

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

**SECONDARY EDUCATION CERTIFICATE LEVEL**

**MAY 2017**

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<b>SUBJECT:</b>	<b>Health and Social Care</b>
<b>PAPER NUMBER:</b>	Controlled – Unit 2
<b>DATE:</b>	29 <sup>th</sup> May 2017
<b>TIME:</b>	10:00 a.m. to 11:35 a.m.

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

**Name of candidate** \_\_\_\_\_

**I.D. number** \_\_\_\_\_

**School** \_\_\_\_\_

**Class** \_\_\_\_\_

Answer **ALL** questions

**Case Scenario 1**

Mary is a care worker in an elderly residential home. One of her service users is Paul, a 70-year-old man who is losing his vision. Mary tries her best to provide the best possible care.

**Question 1**

**K1 (4 marks)**

To have effective communication, care workers need to make sure that the communication cycle is followed. The diagram below shows all the stages of this cycle.

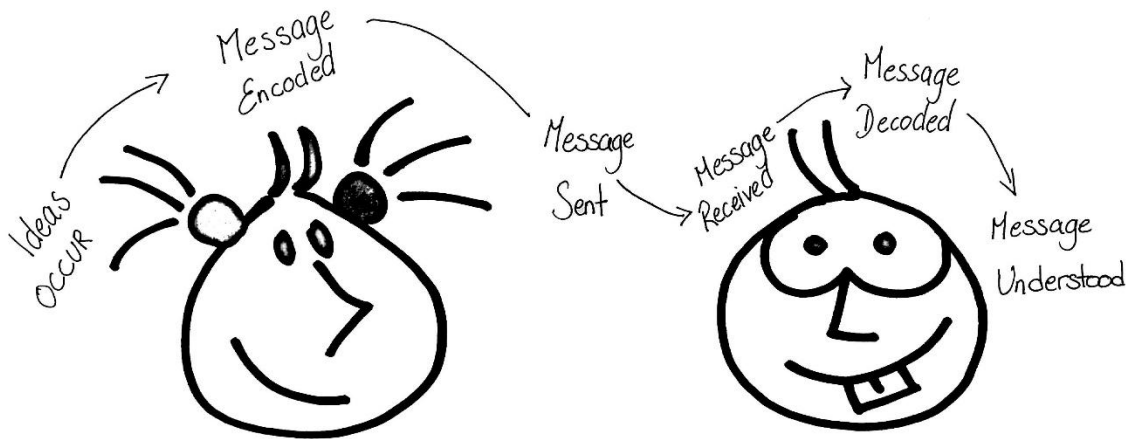


Figure 1: Communication Cycle

Choose **FOUR** stages of the communication cycle from the box below and outline each stage. Give examples using the case scenario provided when outlining the communication stage. The first one has been done for you.

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

Stage: Ideas Occur

Outline: Ideas occur when a person thinks about a topic or subject they would like or need to talk about with another person. Example Mary remembers she needs to ask Paul what he would like to eat today for lunch.

Answer 1

Communication Stage: \_\_\_\_\_

Outline:

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(1)

Answer 2

Communication Stage: \_\_\_\_\_

Outline:

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(1)

Answer 3

Communication Stage: \_\_\_\_\_

Outline:

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(1)

Answer 4

Communication Stage: \_\_\_\_\_

Outline:

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(1)

**Question 2**

**K4 (4 marks)**

During the communication process, Mary needs to use some skills in order to ensure that the message received is clear. For the main skills mentioned below choose **TWO** sub-skills which Mary needs to use in order to use the main skill appropriately.

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)

Answer 2:

Main Skill: Alternative Forms of Communication

Sub-Skills: 1) \_\_\_\_\_  
2) \_\_\_\_\_ (1)

Answer 3:

Main Skill: Written

Sub-Skills: 1) \_\_\_\_\_  
2) \_\_\_\_\_ (1)

Answer 4:

Main Skill: Human Aids

Sub-Skills: 1) \_\_\_\_\_  
2) \_\_\_\_\_ (1)

**Question 3**

**K6 (4 marks)**

Choose **TWO** Health and Safety legislations from the table below and outline how these might impact Mary's job. The outline should include the main aims of the legislation, the main points and how this legislation might impact Mary on her job.

Act 27 of 2000: Occupational Health and Safety Authority Act;
LN44 of 2002: Work Place (Minimum Health and Safety Requirements) Regulations;
LN 35 of 2003: Protection against Risks of Back Injury at Work Placement Regulations;
LN 36 of 2003: General Provisions for Health and Safety at Work Places Regulations;
LN45 of 2002: Work Places (Provision of Health and/or Safety Signs) Regulations;
LN121 of 2003: Minimum Requirements for the use of Personal Protective Equipment at Work Regulations;
LN 228 of 2003: Protection of Workers from Risks related to Exposure to Biological Agents at Work Regulations.

Answer 1:

Legal Notice: \_\_\_\_\_

Outline:

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(2)

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Answer 2:

Legal Notice: \_\_\_\_\_

Outline:

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(2)

**Question 4**

**K7 (4 marks)**

A new care worker, Carmen, has been assigned to work with Mary. Mary asked Carmen to list the key areas of risk assessment. Carmen was only able to list one of the key areas. Place the missing areas in order for Carmen.

Review of risk assessment; Controlling risks; Decide who might be harmed and how;  
Record keeping of risks and controls; Estimate the risks; Monitor effectiveness of controls.

1. Identify the hazards
2. \_\_\_\_\_ (0.5)
3. \_\_\_\_\_ (0.5)
4. \_\_\_\_\_ (0.5)
5. \_\_\_\_\_ (0.5)
6. \_\_\_\_\_ (0.5)
7. \_\_\_\_\_ (0.5)



**Question 6**

**C4 (6 marks)**

The management at the residential home emphasised the importance to control risks as much as possible. A new service user was admitted in the residential home, and Mary was asked to describe (by using examples) how she can control the risks so that the new service user has less chances of hurting oneself or others. The new service user has the following difficulties:

- Partial vision
- Lack of confidence
- Limited mobility

Give a description for each of the risks listed below and how such risks can be avoided/minimized.

**Risk 1: Physical Risks**

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(2)

**Risk 2: Psychological Risks**

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(2)

**Risk 3: Social Risks**

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(2)



**Question 7**

**K9 (4 marks)**

One day Mary was passing in front of Paul's room and noticed that Paul had fallen off his bed and hit his head against the bed side table. He was feeling dizzy and blood was coming out of his forehead. State **FOUR** reasons why it is important for care workers working in an elderly home to have first aid skills.

Reason 1: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)

Reason 2: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)

Reason 3: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)

Reason 4: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)

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**Question 8**

**K10 (4 marks)**

Whilst doing her first aid course, Mary was instructed that there are situations when a care worker needs to summon help from a health care professional. Describe **TWO** situations when Mary might need to summon help from a health care professional and state why such help is required.

Situation 1: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

Situation 2: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)



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