .....

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

[4]



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.....  
..... [8]

(b) Security is very important in care homes.

Identify **two different** security measures that would be used in The Elms Care Home for older people.

Describe how each of the measures would protect the residents.

Security measure 1 .....

How it protects residents .....

.....  
.....  
.....  
..... [2]

Security measure 2 .....

How it protects residents .....

.....  
.....  
.....  
..... [2]





.....  
..... [6]

(d) State **three situations** when moving and handling techniques would be used in a care setting.

- 1 .....
  - 2 .....
  - 3 .....
- ..... [3]

(e) Give **two guidelines** for safe moving and handling.

- 1 .....
  - 2 .....
- ..... [2]

5

(a) Identify **two** key aspects of the Health and Safety at Work Act.

Describe how each aspect impacts on **staff** when working in a care setting.

Key aspect 1 .....

Impact on staff .....

.....

.....

.....

Key aspect 2 .....

Impact on staff .....

.....

.....

.....

[4]

(b) The Children Act gives children the right to an advocate.

State the meaning of the term 'advocate'.

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..... [2]

(c) Describe **three** ways a care assistant working in a residential home can support a resident's right to 'choice'.

1 .....

2 .....

3 .....

[3]

(d) Give **two** reasons why it is important to maintain individuals' rights.

1 .....

.....

2 .....

.....

[2]

**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 area of the page is reserved for writing answers. It is bounded by a vertical solid line on the left and horizontal dotted lines on the top, bottom, and between rows. This layout provides a clear margin for writing question numbers and a large space for the answers.



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