Note: answers are provided only for those questions where one correct answer is possible. They are not provided for discussion-type questions or more open-ended writing.

Source: The shocking case of Winterbourne View

C 1 Adults with learning difficulties and autism
   2 Choose from: being pinned down; slapped; doused in cold water; and repeatedly taunted and teased
   3 £3,500 a week
   4 Undercover filming for a BBC Panorama documentary

D 1 Care services minister Paul Burstow
   2 The Care Quality Commission
   3 Mark Goldring, chief executive of Mencap
   4 Lee Reed, chief executive of Castlebeck

E 1 Ministers stepped in after police arrested four people following a BBC Panorama documentary.
   2 Undercover filming showed patients at Winterbourne View in Bristol.
   3 Care services minister Paul Burstow ordered a ‘thorough examination’ of the role of the Care Quality Commission.

F Adults with learning difficulties should be treated with care and respect. They deserve high levels/standards of care. It is appalling/distressing/saddening to hear of abuse like this. It is important to pay attention to claims from whistleblowers. The Care Quality Commission is responsible for inspecting services in care homes and, in this case, they clearly failed. They must make sure that nothing like this ever happens again.

Source: Charities and celebrities

C 1 The Edge
   2 Lisa Scott-Lee became an ambassador as a tribute to her two uncles who have a learning disability.
   3 Christopher Eccleston
   4 He gave the proceeds from an Arena tour and regularly performs at Mencap events.
   5 She uses her contacts to attract stars to Mencap’s week-long acoustic music festival.
   6 He says that Mencap empowers people by giving them their own home and enabling them to work.
   7 The Edge says, ‘Not many people know what a learning disability is.’ Lisa Scott Lee says she wants to ‘raise awareness and help create a greater understanding.’ Will Young says he would like to ‘break down people’s misconceptions and prejudices about learning disability.’
Focus on: Proper nouns

A  Lizzie, Oxford, Castlebeck and Alzheimer’s are proper nouns.

B  1  **Mr Paul Stevens** is the manager of the **Green Hill Care Home**.
    2  Julie is a care assistant and works on **Friday**, **Saturday** and **Sunday**.
    3  The clients had tea in **Snowdrop Tea Rooms**.
    4  Sonia will take her holiday in **July**.
    5  **The Care Quality Commission** is based in **Newcastle**.
    6  There are many residential care homes in **Bournemouth**.
    7  The supported-living flat was equipped with a **Bosch** dishwasher.
    8  The lunch menu gave a choice of roast chicken or macaroni cheese.
    9  The **Royal College of Nursing** is a national organisation that supports nurses.
   10  The residents were taken to **Pizza Express** on the day trip.

Source: Moving and positioning

A  1  True
    2  False
    3  True
    4  True

B  1  Employers and employees in health and social care
    2  To encourage them to assess and minimise risks of moving and positioning
    3  Choose from: back pain and other injuries, moving and positioning accidents, discomfort, and a lack of dignity for the client
    4  Choose from: moving clients; assisting in treatment; helping with daily activities such as bathing; and moving equipment, laundry, catering, supplies or waste
    5  The law says employers must take action to prevent or minimise the risk of injury.

Source: Eating with dignity

A  1  c
    2  d
    3  e
    4  b
    5  a

B  1  To ensure their preferences are included in shopping for that week
    2  To use the kettle and the microwave and to make simple meals
    3  Choose from: mealtimes protected and made more of an event; and new cutlery and tablecloths
    4  By recruiting volunteers

F  1  Choose from: encourage them; provide information; and make sure clean water is always available
    2  Six to eight glasses of water or other fluids
    3  Reassure them that they will be able to go to the toilet
    4  Dark or strong-smelling urine
Focus on: Apostrophes

A
1 He’s
2 we’re
3 They’re

B
1 wasn’t
2 weren’t
3 can’t
4 couldn’t
5 wouldn’t
6 don’t

C
1 I’ve
2 They’ve
3 he’s

D Her friend’s old clothes.

