

X011/301

NATIONAL
QUALIFICATIONS
2007

MONDAY, 4 JUNE
9.00 AM – 10.50 AM

CARE
HIGHER
Paper 1

The case studies used in this paper are fictional.

Answer all questions.

70 marks have been allocated to this paper.



Case Study Part 1

Read Part 1 of the case study and answer the following questions.

Neil is 29 years old and is considering applying for a health and social care course at his local college. He attends a college information session and meets the course coordinator who asks Neil what has motivated him to apply for the course.

Since leaving school Neil had worked as a car mechanic, but two years ago he reduced his hours of work and finally resigned because his mother was diagnosed with a terminal illness and became increasingly ill. As an only child he felt very close to his mum who had been a single parent since Neil's father left when he was a baby. They faced some difficult times both financially and in terms of people's negative attitude towards them as a lone parent family. His mum always showed love towards him and stood by him even when he caused her some problems during his teenage years. His mum had made many sacrifices to give him the best chances in life and that was why he was prepared to give up his job to help care for her when she became ill.

When Neil's mother died six months ago he could not really believe that it had happened. He couldn't face going back to work for a long time afterwards. Some days he felt very angry and wanted to blame someone for what had happened; other days he couldn't get out of bed. On his good days he was able to gain comfort from the fact that during the final weeks of her life his mother had been very well cared for in a hospice for terminally ill people. Neil had found the thought of death frightening. However, the hospice was a welcoming place and all the staff were very supportive and understanding. He was surprised that some of the nurses and care assistants who had cared for his mother were male; he had always thought that these kinds of jobs were "women's work".

When asked if these had been contributing factors in applying for the course, Neil agreed that it had. He also said that he had recently started working in the garage again but was no longer finding the job as rewarding or challenging as he used to. Furthermore, a few things had happened at the garage that made him feel uncomfortable. Some of the mechanics are giving him a "bit of a hard time" about having lived at home with his mum for so long and not being married or having a girlfriend. They are forever asking him if he is "gay", and he knows they make gestures behind his back.

Neil is becoming increasingly unhappy in his job and is now wondering whether his experiences of caring for his mother would help him to become a care assistant or a nurse as he now knows he would find these jobs very worthwhile. Neil is sure that his mum would have approved of this.

On the basis of this discussion, the course coordinator tells Neil that he appears to be an ideal candidate for the course.

Question 1

- (a) What is a stereotyped attitude? Give **two** examples of stereotyped attitudes from the case study. 4
- (b) Explain in detail how stereotyped attitudes can have an impact on an individual's identity and self-worth. 6

Question 2

Neil has recently experienced a significant loss following the death of his mother and is now going through a major transition in his life.

Describe the Adams, Hayes and Hopson model of transition and relate it to the case study. 6

Question 3

Maslow and Rogers are both humanistic theorists. Select **one** of these theorists and answer the following.

- (a) Describe the key concepts of your chosen theorist. 4
- (b) Choose **two** of these key concepts and apply them to the case study. 4

Question 4

Explain human development and behaviour using **one** behaviourist theory. 6

Question 5

- (a) Describe **four** key features of the symbolic interactionist perspective. 4
- (b) Choose **two** of these key features and explain how they might be used to understand Neil's situation. 6

Question 6

Using terms from conflict theory, explain **one** of the following aspects of society.

- Socialisation
 - Culture
 - Deviance
- 5

[Turn over

Case Study Part 2

Read Part 2 of the case study and answer the following questions.

Neil has now been on his course at college for five months and is really enjoying it. As part of his learning programme he has been on placement in a care home. Although he is finding this a valuable experience, he is concerned about some of the things he has seen.

He has noticed that the care staff are not very flexible in their approach to caring for the residents. They appear to have set routines for most of the tasks and activities that happen throughout the day and many of the residents appear to be very poorly motivated. From his experiences at the hospice where his mother spent her last few weeks, Neil knows how beneficial it is for people to be treated as individuals who have unique needs and wants.

He is aware of how some of the care staff, who are predominantly female, seem to make assumptions about the tasks that he can do as a male. In addition, assumptions are made about the activities that the men and women at the home would be interested in. Neil thinks that the staff do not realise that their behaviour is discriminatory and he is surprised that these attitudes still exist in a care home.

Marks

Question 7

Neil has learned about “unconscious discrimination” as part of his Higher Care course.

Define **unconscious discrimination** and explain why it is important for care workers to be aware of this particular type of discrimination.

3

Question 8

As part of his course, Neil will be taking part in a group presentation on “Promoting Equal Opportunities in a Care Setting”.

Following his placement experience at the care home, Neil has decided that his part of the group presentation will focus on:

“Developing strategies to raise awareness of **attitudinal** barriers to equal opportunities in a care setting.”

Name **three** strategies Neil could cover in his presentation and describe how they would raise awareness of attitudinal barriers.

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Question 9

There are a number of key pieces of anti-discriminatory legislation which address the issues of discrimination on the basis of race, sex and disability. Name **two** of these pieces of anti-discriminatory legislation (using the correct name and date) and describe the main features of each.

8

Question 10

Define institutional discrimination and explain how it relates to institutionalisation.

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(70)

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