

Write your name here

Surname

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Centre Number

Learner Registration Number

Pearson BTEC
Level 3 Nationals
Extended Certificate

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Health and Social Care

Unit 2: Working in Health and Social Care

Friday 12 January 2018 – Morning
Time: 1 hour 30 minutes

Paper Reference
31491H

You do not need any other materials.

Total Marks

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 1: Ill Health

Bill has been diagnosed with dementia and is a resident in a care home. Bill's care worker is Rosin. She knows Bill well and talks to him as often as possible during the day. Bill will sit quietly for long periods of time, but has outbursts of anger and he shouts at the other residents.

Bill is losing weight and has already been diagnosed as having type 2 diabetes. At first, Bill was put onto a special diet. For some time Bill's diabetes was only managed by diet, but he now also needs to take medication in the form of tablets. Rosin is concerned about how Bill will react to the new diabetes treatment because he is becoming increasingly aggressive. Bill's family live in Australia so Rosin will take on the role of his advocate.

- 1 (a) Identify **two** other health and social care professionals who could work with Bill. (2)

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(b) Rosin has the role of Bill's advocate.

Describe **two** other day-to-day duties Rosin could have in her work as Bill's care worker.

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(c) Explain the responsibilities the care home's management has to make sure their staff are safe.

(6)

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SECTION B

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

Case Study Scenario 2: Learning Disability

Kiaan is a residential social worker in a residential care home for young people with learning disabilities. A few of these young people have complex needs. Some of them have mental health issues and take prescribed medication.

There are quite a few unqualified staff working in the care home and Kiaan is concerned about the safety of the service users. Last week he overheard a support worker shouting at Tara, an 18-year-old resident.

Tara and her parents are Jehovah's Witnesses. Tara is keen to continue her education and would like to eventually have a job. She loves children and would like to start her own family once she finds a suitable partner with similar views to her, as a Jehovah's Witness.

2 (a) Describe how **one** named organisation could regulate this care home.

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(b) Describe **two** ways that Kiaan could raise his concerns about his work setting.

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(c) Explain how the care home staff are accountable to professional bodies.

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(d) Discuss issues that could arise from the promotion of Tara's rights and choices.

(8)

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(Total for Question 2 = 20 marks)



SECTION C

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

Case Study Scenario 3: Physical/ Sensory Disability

Melanie is 16 years old. She lives with her parents and her sister. Melanie was born with a hearing impairment and she uses two hearing aids.

Melanie’s hearing impairment was only diagnosed when she was five years old. She has a noticeable specific language impairment and finds it difficult to communicate with strangers.

Melanie attends the local comprehensive school. Sometimes she finds it hard to understand her teachers and other students. Melanie feels very isolated and she is becoming anxious about her future.

Following a recent audiological appointment, Melanie has said that she would like to have some additional support with her health and social care needs.

- 3** (a) Identify **two** issues that could affect Melanie’s access to additional service support.

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(b) Describe how health and social care professionals should communicate within the team, without compromising Melanie’s right to confidentiality.

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(c) People working in health and social care organisations have responsibilities to prevent discriminatory practices in caring for Melanie.

Explain these responsibilities.

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(d) Discuss how health and social care staff could empower Melanie in preparing for her future.

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(Total for Question 3 = 20 marks)



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SECTION D

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

Case Study Scenario 4: Early Years

You are working as a trainee nurse on a local hospital ward. The children on the ward are aged from 0 to 6 years. This children's ward has been poorly equipped and understaffed. A few weeks ago, a nurse miscalculated the dose of a drug needed to slow down a baby boy's heart rate. She gave the baby 10 times the dose he needed and he became seriously ill.

You think that this hospital ward has not been providing effective care for the babies, young children and their families.

4 (a) Identify **two** essential skills you need to become a nurse.

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(b) Describe **two** hospital policies that you should follow as a nurse.

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(c) Explain **two** ways that the work of hospital staff can be monitored.

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