

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE EXAMINATIONS BOARD
UNIVERSITY OF MALTA, MSIDA

SECONDARY EDUCATION CERTIFICATE LEVEL

MAY 2016

SUBJECT:	Health and Social Care
PAPER NUMBER:	Controlled – Unit 2
DATE:	1 st June 2016
TIME:	10:00 a.m. to 11:35 a.m.

**THIS PAPER SHOULD BE RETURNED TO THE INVIGILATOR
AFTER THE EXAMINATION.**

Name of candidate _____

I.D. number _____

School _____

Class _____

Section A

Case Scenario A:

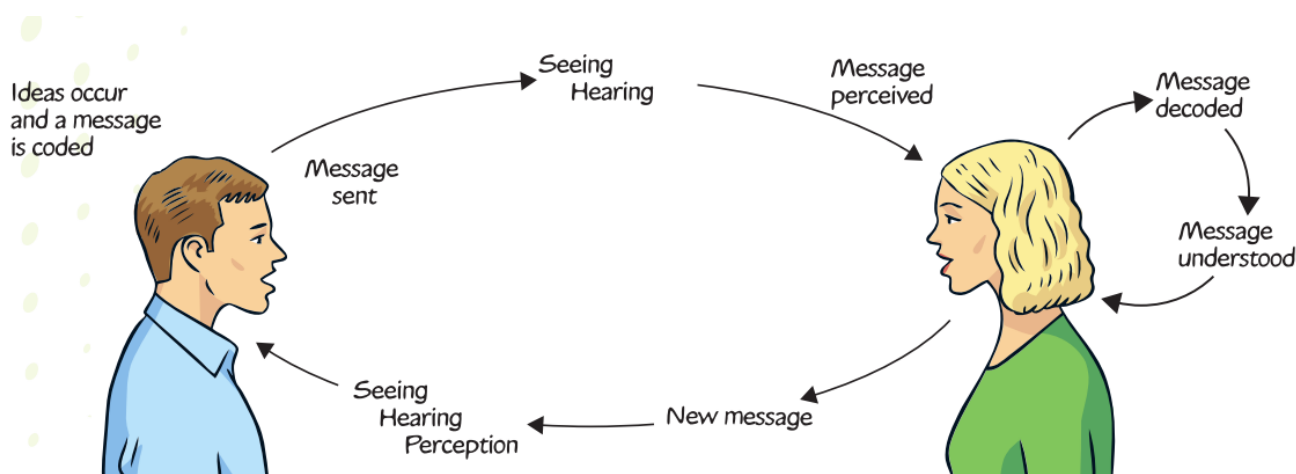
- Jack and Jill are having a conversation.
- Jill is a 70-year-old woman who has hearing difficulties.
- Jill lives in an elderly home run by the government.
- Jill’s hobbies include reading and watching the news on television.
- Jack is a care worker and he is making sure to follow all the stages of the communication cycle.

Question 1

K1 (4 marks)

The communication cycle happens between two or more people. All the stages of the cycle are very important for communication to be effective. The diagram below shows the communication cycle with all the stages.

Figure 1: The Communication Cycle. Retrieved from: BTEC Level 2 First Health and Social Care Student Handbook



Using the space below, choose **four** (4) stages and outline all the stages of your choice. You are to use Case Scenario A when answering the question. *(The first one was done for you as an example)*

Example Given:

Stages of Communication: Ideas Occur, Message Encoded, Message Sent, Message Received, Message Decoded, Message Understood

Stage: Ideas Occur

Outline: Ideas occur when a person starts thinking about a particular idea that comes to his/her mind. For example, Jill had an idea about the news she was watching.

Answer 1:

Stage: _____

Outline: _____

(1 mark)

Answer 2:

Stage: _____

Outline: _____

(1 mark)

Answer 3:

Stage: _____

Outline: _____

(1 mark)

Answer 4:

Stage: _____

Outline: _____

(1 mark)

Question 2

K4 (4 marks)

Jack is a very skilful care worker and he always makes sure that he uses a lot of different skills to communicate effectively. Identify **two** (2) skills Jack needs to use for effective communication with Jill who has a hearing impairment.

medical records, greeting, open-ended questions, flash cards, closed-ended questions, confrontation, objects of reference, constructive and destructive feedback, Braille, summarization, termination, lip reading, facial expressions, door bells with flashlights, eye contact, gestures, touch, translators, posture, checking for understanding, proximity, signs and symbols, tone of voice, incident reports, journals, policies and procedures, empathy, memos, telephone notes, prescriptions, referrals, hearing aids, electronic writing board, computer, sign language, Makaton, human interpreters, signers, contact book.

