

# MATRICULATION AND SECONDARY EDUCATION CERTIFICATE EXAMINATIONS BOARD

## SECONDARY EDUCATION CERTIFICATE LEVEL 2020 SUPPLEMENTARY SESSION

SUBJECT: **Health and Social Care**PAPER NUMBER: Synoptic - Unit 2
DATE: 4<sup>th</sup> November 2019

TIME: 10:00 a.m. to 12:05 p.m.

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.

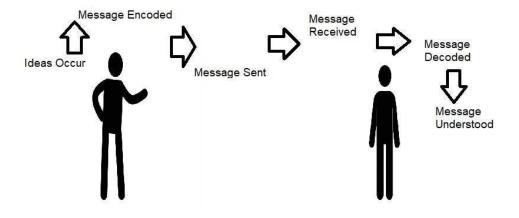


Figure 1: The Communication Cycle.

Sender:	
Stage: Ideas Occur	
Outline:	
	(1

# DO NOT WRITE ABOVE THIS LINE

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)
<b>C</b>	(== :::::::::)

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: Marian is explaining to a r	imber of new resident	is 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 ann	nual meeting.
Form of communication:	
Description:	
	(2)

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

Form of communication:	
Description:	

	- D 1
· · · · · · · · · · · · · · · · · · ·	/

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

Form of comm	nunication:	 	 	
Description: _		 	 	

<ul> <li>b) Communication also occurs in different contexts e.g. service users, Choose <b>TWO</b> of these contexts and describe how Mariah communication contexts.</li> </ul>	_
Context of communication 1:	
Description:	
	(2)
Contexts of communication 1:	
Description:	
	(2)
Question 3	(12 marks)
Sometimes Mariah encounters barriers to communication. L communication that Mariah or the individuals using the service might 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:

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

Question 6 (6 marks)
Choose <b>TWO</b> risks identified in question 5, and describe the way these risks can be controlled or eliminated completely.
Question 7 (6 marks)
If one follows the health and safety regulations, a lot of hazards would be avoided. Choose <b>TWO</b> of the Health and Safety legislations listed below and explain how these legislations might help in reducing hazards which one could find in an elderly home.
<ul> <li>Act 27 of 2000 - Occupational Health and Safety Authority Act,</li> <li>LN44 of 2002 - Work Place (Minimum Health and Safety Requirements) Regulations,</li> <li>LN35 of 2003 - Protection against Risks of Back Injury at Work Placement Regulations,</li> <li>LN36 of 2003 - General Provisions for Health and Safety at Work Places Regulations,</li> <li>LN45 of 2002 - Work Places (Provision of Health and/or Safety Signs) Regulations,</li> <li>LN121 of 2003 - Minimum Requirements for the use of Personal Protective Equipment at Work Regulations,</li> <li>LN 228 of 2003 - Protection of Workers from Risks related to Exposure to Biological Agents at Work Regulations.</li> </ul>
Legislation ref 1:

Leg	gislation ref 2:	
		(3)
Qu	estion 8 (6 i	marks)
	Conducting risks assessment is not enough to assure safety at the workplace. List areas of risk assessment one has to follow in order to make sure that the risk asse process is complete (four areas were written for you).	
i.	Identify the hazards	
ii.	Decide who might be harmed and how	
iii.	Estimate the risk	
iv.	Controlling the risk	
v.		_ (1.5)
vi.		_ (1.5)
vii.		_ (1.5)
b) :	Indicate a person to whom these concerns should be reported.	
		(1.5)

Please turn the page.

# **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 <b>FOUR</b> reasons why first aid skills are important for health and social care workers such 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 could not breathe. Determine the First Aid application/procedure need giving reasons for each step.			
Application Procedure 1:	(1)		
Justify step 1:			
Application Procedure 2:			
Justify step 2:			
	(1)		
Application Procedure 3:	(1)		
Justify step 3:			
Application Procedure 4:			
Justify step 4:			
Justily Step 4.			
Application Procedure 5:	(1)		
Justify step 5:			
	(1)		

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Application Procedure 6:	(1)
Justify step 6:	
	(1)
	marks)
One of the residents seems to be having a cardiac arrest. Demonstrate by outlining 5 the First Aid procedure which Mariah needs to follow in this case.	steps of
