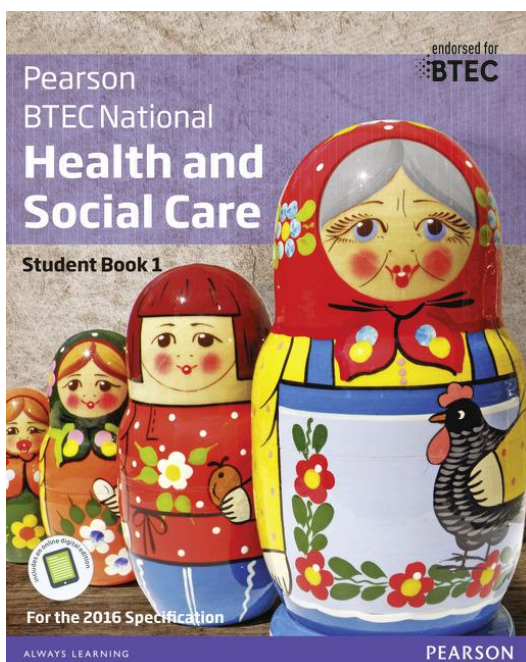


# BTEC Level 3 Nationals in Health and Social Care: Unit 2

Your free sample of the student  
book: preparation for  
assessment

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## Getting ready for assessment

This section has been written to help you to do your best when you take the assessment test. Read through it carefully and ask your tutor if there is anything that you are still not sure about.

### About the test

The assessment test will last 1 hour and 30 minutes and there are a maximum of 80 marks available. The test is in four sections. Each section will be based on a different short scenario briefly explaining the situation of a person with health and social care needs. Each scenario is relevant to a different service user group.

Each section of the paper will be structured with questions awarding 2, 4, 6 or 8 marks. These will require:

- short answers, worth either 2 or 4 marks, responding to the command words identify and describe respectively
- longer answers, worth 6 or 8 marks, responding to the command words explain and discuss.

Remember that all the questions are compulsory and you should attempt to answer each one.

### Sitting the test

Listen to, and read carefully, any instructions you are given. Lots of marks can be lost through not reading questions properly and misunderstanding what the question is asking.

The questions will contain command words. Understanding what these words mean will help you to understand what the question is asking you to do.

*Arrive in good time so you are not in a panic.*

Command word	Definition – what it is asking you to do
<b>Analyse</b>	Identify several relevant facts of a topic, demonstrate how they are linked and then explain the importance of each, often in relation to the other facts.
<b>Assess</b>	Evaluate or estimate the nature, ability, or quality of something.
<b>Consider</b>	Think carefully about (something). The question will often require you to make a decision on the issue as part of your answer.
<b>Define</b>	State the meaning of something, using clear and relevant facts.
<b>Describe</b>	Give a full account of all the information, including all the relevant details of any features, of a topic.
<b>Discuss</b>	Write about the topic in detail, taking into account different ideas and opinions and how they relate to each other. You will examine how the opinions are similar or contrast with each other.
<b>Evaluate</b>	Bring all the relevant information you have on a topic together and make a judgement on it (for example on its success or importance). Your judgement should be clearly supported by the information you have gathered.
<b>Explain</b>	Write about the origins and functions or objectives of the subject, with examples and reasons to support an opinion, view or argument, where possible.
<b>Identify</b>	Name and briefly give the main features of something and its qualities.
<b>Justify</b>	Give reasons for the point your answer is making, so that your reader can tell what you are thinking. These reasons should clearly support the argument you are making.

Work out what question you need to answer and then organise your time, based on the marks available for each question. Set yourself a timetable for working through the test and then stick to it – don't spend ages on a short 1–2 mark question and then find you only have a few minutes for a longer 7–8 mark question.

Remember you can't lose marks for a wrong answer, but you can't gain any marks for a blank space!

If you are writing a longer answer, try and plan before you start writing. Have a clear idea of the point your answer is making, and make sure this comes across in everything you write, so it is all focused on answering the question.

Try answering all the simpler questions first then come back to the harder questions. This should give you more time for the harder questions.

## Sample answers

For some of the questions, you will be given some background information on which the questions are based. Look at the sample questions that follow, and our tips on how to answer these well.

### Answering short-answer questions

- Read the question carefully.
- Highlight or underline key words.
- Note the number of marks available.

Make sure you make the same number of statements as there are marks available. For example, a two-mark question needs two statements.

**Scenario:** Peter is 70 years of age. He has mild learning disabilities and now has mobility problems. He is using a wheelchair most of the time. It is thought that he needs twenty-four-hour care. Three weeks ago he moved into a residential care home for older people.

### Worked example

**Question:** Identify **one** social care practitioner and **one** healthcare practitioner who may support Peter with his mobility problems. He is using a wheelchair. [2]

**Answer:** The healthcare practitioners could include (any one of) nurses, doctors, healthcare assistants, physiotherapists and occupational therapists.

The social care practitioners could include (any one of) social workers, care assistants in the residential home, social work assistants or support workers.

Look carefully at how the question is set out to see how many points need to be included in your answer.

This answer names the occupational roles of a range of health and care practitioners and that is what you are asked for. You do not need to explain how they would contribute to care for this 2-mark question.

