



Oxford Cambridge and RSA

Monday 10 January 2022 – Afternoon

Level 1/2 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 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 pages 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.

SECTION A

Answer **all** the questions.

- 1 Read the information about Willowfield Retirement Home and answer questions **1(a)**, **1(b)** and **1(c)**.

Willowfield Retirement Home is set in a large garden with wheelchair access and many seating areas for residents so they can sit and enjoy the view.

A lot of planning goes into preparing for a new resident to move into the home, including completing detailed care plans and risk assessments.

Residents are offered a fantastic choice of delicious and nutritious food. For those that have difficulties in swallowing, we adapt the menu of the day so that it is a soft, tasty meal to meet their needs.

- (a) Describe **two** ways, other than by providing soft food, that Willowfield Retirement Home could ensure meals meet the needs of different residents and support their right to choice.

1

.....

.....

.....

2

.....

.....

[4]

- (b) Two pieces of legislation that apply to Willowfield Retirement Home are shown in the table below.
Complete the table by giving **one** example for each, of how Willowfield Retirement Home puts each piece of legislation into practice.

Name of legislation	Example
Equality Act	
Health & Safety at Work Act	

[2]

2 Jane is a childminder. She looks after 6 children in her own home. She has recently had an inspection and has been graded 'outstanding'.

Read the information taken from Jane's inspection report and then answer questions **2(a)**, and **2(b)**.

The childminder:

- Understands the importance of sharing information to support children's care and learning
- Ensures the children's needs and best interests come first
- Is clear about their responsibility to keep children safe – risk assessments are carried out for activities; equipment and toys are checked for safety regularly
- Plans a range of enjoyable and interesting learning experiences
- Attends regular training such as first aid, learning through play and child development, to ensure their knowledge and skills remain up to date
- Works well with health visitors and social workers
- Is a reflective practitioner

(a) Give **one** example of how Jane is applying each of the following early years values of care. Use a **different** example for each.

Encouraging children's learning and development

.....
.....

Keeping children safe and maintaining a healthy environment

.....
.....

Working with other professionals

.....
.....

Ensuring the welfare of the child is paramount

.....
.....

[4]

(b) The inspection report states that Jane is a 'reflective practitioner'.

Complete the sentences below which explain the meaning of being a 'reflective practitioner'.

Use words from the list. You can use each word once only or not at all.

away	describing	evaluating
explaining	next	practical
this	training	well

There are four main features of reflective practice; these include:

- Identifying what went
- Identifying what might be done better time, to improve.
- Exploring and development needs.
- specific incidents or activities.

[4]

3 Read the information about a GP surgery and answer questions 3(a), 3(b), 3(c) and 3(d).

A GP surgery has received complaints from patients about lack of confidentiality and staff being impatient, making them feel patronised and disrespected.

The practice manager has carried out a review of maintaining confidentiality at the GP surgery and has introduced new procedures.

She has also arranged a staff training session about effective communication.

(a) Describe **two** different ways that the GP surgery staff could maintain patient confidentiality.

Give **one** way for each of the following situations.

Storing a patient's medical records.

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

Discussing test results.

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

(b) Name the piece of legislation that protects a patient's right to confidentiality.

..... [1]

(c) Identify **two** different emotional effects on patients if their confidentiality is not maintained.

1
2 [2]

SECTION B

Answer **all** the questions.

- 4 (a) Examples of care settings are listed in the table below.

Complete the table by identifying whether the setting is a health care (**HC**), social care (**SC**) or early years care (**EY**) setting.

Write **one** type of care setting only for each example.

Each type of care setting may be used for one or more of the examples.

Example of care setting	Type of care setting HC, SC or EY
Crèche	
Hospital	
Nursery	
Nursing home	
Residential home	

[5]

- (b) (i) Identify **three** different personal hygiene rules that should be followed by care workers.

- 1
- 2
- 3

[3]

- (ii) Give **one** reason why good personal hygiene is important when working in a care setting.

-
-
-
- [2]

(c) Identify **three** different security measures that could be used in a primary school.

State the purpose of each security measure.

Security measure

Purpose

.....

..... [2]

Security measure

Purpose

.....

..... [2]

Security measure

Purpose

.....

..... [2]

- 5 (a) The table below lists some ways of supporting individual rights.

Complete the table by matching the correct right with each example.

The first one has been done for you.

Rights:

Choice

Confidentiality

Consultation

Equal and fair treatment

~~Protection from harm~~

Trust

You can use each right once only or not at all.

Ways of supporting individual rights	Right
Safeguarding procedures in place at a nursery	Protection from harm
Access ramps and automatic doors provided at a GP surgery	
A range of leisure activities available at a residential care home	
A social worker sharing information on a need to know basis	
A doctor and a patient having a discussion about care preferences	

[4]

ADDITIONAL ANSWER SPACE

If additional space is required, you should use the following lined page(s). The question number(s) must be clearly shown in the margin(s).

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



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