



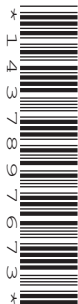
Oxford Cambridge and RSA

**Wednesday 5 June 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

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Candidate number

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First name(s)

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Last name

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### 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 On his first day as the new manager of Marigold Day Centre, James is checking that all the health and safety policies and procedures are up to date.

James is concerned to find that there is no first aid policy and the staff have not received any first aid training for a long time.

- (a) Identify which **one** of the staff and service user's rights has **not** been supported at the Day Centre.

..... [1]

- (b) State **three** examples of information that James should include in a first aid policy.

1 .....

2 .....

3 .....

[3]

- (c) James organises first aid training for his staff.

Identify and explain **three** different reasons for day centre staff being trained in first aid.

Reason 1 .....

.....

.....

Reason 2 .....

.....

.....

Reason 3 .....

.....

.....

[6]

- (d) James is appointing some new staff. The DBS checks show that one of the applicants is on the 'Barred List'.

Describe what being on the 'Barred List' means.

.....

.....

.....

..... [3]

**2** Nina works at Sunny Days retirement home.

A recent inspection report for Sunny Days commented that the standard of communication used by staff could be better. Nina decides to focus on 'positioning'.

- (a)** Outline how each of the methods of positioning listed below can support effective communication with the retirement home residents.

Space

.....

.....

.....

.....

Height

.....

.....

.....

.....

Personal space

.....

.....

.....

.....

**[6]**

- (b)** The inspection report for Sunny Days praised the retirement home's high standards of safety and use of PPE.

State what the abbreviation '**PPE**' stands for.

..... **[1]**

- (c) State when each of the **three** items of PPE listed below would be used by care workers at Sunny Days retirement home.

Use a different example for each.

Hygiene hat

.....

.....

Disposable gloves

.....

.....

Face mask

.....

.....

[3]

- 3 Eve is a hospital social worker. She has meetings with patients who are ready to leave hospital, but will still need some care at home.

Eve applies the person-centred values when meeting with her patients to discuss their care.

- (a) Describe **one** example for each, of how Eve could apply the person-centred values '**choice**' and '**respect**' when meeting with her patients.

Choice

.....

.....

.....

..... [2]

Respect

.....

.....

.....

..... [2]

- (b) State **two** ways Eve can ensure '**privacy**' when having a meeting with her patients to discuss their care.

1 .....

.....

..... [1]

2 .....

.....

..... [1]

- (c) State **three** benefits for **hospital staff** of applying the person-centred values.

1 .....

2 .....

3 ..... [3]

- (d) Analyse the **emotional** effects on the **patients'** health and well-being if person-centred values are **not** applied by hospital staff.

[8]

4

(a)

(i) State **two** reasons why access at the front entrance of care settings is restricted.

1 .....

.....

2 .....

.....

[2]

(ii) Identify **two** ways access can be restricted at the external doors of a care setting.

1 .....

2 .....

[2]

(b) Explain **three** different reasons why it is important for a care setting to carry out risk assessments.

1 .....

.....

.....

2 .....

.....

.....

3 .....

.....

.....

[6]



5

- (a) Health care and social care settings provide a range of different types of care.

Complete the table by matching the care setting with the type of care it provides.

Each type of care setting can be used **once** only. One has been done for you.

**Types of care setting:**

**Homeless shelter   Hospital   Pharmacy   Social services department   Support group**

Type of care provided	Care setting
Helps to protect vulnerable people from harm and abuse and supports people to live independently	
Provides emotional assistance by sharing experiences and through practical activities	
Provides hot meals, dry clothes, somewhere to sleep	
Provides medication and health advice without having to make an appointment with the doctor	Pharmacy
Provides specialised treatment for illness and disease	

[4]

- (b) State the meaning of the term '**empowerment**'.

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

- (c) Describe how **service users'** needs could be met in a hospital.

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

**(d)** Describe the role of the 'Designated Safeguarding Lead' in a care setting.

[6]

6

- (a) Tissues and antiseptic wipes are often used in care settings.

Explain how to dispose of used tissues or wipes to minimise the risk of spreading infection.

.....

.....

.....

.....

.....

..... [3]

- (b) Complete the table by matching the '6C's to an example of it in practice.

Use each of the 6Cs once or not at all. One has been done for you.

**The 6Cs:**

**Care    Commitment    Communication    ~~Compassion~~    Competence    Courage**

Examples	6Cs
Always performing tasks to a high standard	
Showing empathy, support and kindness for a patient	Compassion
This is essential to develop a good understanding with service users	
Willing to speak up when concerned about poor practice	

[3]

**END OF QUESTION PAPER**

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