## Worked example

**Question:** Describe **two** responsibilities of care assistants who work in residential homes for older people. [4]

**Answer:** The responsibilities could include any of the activities that are part of the care assistant's routine duties, for example:

- Helping residents to eat and drink – care assistants provide support at all meal times and when residents are having a snack or a cup of tea to ensure that residents can enjoy a nutritious diet and the social aspect of meal times. Most residents will be able to feed themselves but others will need some help. The care assistant may suggest special cutlery or adapted plates and cups to support the resident's independence.
- Helping residents to maintain and improve their mobility – care assistants encourage and support residents in taking exercise to keep supple and to maintain mobility. They may suggest mobility equipment, walking sticks or walking frames to support mobility and independence.
- Enabling residents to maintain their personal hygiene – care assistants support residents with washing, showering, bathing, hair washing, shaving and general personal cleanliness and hygiene. Most residents will be able to do some of these tasks. The care assistant provides support, as necessary, but always tries to maintain the resident's independence. They may suggest specially designed clothes, dresses without buttons or zips, for example.
- Enabling residents to use the toilet facilities – care assistants monitor the continence of residents and provide support when people are not able to use toilet facilities in the way they used to. Care assistants should provide support and minimise the resident's embarrassment. For example, they may suggest the use of continence pads.
- Promoting communication with residents and supporting their communication with each other – care assistants support clients in maintaining their social skills, which includes good communication. They may arrange social activities for the residents, support them in making meal times a social occasion, and encourage them to communicate with visitors.

These answers are by way of illustration. You should be able to suggest other responsibilities of care assistants in residential settings. They give brief descriptions of the responsibilities of care assistants. You do not need to give any more detail for a 4-mark question of this sort. There will be 2 marks for each of the responsibilities that you describe.

## Worked example

### Answering extended-answer questions

*Question: Explain how the physiotherapists who support Peter are monitored by the Health and Care Professions Council (HCPC) to ensure that they maintain high professional standards in their care practice. (6)*

#### Answer:

The Health and Care Professions Council (HCPC) was set up in 2003, with the aim of promoting high standards of practice in a range of health and care professions throughout the United Kingdom. It monitors practice for some 16 professions including physiotherapists, social workers, speech therapists and occupational therapists. The HCPC also exists to protect the public, throughout

For a question using the word 'explain', you must do more than just describe. You must show that you understand the functions and purposes of the organisation. You must show that you understand the origins of the subject or organisation and why it is important. You need to show that you understand its suitability for purpose and give reasons to support your opinion, view or argument.

the United Kingdom, from poor standards of care. Members of these professions must register with the HCPC. They cannot practice in the UK unless they are members of the HCPC.

In order to register with the HCPC, all physiotherapists must have achieved the approved qualifications, must complete ongoing training after they have qualified, and they must meet the standards of professional practice required by the HCPC. If Peter or any member of the public feels that a professional physiotherapist is not meeting the standards set, they have a right to complain. The council will investigate and take the appropriate action. In cases of serious misconduct, this can include suspension or permanent removal from the register. The HCPC is not very well-known by the public and a service user with learning disabilities, like Peter, may find it very difficult to make a formal complaint. Peter would need support if he really was going to follow the complaints procedure.

## Worked example

*Question: Discuss the effectiveness of using an advocate to ensure that Peter has the care he needs from the care practitioners who support him. (8)*

### Answer:

An advocate is a person who represents a service user and speaks for them. They will try to ensure that the professionals and other people who support Peter understand his wishes and his needs. People with learning disabilities often have difficulties in communicating with officials, writing letters and filling in forms. The best and most effective advocates will get to know their client very well and build a trusting relationship with their client so that they can accurately convey their needs, wishes and preferences to the professional workers, and to official organisations. If this works well, it is an excellent provision and ensures that, despite his mild learning difficulty, Peter's needs and wishes can be clearly explained. However, most advocates are volunteers and not everyone who needs advocacy can get that support. It just depends on the number of volunteers. Advocates do not need to have formal qualifications. The training of advocates varies and so the quality of the support is not very reliable. There is no professional organisation to monitor the quality of their work. The advocate, therefore, is a very important and helpful service. However, advocates are not usually paid and so it is difficult to ensure that there are enough advocates and that the quality of service is consistent.

This answer describes the origins of the HCPC and its main purpose. It describes why the HCPC is important and its role in maintaining high standards within physiotherapy. Some of the ways of maintaining these standards are shown. Reasons why it may be difficult for members of the public to lodge complaints is considered. The answer clearly explains how the HCPC can be important in protecting service users such as Peter. You may write more than one paragraph.

For a question using the word 'discuss', you must do more than just explain. You might need to talk about the issues or the advantages and disadvantages of an approach, and take in different opinions.

This answer explains what an advocate is and describes their role in representing the wishes and needs of service users.

The learner discusses both the value of good advocacy in helping people communicate effectively with professionals and formal organisations and also explores the limitation, such as the scarcity of provision that may leave some service users vulnerable. For a higher mark, the learner could explain how important this can be in empowering service users.

The learner will usually write a longer section here, perhaps even multiple paragraphs. However, the important thing is that they look at different aspects of the topic, take in different opinions and look at the advantages and disadvantages.