



**Answer ALL questions in the spaces provided.**

1. Read the following case study.

Mr Lee is 68 years of age and has been living in the United Kingdom for the past 35 years. He has one daughter who lives close by. Over the past few months Mr Lee has become increasingly confused. He forgets to wash himself and is unable to cook anymore. He rarely goes out and has few friends as he speaks very little English. His daughter helps out but finds the personal care difficult and embarrassing. Two weeks ago Mr Lee was found wandering the neighbourhood late at night. His daughter immediately called social services.

(a) Define what is meant by the term 'care management'.

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(b) Mr Lee speaks very little English and therefore an interpreter has been appointed to help him.

Describe the role of an interpreter.

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(c) The social worker has agreed to assess Mr Lee's needs.

Explain the purpose of the assessment.

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(d) A package of care has been agreed between Mr Lee and the social worker.

Explain the benefits a package of care will have on Mr Lee's health and well-being.

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(e) Explain the meaning of the following two terms used in care planning.

(i) Normalisation

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(ii) Networking

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2.

Janine is 19 years of age and has cerebral palsy and uses a wheelchair. Janine attends a social education centre on a daily basis. She likes the activities the centre staff plan and particularly enjoys the time spent on the computer. She wishes to improve her ICT skills. With the help of her key worker she has arranged a visit to the local Further Education College to meet with the student services officer. They will discuss which courses are available and how the college would plan to meet her particular learning needs.

- (a) Janine's educational needs will be met under the Disability Discrimination Act 1995.

Describe the purpose of this Act.

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(b) In October 2005 the Special Education Needs Disability Order (SEND O) was introduced which further supports the rights of disabled people under the existing legislation.

Explain why it is important for central government to regularly review legislation.

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(c) Staff at the college recently took part in disability awareness training.

Examine the importance of training and development to an organisation providing services to the public.

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(d) Janine's key worker believes that it is important to empower service users.

Explain **two** benefits being empowered may have on Janine's well-being.

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(e) Evaluate the effectiveness of legislation such as the Disability Discrimination Act in promoting the rights of vulnerable individuals and preventing discrimination.

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Q2

(Total 30 marks)



3.

Mrs Singh is 56 years of age and has suffered a severe stroke. She now requires considerable assistance to maintain independent living at home. Part of that care involves a home care worker who visits Mrs Singh three times a week. Unfortunately her main home care worker is ill and no one has called to support Mrs Singh. When her daughter raised the matter with the agency providing the service, she was told that nothing could be done as they were short staffed and her mother was lucky to have the service.

(a) Mrs Singh and her daughter decide to register a formal complaint with the agency.

State the purpose of a complaints procedure.

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(b) The stroke has affected Mrs Singh's ability to communicate so her daughter acts as an advocate.

Explain the role of an advocate.

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(c) Explain how organisational culture may affect the quality of service provision.

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