E The boys’ room.

F The men’s equipment.

Source: How your memory works

A
1 Short-term memory
2 The hippocampus
3 Choose from: handwriting; speech; and faces
4 Repetition
5 Physical exercise
6 Choose from: fish; spinach; and olive oil

Source: Keeping fit with age

B
1 Consult their doctor
2 Lifting weights
3 It slows down the metabolism
4 Choose from: swimming, walking, and cycling
5 Whole grains, fruits, and vegetables

C As people get older they often put on weight. One of the reasons for this is that they spend too much time sitting down. This lowers their metabolism. Being active and lifting weight increases their bone density and preserves muscle. They should also try to do a cardio activity at least three times a week.

E Mrs Adams is 78 years old. She became depressed after her husband died and spends most of her day watching television. She has put on a lot of weight which makes her breathless when she goes to the shops. Her GP referred her to the local gym where she has joined an exercise group for older people. She says ‘I love going to the gym and I feel fitter already. Everyone is very nice and I’ve made some new friends.’
Focus on: Non-verbal communication

B 1 f
   2 e
   3 g
   4 d
   5 h
   6 b
   7 i
   8 a
   9 c

Source: Building a health and social care centre

A 1 b
   2 a
   3 b
   4 c
   5 h

B 1 Approximately £7 m.
   2 a) Good for the environment
      b) Reduced building costs
   3 Choose from: damage on the site; ordering too many materials; and redoing work if it is not done properly
   4 To improve or add to services

D 1 Before starting construction, a cost and benefit analysis was carried out.
   2 The less waste you have, the less you need to dispose of.
   3 Using three skips instead of one, to segregate waste, could save £13,630.
   4 Ways of reducing waste include designing out waste, simplifying the specification and reducing offcuts.
   5 Care homes can help the environment by ordering only what they need, buying products with less packaging, creating less waste and recycling more.

E 1 Give old clothes to a charity shop.
   2 Take waste to a local recycling facility.
   3 You can make compost from fruit and vegetable peelings.
   4 You can reduce waste by buying food with less packaging.
   5 Make sure that old newspapers go in the paper recycling bin.
   6 Purchase things you can use again rather than disposable items.
Source: Mental capacity

A  1 The ability to make a decision about a particular matter at the time the decision needs to be made
2 The Mental Capacity Act 2005
3 Everyone working with and/or caring for an adult who may lack capacity
4 People who lack capacity to make particular decisions
5 ‘Statutory principles’

B  1 A person must be assumed to have capacity unless it is established that they lack capacity.
2 A person is not to be treated as unable to make a decision unless all practicable steps to help them to do so have been taken without success.
3 A person is not to be treated as unable to make a decision merely because they make an unwise decision.
4 An act done, or decision made, for or on behalf of a person who lacks capacity must be done or made in their best interests.
5 Before the act is done, or the decision is made, thought must be given to whether the purpose can be achieved in a way that is less restrictive of the person’s rights and freedom of action.

C  1 b
2 c
3 a

E Appropriate paragraphs are:
Jane has a learning disability. She expresses herself using some words, facial expressions and body language. However, she finds it difficult to discuss abstract ideas or things she has not experienced.
She has lived in her current community home all her life, but now needs to move to a new group home. Staff are concerned that she may not be able to decide for herself which new group home she should move to.
The staff ask an advocate to help Jane express her views. Jane’s advocate uses pictures, symbols and Makaton to find out the things that are important to Jane and speaks to people who know Jane to find out what they think she likes. She then supports Jane to show their work to her care manager and discuss Jane’s needs and preferences.
When the care manager has found some suitable places, Jane and her advocate visit the homes together. They take photos of the houses and then use the photos to help Jane work out which home she prefers. Jane’s own feelings can now play an important part in deciding where she will live.

