



Rewarding Learning

ADVANCED

General Certificate of Education

2019

Centre Number

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Candidate Number

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Health and Social Care

Assessment Unit A2 3

assessing

Providing Services

MV24

[AHC31]

MONDAY 10 JUNE, MORNING

Time

2 hours, plus your additional time allowance.

Instructions to Candidates

Write your Centre Number and Candidate Number in the spaces provided at the top of this page.

Write your answers in the spaces provided in this question paper.

Answer **all three** questions.

Information for Candidates

The total mark for this paper is 120.

Quality of written communication will be assessed in questions **1(f)**, **2(b)**, **2(d)** and **3(c)**. Figures in brackets printed at the end of each question indicate the marks awarded to each question or part question.

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(Questions start overleaf)

Task

Carry out an investigation of service provision in relation to **people with physical disabilities or illnesses**. Your investigation should address the following:

- How policies can help to ensure appropriate standards of care for people with physical disabilities or illnesses living in residential settings
- The reasons which explain the demographic increase in Northern Ireland of people with physical disabilities or illnesses
- An evaluation of voluntary providers delivering care for people with physical disabilities or illnesses
- The challenges facing informal carers in providing care and support to people with physical disabilities or illnesses
- Funding voluntary providers
- The needs of people with physical disabilities or illnesses and how these might be met by informal carers

- Barriers to accessing care and treatment for people with physical disabilities or illnesses
- An in-depth understanding of the impact of rationing decisions on service users and on their families
- An understanding of the roles of practitioners involved in providing care and support for people with physical disabilities or illnesses
- An understanding of the role of the Patient and Client Council (PCC) in quality assurance
- An understanding of how inspections can contribute to improving the quality of care and of the role of the Regulation and Quality Improvement Authority (RQIA) who carry out the inspections
- An understanding of how the Nursing and Midwifery Council (NMC) implements its regulatory role

1 Health Survey Northern Ireland is a Department of Health survey that runs every year on a continuous basis. The survey covers a range of health topics that are important to the lives of people in Northern Ireland today. In 2016/2017 42% of respondents interviewed for this survey reported a longstanding illness, almost half (48%) said they had received help from other family members to meet their health and social care needs and 3% of those surveyed had made a complaint about their care or treatment.

(a) Describe **two** reasons for the demographic increase of people with physical disabilities or longstanding illness in Northern Ireland.

[3 marks for each]

1. _____

2. _____

(c) Explain **three** ways informal caring might impact on the carer. [2 marks for each]

1. _____

2. _____

3. _____

(d) The Patient and Client Council (PCC) supports patients making a complaint about their care or treatment.

Describe **two other** ways the PCC contributes to quality assurance.
[3 marks for each]

1. _____

2. _____

(e) People living with physical disabilities or longstanding illnesses have to learn to cope with daily life and any changes they might have to make to their work, social or family lives. Voluntary providers such as the NI Chest Heart and Stroke often play a very important supporting role.

Explain **two** ways voluntary providers might be funded. [2 marks for each]

1. _____

2. _____

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2 In August 2017, following an unannounced inspection the Regulation and Quality Improvement Authority (RQIA) closed down a nursing home in County Fermanagh which was providing care for up to sixty-four people with long-term disability or illness. The inspection concluded that “there was a serious risk to life, health and wellbeing of all the residents living there”.

(a) Describe the role of the Regulation and Quality Improvement Authority (RQIA).
[3 marks]

(c) The delivery of high quality care for people with physical disabilities or illnesses is dependent upon a range of factors including adherence by staff to organisational policies and procedures and to their respective codes of practice. Failure to adhere carries the risk of disciplinary action by regulatory bodies such as the Nursing and Midwifery Council (NMC) and by employers.

Discuss how the following policies should protect service users with physical disabilities or illnesses living in a residential care setting.

Whistle-blowing policy [6 marks]

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3 People with physical disabilities or illnesses often require support from a range of health care workers to meet their needs and often they can face challenges and barriers to securing the care and treatment they require. In April 2017 Dr Michael McBride, Northern Ireland’s most senior doctor, warned of “significant consequences” for cancer patients living here of the failure of NHS administrators to fund pioneering robotic surgery which is available everywhere else in the UK. “Numerous patients will be adversely affected by this rationing decision.”

Robotic-assisted technology allows surgeons to operate at high levels of precision, and reduces length of hospital stay, blood loss and recovery time.

(a) Explain the following barrier to accessing services and treatment.

Financial constraints [2 marks]

(b) Explain **two** different ways each of the following practitioners might support people with physical disabilities or illnesses.

Social workers [2 marks for each]

1. _____

2. _____

Home care workers [2 marks for each]

1. _____

2. _____

GPs [2 marks for each]

1. _____

2. _____

SOURCES:

Q1© Crown copyright - <https://www.health-ni.gov.uk/publications/health-survey-northern-ireland-first-results-201617>

Q2.....(RQIA 2017)

Q3.....© The Irish News 24.04.17

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Question Number	Marks
1	
2	
3	
Total Marks	

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