



**L-Università  
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE  
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL  
2020 SUPPLEMENTARY SESSION**

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SUBJECT:	<b>Health and Social Care</b>
PAPER NUMBER:	Synoptic – Unit 2
DATE:	4 <sup>th</sup> November 2019
TIME:	10:00 a.m. to 12:05 p.m.

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

**General Scenario**

- Mariah is a care worker working in an elderly home.
- She is the key care worker for a number of residents.
- One of the residents she is responsible for is Pina.
- Pina was very active when she was young and she still enjoys participating in a number of activities.
- Lately Pina was diagnosed with dementia.

**SECTION A**

Mariah has to communicate with the residents all the time. For this reason, it is important that she has good communication skills.

**Question 1**

**(6 marks)**

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

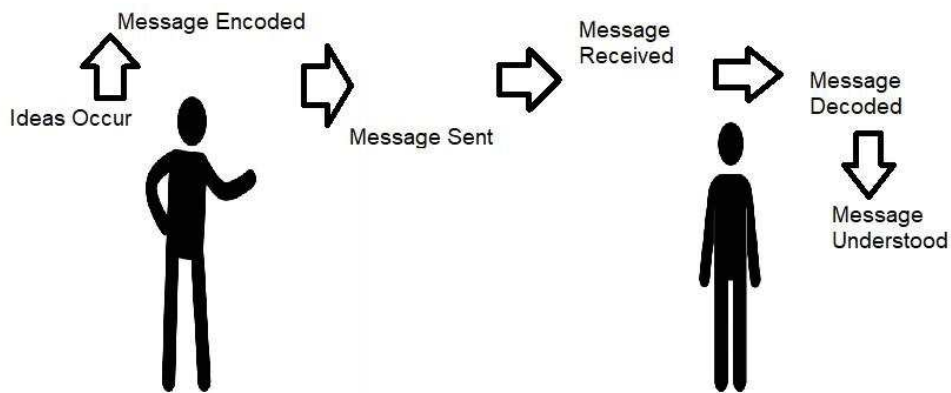


Figure 1: The Communication Cycle.

Sender:

Stage: Ideas Occur

Outline: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (1)

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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**

**(12 marks)**

a) Mariah uses different forms of communication. Look at the below scenarios and describe the form of communication used.

Forms of communication: One-to-one, group, formal, informal

Scenario 1: Mariah is explaining to a number of new residents the different activities organised within the home.

Form of communication: \_\_\_\_\_

Description: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

Scenario 2: Mariah had to present the home's statistics to her managers in an annual meeting.

Form of communication: \_\_\_\_\_

Description: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

Scenario 3: Mariah was chatting whilst on her break with her colleagues.

Form of communication: \_\_\_\_\_

Description: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

Scenario 4: Mariah was talking with Pina to see how she was feeling.

Form of communication: \_\_\_\_\_

Description: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

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b) Communication also occurs in different contexts e.g. service users, managers and colleagues. Choose **TWO** of these contexts and describe how Mariah communicates in each of the different contexts.

Context of communication 1: \_\_\_\_\_

Description: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (2)

Contexts of communication 1: \_\_\_\_\_

Description: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (2)

**Question 3**

**(12 marks)**

Sometimes Mariah encounters barriers to communication. List **THREE** barriers to communication that Mariah or the individuals using the service might face, and describe **TWO** ways how each barrier can be overcome.

Barrier 1: \_\_\_\_\_ (1)

Description on overcoming barriers: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (3)

Barrier 2: \_\_\_\_\_ (1)

Description on overcoming barriers: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (3)

***This question continues on next page.***

Barrier 3: \_\_\_\_\_ (1)

Description on overcoming barriers: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (3)

## SECTION B

Apart from taking care of residents, it is also the responsibility of Mariah to look out for potential hazards at the residence.

### Question 4

(6 marks)

When she was checking the state of the bathroom, she realised that there are some health and safety hazards. Look at the picture and circle **SIX** potential hazards.



Figure 2: Identify the hazards.

Taken from: <http://algarve-apartments.bizhome-bathroom-safety>

**Question 5****(20 marks)**

Carry out a risk assessment based on **FIVE** hazards identified in Question 4, by filling the table below.

Risk Assessment:

<b>Hazards Identified</b>	<b>Who might be harmed and how</b>	<b>Estimation of Risk Choose ONE of the below: High/Low/No risk</b>	<b>Control Measures in Place</b>

***Please turn the page.***







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**SECTION C**

First aid is part of the obligatory courses care workers like Mariah have to undertake in order to work within the residence.

**Question 9****(4 marks)**

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

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

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

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

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

**Question 10****(12 marks)**

During feeding, one of the residents started to choke whilst she was eating some cereal and could not breathe. Determine the First Aid application/procedure needed, including **SIX** steps, giving reasons for each step.

Application Procedure 1: \_\_\_\_\_ (1)

Justify step 1: \_\_\_\_\_  
\_\_\_\_\_ (1)

Application Procedure 2: \_\_\_\_\_ (1)

Justify step 2: \_\_\_\_\_  
\_\_\_\_\_ (1)

Application Procedure 3: \_\_\_\_\_ (1)

Justify step 3: \_\_\_\_\_  
\_\_\_\_\_ (1)

Application Procedure 4: \_\_\_\_\_ (1)

Justify step 4: \_\_\_\_\_  
\_\_\_\_\_ (1)

Application Procedure 5: \_\_\_\_\_ (1)

Justify step 5: \_\_\_\_\_  
\_\_\_\_\_ (1)



