



**L-Università
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2018 SUPPLEMENTARY SESSION**

SUBJECT:	Health and Social Care
PAPER NUMBER:	Synoptic – Unit 2
DATE:	2 nd November 2018
TIME:	10:00 a.m. to 12:05 p.m.

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

General Scenario

- Rita and Kola are care staff members working at Mater Dei Hospital.
- They work in different wards.
- Rita works in Disneyland Ward (a ward for children who suffer from severe illness).
- Kola works in Cardiac Surgical Ward (a ward which caters for people with cardiovascular problems).

SECTION A

Rita and Kola meet different individuals with different needs. One of the skills that Rita and Kola use every day is communication. Sometimes they send messages to others and sometimes they receive messages from others. Due to the nature of their job, they tend to make use of different forms of communication as well.

Question 1

K1 (6 marks)

Use the space below and outline all the stages of the communication cycle.

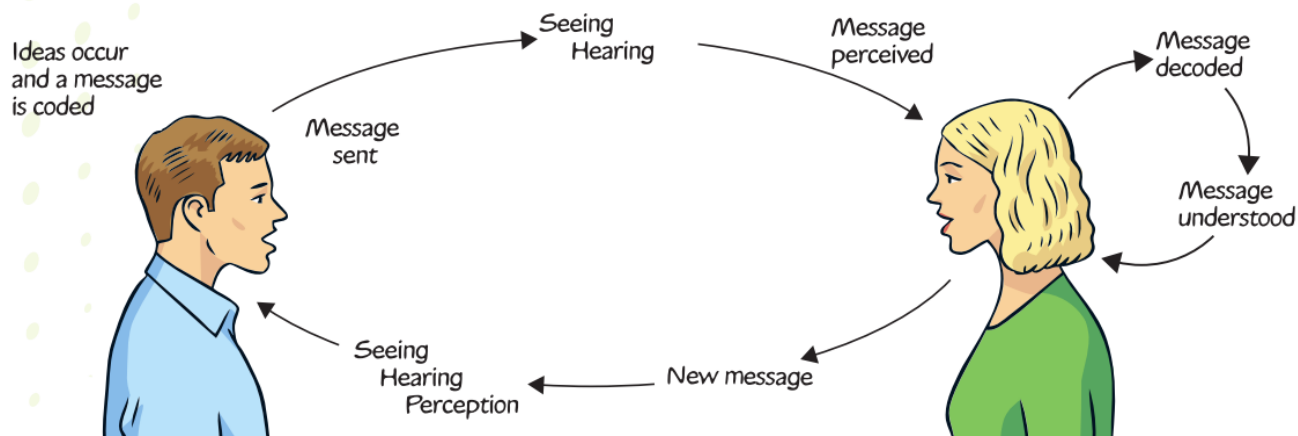


Figure 1: The Communication Cycle. Retrieved from: BTEC Level 2 First Health and Social Care Student Handbook

Sender:

Stage: Ideas Occur

Outline: _____

_____ (1)

Stage: Message Encoded

Outline: _____

_____ (1)

Stage: Message Sent

Outline: _____

_____ (1)

Receiver:

Stage: Message Received

Outline: _____

_____ (1)

Stage: Message Decoded

Outline: _____

_____ (1)

Stage: Message Understood

Outline: _____

_____ (1)

Please turn the page.

Question 2

K2 (12 marks)

a) For all the questions below, describe how Rita and Kola could use these forms of communication when speaking with their service-users.

Forms of communication

Form of communication 1: One-to-one

Description: _____

Form of communication 2: Group

Description: _____

Form of communication 3: Formal

Description: _____

Form of communication 4: Informal

Description: _____

b) For all the questions below, describe why Rita and Kola might need to use communication in different contexts.

Different contexts of communication

Contexts of communication 1: Service-Users

Description: _____

Contexts of communication 1: Managers

Description: _____

SECTION B

Rita and Kola meet different individuals with various difficulties. Some of the difficulties that individuals encounter affect their level of communication. In fact, different barriers that affect communication are present for different reasons.

Question 3

K3 (6 marks)

Keeping the above in mind, list **SIX** barriers to communication that Rita, Kola or the individuals using the service might face.

- Barrier 1: _____
- Barrier 2: _____
- Barrier 3: _____
- Barrier 4: _____
- Barrier 5: _____
- Barrier 6: _____

Please turn the page.

Question 4

C1 (6 marks)

Choose **THREE** of the barriers that you mentioned in Question 3 and describe ways to overcome them.

Barrier 1: _____

Description: _____

Barrier 2: _____

Description: _____

Barrier 3: _____

Description: _____

SECTION C

The manager of the Disneyland ward received a report that there are potential hazards in the ward.

Question 5**K5 (6 marks)**

Identify **SIX** potential hazards that might arise in Disneyland ward.

Hazard 1: _____

Hazard 2: _____

Hazard 3: _____

Hazard 4: _____

Hazard 5: _____

Hazard 6: _____

Question 6**C3 (6 marks)**

Choose **TWO** of the hazards mentioned in Question 5 and explain how these hazards can be avoided by making direct reference to Health and Safety legislation listed below.

- | |
|---|
| <ul style="list-style-type: none">• 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. |
|---|

This question continues on the next page.

Hazard 1: _____

Hazard 2: _____

SECTION D

The Health and Safety officer at Mater Dei went around the wards to carry out a risk assessment of different areas in a ward, such as the kitchenette, bathrooms and the corridors.

Question 7

K7 (6 marks)

a) List the key areas of risk assessment which the Health and Safety officer has to follow in order to carry out a proper risk assessment (Two areas were written for you).

- i. Identify the hazards
- ii. _____
- iii. _____
- iv. _____
- v. _____
- vi. _____

vii. Review of risk assessment

b) Indicate a person to whom these concerns should be reported.

Question 8

C4 (6 marks)

Describe how Rita and Kola can control the possible physical risks present in the ward.

Please turn the page.

Question 9

A2 (20 marks)

Look at the picture below and carry out a risk assessment by filling the table below.



Figure 2: Retrieved from: <http://www.gatorchef.com/v/vspfiles/assets/images/foodsafety.png>

Risk Assessment:

Hazards Identified	Who might be harmed and how	Control Measures in Place	Risk Factor

SECTION E

Rita and Kola's First Aid certificate has expired and the manager of their wards has asked them to renew it. Rita was hesitant and did not know whether she should do the course again.

Question 10**K9 (4 marks)**

State **FOUR** reasons why first aid skills are important for health and social care workers such as Rita.

Reason 1: _____

Reason 2: _____

Reason 3: _____

Reason 4: _____

Please turn the page.

Question 11

C5 (12 marks)

The picture below shows an emergency situation. The person was in a lot of pain and as a result s/he was screaming and shouting. Determine **SIX** First Aid application procedures needed and give reasons for your answer.



Figure 3: Retrieved from: https://s3.amazonaws.com/classconnection/739/flashcards/9188739/jpg/comm_fract-14FF105CD6F2DCA340A.jpg

Application Procedures:

Reason why you chose the above first aid application:

Please turn the page.

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