**BTEC H&SC Unit 2 Exam Question Practice Thursday 8 October 2020**

**Upper 6 Group Godalming College**

**Please work on this in class and complete for homework. We will go through the answers on Monday.**

**Case Study Scenario: Learning disabilities**

Beth is the care manager of a purpose-built residential unit for adults with learning disabilities. The aim of this residential unit is to prepare people to live independently. Support workers are employed to help the residents develop appropriate life skills.

Beth is concerned about John, who is one of the residents.

John is 48 years old and has learning disabilities. He recently got a job in a local factory and enjoys being independent and talking to other workers. Unfortunately, some of the other workers have made fund of the way John speaks. John has become anxious and confused as a result of this. He has started to make mistakes at work and is worried that he will lose his job.

**1** (a) Identify **two ways** that Beth could support John so he can cope at work. (2 marks)

1. ………………………………………………………………………………………
2. ……………………………………………………………………………………..

**1** (b) Describe how **two** policies protect vulnerable individuals such as John within the residential care setting. (4 marks)

1. ………………………………………………………………………………………
2. ……………………………………………………………………………………..

**1** (c) Explain how the staff in the residential unit could prevent discrimination towards its service users. (6 marks)

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**1** (d) Discuss Beth’s other responsibilities towards her staff as a care manager

*Remember Beth has had to make sure that her staff meet the National Occupational Standards - this is part of her role as the care manager.* (8 marks)

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ANSWERS for John, 48 years old:

**1** (a) Identify **two ways** that Beth could support John so he can cope at work. (2 marks)

1. Advocacy with employer and co-workers to support John’s communication skills
2. Counselling
3. Assertion Training
4. Work skills training to be arranged
5. Work shadowing

**1** (b) Describe how **two** policies protect vulnerable individuals such as John within the residential care setting. (4 marks)

1. Complaints policy (1) this will allow all individuals to raise issues to their senior staff / management (1)
2. Risk Assessment policy (1) identifies actions that are needed to reduce risks for service users with particular needs (1)
3. Data Protection and confidentiality policy (1) for staff who are involved and are privy to personal information about John (1)
4. Whistleblowing policy (1) to encourage employees who may have concerns about safeguarding concerns and the welfare of individuals (1)

**1** (c) Explain how the staff in the residential unit could prevent discrimination towards its service users. (6 marks)

Staff could **promote anti-discriminatory practices** by:

* Requiring that all staff challenge inappropriate behaviours
* Adapt the way health and social services are provided – discuss issues as they arise
* Appropriate training for staff
* Prevent direct discrimination by reflective practice

Staff could **prevent indirect discrimination** by:

* Ensuring policies and procedure are reviewed regularly to ensure individuals have equal access to services
* Policies and procedures are understood and implemented correctly
* Updated staff training and Professional Development
* Treating others’ fairly without stereotyping and making assumptions

**1** (d) Discuss Beth’s other responsibilities towards her staff as a care manager

*Remember Beth has had to make sure that her staff meet the National Occupational Standards - this is part of her role as the care manager.* (8 marks)

* Beth needs to undertake regular training to ensure her own knowledge and practice is up to date
* She needs to ensure staff know their role an responsibilities
* Take part in whistleblowing to support individuals
* Follow protocols of regulatory bodies
* Follow the organisation’s codes of practice
* Ensure policies and procedures are understood and implemented
* Input to staff recruitment processes to support fair recruitment
* Responsibility for staff disciplinary processes to investigate complaints

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**Case Study Scenario: Age-related needs**

Tom is 92 years old and lives at home with his wife Linda. She is Tom’s main carer. Linda is 85 and is finding it increasingly difficult to care for Tom on her own.

Tom has been diagnosed with Alzheimer’s disease and Parkinson’s disease. Both of these diseases mean that Tom is now frail and sometimes confused.

You recently met Tom for the first time when he was brought into A&E at the hospital where you are a trainee nurse. You deal with the cuts and bruises to his face and scalp. Under supervision, you are asked to assess his physical needs.

**1** (a) Identify **two physical** needs that you might assess.  (2 marks)

1 (b) Describe **two** professional skills, other than assessment that you may need when working with Tom. (4 marks)

1 (c) Explain how a hospital could make sure that you have the skills to meet the National Occupational Standards. (6 marks)

1 (d) Discuss how multidisciplinary working could effectively support both Tom and Linda. (8 marks)