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City & Guilds

3625-530 JUNE 2018
Level 3 Advanced Technical Diploma in Health and Care (540) / 3625-31 Advanced Technical Extended Diploma in Health and Care (1080)

Level 3 Health and Care – Theory exam (1)

If provided, stick your candidate barcode label here.

Thursday 14 June 2018
09:30 – 11:30

Candidate name (first, last)

First

Last

Candidate enrolment number

Date of birth (DDMMYYYY)

Gender (M/F)

Assessment date (DDMMYYYY)

Centre number

Candidate signature and declaration*

- If any additional answer sheets are used, enter the additional number of pages in this box. ➡ 0 0
- Please ensure that you **staple** additional answer sheets to the **back** of this answer booklet, clearly labelling them with your full name, enrolment number, centre number and qualification number in BLOCK CAPITALS.
- All candidates need to use a **black/blue pen. Do not** use a pencil or gel pen.
- If provided with source documents, these documents **will not** be returned to City & Guilds, and will be shredded. **Do not** write on the source documents.

***I declare that I had no prior knowledge of the questions in this assessment and that I will not divulge to any person any information about the questions.**

You should have the following for this examination
- a pen with blue or black ink

General instructions
- Use black or blue ball-point pen.
- The marks for questions are shown in brackets.
- This examination contains 15 questions. Answer **all** questions.
- Answer the questions in the spaces provided. Answers written in margins or on blank pages will not be marked.
- Cross through any work you do not want to be marked.

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1 Identify **three** key developments in the history of the welfare state. (3 marks)

2 Explain **one** impact of an ageing population on health and care provision. (2 marks)

3 Identify **four** possible effects of discrimination faced by travelling communities. (4 marks)

4 Tammy works as a health care assistant on a busy ward in a large hospital. She is keen to develop her knowledge of different cultures.

Explain why being 'culturally competent' can improve Tammy's care practice. (4 marks)

5 The Equality Act 2010 identifies protected characteristics which include age, disability, race and sex.

Identify **two** further protected characteristics. (2 marks)

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6 Hanzi is a recent immigrant and a member of an ethnic minority group. He wants to support himself economically and fully participate in British life.

Describe **two** types of equality that may benefit Hanzi in his efforts to integrate into society. (4 marks)

7 State **three** effects of illness on an individual's ability to communicate. (3 marks)

8 Eleanor has an appointment with her GP. She arrived on time but her appointment was delayed by 50 minutes. When she was seen by the doctor, she felt it was rushed and impersonal. This made her feel unsatisfied and increased her anxiety levels about her health problem.

Describe how the humanist and behaviourist theories contribute to understanding the interpersonal communication between the GP and Eleanor. (6 marks)

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9 State **three** factors that influence written communication within health and care practice. (3 marks)

10 Connie is an 84-year-old patient awaiting discharge from hospital. She is due to attend a multi-disciplinary team meeting to discuss her discharge plan.

Explain **two** possible communication barriers that may occur between Connie and the professionals during the meeting. (4 marks)

11 State **four** reasons why providers of health and care services have policies and procedures. (4 marks)

12 Describe **five** access and security measures used to help protect staff and people in a health and care setting. (5 marks)

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13 Explain the difference between a hazard and a risk. (2 marks)

14 Staff in a hospital are required to move diagnostic laboratory equipment safely.

Describe how to reduce potential risks when moving equipment under current legislation. (5 marks)

15 Oscar is 7-years-old and is due to join a mainstream school. He has mild cognitive impairment. He is not able to stand and uses a self-propelled wheelchair to get around. He also requires support with personal care. Staff at the school want to support him and meet his needs.

Discuss how the school could meet all of Oscar's needs. (9 marks)

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End of examination