

**SMITHDON HIGH SCHOOL**

**Health & Social Care**

**YEAR 10 SUMMER EXAMS**

**RETRIVEAL PRACTICE QUESTIONS**

**LO1: Understand how to support individuals  
to maintain their rights**

	Question	Answer	Topic
1	What are the three case study settings we use in Health and Social Care?	Early Years setting, Health care setting, Social Care setting	Settings and application
2	Name an example of a health care setting.	Doctors surgery	Settings and application
3	Name an example of a care setting.	Old peoples residential home	Settings and application
4	Name an example of a social care setting.	Day centre for adults with complex physical and learning needs	Settings and application
5	Name a four types of communication.	Verbal, non-verbal, specialist, written.	Settings and application
6	Why do we communicate in health care, social care and early years settings?	Sharing information and building relationships	Settings and application
7	Give a reason why people may see their doctor.	Mental health problem	Settings and application
8	What role does a Paramedic have?	Dealing with a range of situations, from minor wounds and substance misuse to serious injuries from fires and major road, rail and industrial accidents.	Settings and application
9	What role does a Social worker have?	Working with people and families to support them through difficult times and ensure that vulnerable people, including children and adults are safeguarded from harm.	Settings and application
10	What role does a Family support worker have?	Working with another professional to plan and provide the support your family/client's needs.	Settings and application
11	What role does a Care Worker have?	Supporting people in their own homes or in day centres, residential or nursing homes.	Settings and application
12	Define the term rights	Rights are what everyone is legally entitled to, they are set out and supported by legislation.	LO1 Rights of individuals
13	What does the term legislation mean?	A collection of laws passed by Parliament, which state the rights and entitlements of the individual. Law is upheld through courts.	LO1 Rights of individuals
14	Define the term choice	Giving people options to have control over their lives and promotes independence.	LO1 Rights of individuals
15	Define the term confidentiality	Keeping personal information and medical records secure. Private information is kept private – on a need to know basis.	LO1 Rights of individuals
16	How is protection from abuse and harm implemented	All care setting follow safeguarding procedures to protect children and adults.	LO1 Rights of individuals
17	What does the term equality mean?	The state of being equal, especially in status, rights, or opportunities.	LO1 Rights of individuals
18	What does the term discrimination mean?	Prejudiced or prejudicial outlook, action, or treatment.	LO1 Rights of individuals
19	Define the term diversity	Recognising and appreciating differences. Valuing diversity means accepting and respecting individual differences such as faith, diet, ethnicity and customs.	LO1 Rights of individuals
20	Define the term consultation	A service user being asked for their opinion and views about the type of care they would like.	LO1 Rights of individuals
21	Define the term jargon	The use of technical language or terms and abbreviations that are difficult for those not in the group or profession to understand.	LO1 Importance to maintain individual's rights.

22	Define the term interpreter	Converts a spoken or signed message from one language to another.	LO1 Importance to maintain individual's rights.
23	Define the term translator	Converts a written message from one language to another.	LO1 Importance to maintain individual's rights.
24	Define the term PECS	Stands for 'picture exchange communication system'. It is a specialist method of communication. It was developed for use with children who have autism and helps them learn to start communicating by exchanging a picture for the item or activity they want.	LO1 Importance to maintain individual's rights.
25	Define the term Dynavox	Speech generation software. By touching a screen that contains text, pictures and symbols, the software converts those symbols touched into speech.	LO1 Importance to maintain individual's rights.
26	Define the term lightwriter	A text speech device. A message is typed on a keyboard, is displayed on the screen and then converted into speech.	LO1 Importance to maintain individual's rights.
27	Define the term maintain	Keeping at a constant state.	LO1 Importance to maintain individual's rights.
28	Define self-esteem	How much someone values themselves and the life they live. High self-esteem is associated with people who are happy and confident. An individual with low self-esteem experiences feelings of unhappiness and worthlessness.	LO1 Importance to maintain individual's rights.
29	Define the term empower	To give someone the authority or control to do something. The way a health, social care or early year's worker encourages an individual to make decisions and to take control of their own life.	LO1 Importance to maintain individual's rights.
30	State how a care worker can use vocabulary that can be understood	No jargon; specialist terminology; age appropriate vocabulary; simplified language; interpreters/ translators	LO1 How a care worker can support individuals in maintaining rights
31	prevent being patronising	Positive body language; no sarcasm; be polite; take some one seriously; patient; listen; no ignore views/ beliefs	LO1 How a care worker can support individuals in maintaining rights
32	State how a care worker can adapt communication to suit needs of an individual	Emphasise/ stress important words; slow pace; increase tone; repeat; use gestures; use flash cards; use aids of communication; use specialist communication; technological aids	LO1 How a care worker can support individuals in maintaining rights
33	State how a care worker and listen individual needs	Active listening; ask the person; concentrate on what is being said; encourage individual to communicate needs.	LO1 How a care worker can support individuals in maintaining rights
34	How does opening/ closing times support individual's rights?	Individual knows when to access service; not waste time attending when closed.	LO1 Providing up to date information.
35	How does contact details of service support individual's rights?	Phone numbers' email to communicate with service user	LO1 Providing up to date information.
36	How does type of care support individual's rights?	Individual chose most appropriate care; informed choices can be made; service users have say in treatment.	LO1 Providing up to date information.
37	How does location support individual's rights?	Where to go for specific services.	LO1 Providing up to date information.

38	How does alternative options available support individual's rights?	Awareness of different options can empower user through making decisions; chose what type of care/ treatment is most appropriate.	LO1 Providing up to date information.
39	How does result of tests/ treatments support individual's rights?	Individual able to choose; know the options; know why they are in need of treatment/ care.	LO1 Providing up to date information.
40	How does complaints procedures support individual's rights?	Service users know their rights; reassure service users they are taken seriously.	LO1 Providing up to date information.
41	What action should be taken at the time discriminatory behaviour occurs	Explanation to individual how they are being discriminated against; raise awareness; make person reflect on their actions; monitor person.	LO1 Challenging discriminatory behaviour
42	What action should be taken after discriminatory behaviour occurs	Refer person to policies; instigate disciplinary action; consult with senior staff	LO1 Challenging discriminatory behaviour
43	What action should be taken long term after discriminatory behaviour occurs	Provide equality and diversity awareness; provide training on effective communication; send person on a course; regular staff training over time.	LO1 Challenging discriminatory behaviour
44	When should you complain?	Not given choices; broken confidentiality; service use injured; unfair/ discriminatory behaviour; care decision mad without permission of service user.	LO1 Complaints procedures
45	What options are there when complaining?	Complain or nor; when to complain; who to complain to; discuss problem with senior staff; write a letter of complaint; start informal complaints procedure; take up complaint with external input.	LO1 Complaints procedures
46	What are the steps to take when complaining?	Think about what's happened; gather evidence; research formal complaints procedure; rake advice; stay calm; reflect on situation; talk to authoritative figure; explain how individual feels/ was treated; show evidence; listen to other perspective; peruse further if needed; take specialist advice.	LO1 Complaints procedures
47	What are the procedures to follow when complaining?	Write down what happened; retain any evidence; take advice; follow steps of services complaints procedure	LO1 Complaints procedures
48	What does advocacy mean?	Getting support with safeguarding your rights and expressing your views and wishes.	LO1 Providing advocacy
49	When will an advocate be present?	Care review meeting.	LO1 Providing advocacy
50	What are the benefits of advocacy?	Helps individuals express wishes; empowers them to be involved in decisions; ensure individuals voice is heard; assist individuals to understand their rights, access to information and services; help explore different care options and choices.	LO1 Providing advocacy