Centre No.						Paper Reference							Surname	Initial(s)
Candidate No.						6	9	4	4	/	0	1	Signature	

Paper Reference(s)

6944/01

Edexcel GCE

Health and Social Care

Unit 7: Meeting Individual Needs

Wednesday 20 January 2010 – Afternoon

Time: 1 hour 30 minutes

Examiner's use only

Team Leader's use only

Question Number	Leave Blank
1	
2	
3	
Total	

Materials required for examination
Nil

Items included with question papers
Nil

Instructions to Candidates

In the boxes above, write your centre number, candidate number, your surname, initial(s) and signature.
Check that you have the correct question paper.
Answer ALL the questions. Write your answers in the spaces provided in this question paper.
Do not use pencil. Use blue or black ink.

Information for Candidates

The marks for individual questions and the parts of questions are shown in round brackets: e.g. **(2)**.
There are 3 questions in this question paper. The total mark for this paper is 90.
There are 16 pages in this question paper. Any blank pages are indicated.

Advice to Candidates

You are reminded of the importance of clear English and careful presentation in your answers.

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Answer ALL questions in the spaces provided.

1.

Anne is a hospital social worker working in a large regional hospital. Her daily routine involves meeting with patients who are about to be discharged and developing their care plans for integration back into the community. Anne insists that each care plan is needs led so she often meets with both medical staff and families to ensure that this is the case. Anne follows the care values of her profession carefully and ensures that concepts such as empowerment, confidentiality and dignity are promoted wherever possible.

(a) Define what is meant by the term **needs led**.

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(2)

(b) Explain the process of care planning.

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(c) Identify and explain **two** benefits of the care plan process on patient well-being.

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(d) Anne promotes the care value base in her work. Discuss the importance of empowering patients when being discharged from hospital.

(8)

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(e) When discharging a patient from hospital, Anne will assess their level of risk. Examine the concept of risk and its consequences on patient care.

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(10) **Q1**

(Total 30 marks)

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2.

The hospital Anne works in provides a range of in-patient services. The hospital is regularly set targets by both central and local government for areas such as waiting time in Accident & Emergency and length of stay in hospital. It is regularly audited for hygiene and infections. In response the hospital management have introduced a wide range of policies and procedures designed to meet the targets set. For example, they have recently appointed an infection control nurse who has responsibility for monitoring infection within the hospital and raising awareness amongst staff and patients about the importance of good hygiene.

(a) Describe how the hospital is promoting a positive care environment.

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(2)

(b) Explain what is meant by the term **accountability**.

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(c) Explain **two** benefits of effective recruiting and selecting of staff in care organisations.

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(d) Discuss how a positive care environment can promote service user rights.

(8)

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(e) Examine how organisational culture could impact on promoting care services within the hospital.

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(10) **Q2**

(Total 30 marks)

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3.

The hospital attempts at all times to promote high quality service to all its patients. It is also committed to the concept of clinical governance. To do this it has put in place a number of key quality assurance measures such as clinical audits and risk assessment procedures. It believes strongly in patient and public involvement.

(a) Define what is meant by the term **quality assurance**.

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(2)

(b) Explain the concept of clinical governance.

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(c) Explain **two** benefits of involving patients and the public in the process of quality assurance.

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(d) The NHS Plan (2000) sets out measures to put patients and people at the heart of the health service. Discuss central government's role in promoting high quality health and social care services in the UK.

(8)

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(e) Examine the role of audits as a quality assurance measure in promoting quality care.

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(10) **Q3**

(Total 30 marks)

TOTAL FOR PAPER: 90 MARKS

END

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