Answer 1:

Main Skill: Technological Aids

Sub-Skills: 1) _____

2) _____

(1 mark)

Answer 2:

Main Skill: Alternative Forms of Communication

Sub-Skills: 1) _____

2) _____

(1 mark)

Answer 3:

Main Skill: Written

Sub-Skills: 1) _____

2) _____

(1 mark)

Answer 4:

Main Skill: Human Aids

Sub-Skills: 1) _____

2) _____

(1 mark)

Section B

Case Scenario B:

- Lina is a Health and Safety officer responsible for a number of elderly homes run by the government.
- Her role is to visit different elderly homes and explain the different Health and Safety Legislations to the staff working in such homes.

Question 3

K6 (4 marks)

Keeping the above case scenario **B** in mind, outline **two** (2) of the legal notices shown below in the space provided. It is very important to mention the main points from the respective legal notices. To outline appropriately use **three** (3) or more examples.

- 1) LN44 of 2002 - Work Place (Minimum Health and Safety Requirements) Regulations Act
- 2) LN 35 of 2003 - Protection against Risks of Back Injury at Work Placement Regulations
- 3) LN121 of 2003 - Minimum Requirements for the use of Personal Protective Equipment at Work Regulations
- 4) LN 228 of 2003 - Protection of Workers from Risks related to Exposure to Biological Agents at Work Regulations.

Answer 1:

Legal Notice: _____

Outline: _____

(2 marks)

Answer 2:

Legal Notice: _____

Outline: _____

(2 marks)

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Question 4

K7 (4 marks)

Lina was walking in one of the elderly homes and realized that the managers of the home did not know how to carry out a risk assessment. She decided to show them the key areas of a risk assessment. Fill up the list below to show that you know the key areas of a risk assessment. *(Some areas were done for you as an example)*

1. Identify the hazards
2. _____
3. _____
4. _____
5. _____
6. Record Keeping of risks and controls
7. Review of risk assessment

(2.4 marks)

Lina was concerned that the managers did not know how to do a risk assessment and feared that the individuals living in the residential setting might be at risk. Therefore, she decided to report the concerns. In the space below, list down the persons who can tackle such reports.

1. _____
2. _____

(1.6 marks)

Question 5

K8 (4 marks)

Case Scenario C:

- Jill's daughter, Mary got injured when she was doing some type of extreme sports, and she became paralysed.
- Now she is using a wheelchair on a daily basis because she cannot walk anymore.
- Mary decided that her daughter is going to continue living in their original house, which is not very accessible.

One of the persons in charge of the reports decided to hold a meeting for the staff members to describe the methods that can be used to undertake a basic risk assessment. The person in charge asked Jack to take a look to Case Scenario C, and describe the method they would use to undertake a basic risk assessment.

Please write description below:

(4 marks)

Question 6

C4 (6 marks)

The person in charge highlighted the importance to control risks as much as possible. Using the case scenario above (Case Scenario C), describe (by using examples) how Jack can control risks so that Mary can have less chances of hurting herself or others. Give a description for each of the risks listed below.

Risk 1: Physical Risks

(2 marks)

Risk 2: Psychological Risks

(2 marks)

Risk 3: Social Risks

(2 marks)

Section C

Case Scenario D:

- One day Jack was talking to Jill during lunch time.
- Jill swallowed a big piece of meat which got stuck in her wind pipe.

Question 7

K9 (4 marks)

Social care workers have to deal with different situations. In some situations, first aid skills are of utmost importance. State **four** (4) reasons why it is important for social care workers working in an elderly home to have first aid skills.

Answer 1: _____

Answer 2: _____

Answer 3: _____

Answer 4: _____

Question 8

K10 (4 marks)

Jack's first aid has expired and he enrolled for a new course. During the course the instructor told the participants that there are situations when a care worker needs to summon a health care professional. For each of the **four** (4) situations mentioned below, describe the reasons why it is very important to summon a health care professional.

Situation: An elderly person falls in the bath

Answer 1: _____

(1 mark)

Situation: An elderly person is bleeding

Answer 2: _____

(1 mark)

Situation: An elderly person is unconscious

Answer 3: _____

(1 mark)

Situation: An elderly person burns him/herself when preparing food

Answer 4: _____

(1 mark)

Question 9

C5 (6 marks)

Write down what Jack should do in the situation mentioned above (Case Scenario D). It is very important to highlight a minimum of **three** (3) main procedures that Jack should follow.

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