

X241/12/02

NATIONAL
QUALIFICATIONS
2014

THURSDAY, 5 JUNE
2.40 PM – 4.00 PM

CARE
HIGHER
Paper 2

Answer all questions.

The skills of knowledge and understanding (KU) and analysis, evaluation and application (A,E, App) are being assessed in this paper. When answering each question you should note the number of marks allocated to each skill and use this information as a guide to the length and type of answer required.



Section 3 Values and Principles in Care

- (a) Describe what effective communication means and explain why it is important for care workers to communicate effectively with service users. 2 KU
2 AE

Read the following case study and answer the questions that follow:

Case Study Part 1 – Mike

Mike, who is 58 years old, has been receiving treatment for depression since his divorce two years ago. He has recently been made redundant and has no motivation to look for another job despite having significant debts.

The nurse practitioner at his GP surgery has suggested that he attends a mental health support group at the local Health Centre. When Mike went to the Health Centre, Jed, one of the support workers explained some ways the staff at the centre could offer support.

- (b) How could Jed use Egan’s Skilled Helper model to support Mike? 3 KU
3 App
- (c) Explain why knowledge of Rogers’ core conditions would also be helpful to Jed when he is supporting Mike. 3 KU
3 App

Read **Part 2** of the case study below and answer the question that follows

Case Study Part 2 – Mike

Mike has been volunteering at a local Community Centre for the past four months. He has also started paying off some of his debts.

He is continuing to take medication for depression and is now feeling more positive about his situation. However, after applying for several jobs Mike is still unemployed. He thinks potential employers are discriminating against him because of his age and mental health problems.

- (d) Explain how legislation could help protect Mike from discrimination. 4 KU
5 AE/App

25

[END OF SECTION 3]

Section 4 Integration: Psychology for Care and Sociology for Care

Discuss the ways in which human development and behaviour is influenced by both nature and nurture.

In your answer you should discuss:

- the importance of the inter-relationship of nature and nurture
- your knowledge and understanding of psychology and sociology
- how care workers can use their knowledge and understanding of **both** psychology and sociology when working with people.

13	KU
12	AE
25	

Total (50)

[END OF SECTION 4]

[END OF QUESTION PAPER]

[BLANK PAGE]