Focus on: Commas

A  1 Tuesday’s lunch choices are roast pork, vegetable lasagne or poached fish.
2 Moving and handling activities include moving clients, assisting in treatment and helping with daily activities such as bathing.
3 Dementia can be caused by Alzheimer’s disease, vascular dementia, frontotemporal dementia and dementia with Lewy bodies.
4 People should see a doctor if they notice changes in their memory, general mental functioning, personality or ability to carry out daily tasks.
B 1 At the age of 85, Martha still has an excellent memory.
2 In health and social care, moving and handling account for 40 per cent of work-related sickness absence.
3 To reduce the manual handling risk, bed rails were installed.
4 Following patients’ suggestions, mealtimes were protected and made more of an event.

C 1 Mencap, the learning disabilities charity, has its head office in London.
2 Lisa Ross, chief executive, said this would never happen again.
3 Mencap describes dyslexia as a ‘learning difficulty’ because, unlike learning disability, it does not affect intellect.
4 One part of the brain, called the ‘hippocampus’, is like a sorting centre where new sensations are compared with previous ones.

D Jane’s advocate uses pictures, symbols and Makaton to find out the things that are important to Jane and asks people who know Jane what they think she likes. She then supports Jane to show their work to her care manager, and discuss Jane’s needs and preferences. When the care manager has found some suitable places, Jane and her advocate visit the homes together.

Source: Managing time

A 1 True
2 False
3 True
4 False
5 True

B 1 It helps you to get the right balance between your work and personal life
2 Having clear priorities
3 A to-do list
4 Choose from: gives you a clear idea of how much you need to do; shows how much time you can allow for each task; and is satisfying when you start ticking off the jobs you have finished
5 Ideally, get out for some fresh air or exercise

D It is important to know which of your tasks are top priority. Find time for the things that are important but not urgent. If you keep a to-do list, this will help you to stay organised. Make sure you take a break during the day as this will help you to stay fresh. Avoid getting distracted by things that are not important. Break up big jobs into smaller tasks as this can make them more manageable.

Source: Working in teams and with partners

B 1 More time and effort will be needed to achieve tasks
2 Tone of voice and body language
3 Not having a strong sense of purpose or shared goals
4 Choose from: physiotherapist; and occupational therapist
5 It provides for positive interpersonal relationships and ensures that goals and procedures are clear
C 1 achievement, achieving
2 treatment, treating
3 encouragement, encouraging
4 requirement, requiring
5 appointment, appointing
6 amazement, amazing

E 1 A car crash
2 Impaired speech and mobility
3 Helped to walk
4 The healthcare assistants
5 A weekly team meeting

Focus on: Questions

A Hilary: Hello David. How are you today?
David: I'm OK, went to the park yesterday.
Hilary: Oh, wasn't it a lovely day yesterday.
David: It was fun.
Hilary: So, what would you like to do today?
David: Can I help in the kitchen?
Hilary: I'm sure we can arrange that.
David: What's for lunch today?
Hilary: It's roast chicken and apple crumble.
David: That's my favourite.

B Oh, wasn't it a lovely day yesterday.

C 1 What is your favourite food?
2 When is your appointment with the doctor?
3 Where do you live?
4 What time do you need to catch the bus?
5 How does she manage to do so much?

D 1 What would you like to drink?
2 Please can you put that down? It might break.
3 Could you give me the report from last week’s meeting please?

E 1 How did your meeting go?
2 What do you think of the new health centre?
3 What was your day like?

Source: Healthy eating for the over-60s

A 1 It is written for people over 60, and perhaps carers working with them.
2 It is designed to inform people and to encourage them to eat well.
3 The information is likely to reflect the latest scientific evidence.
**B**
1 True
2 False
3 False
4 True
5 True
6 False

**C**
1 b
2 d
3 a
4 e
5 c

(NB: one or two other combinations like 4 b are acceptable.)

**D**
1 Eat foods high in calcium such as milk, cheese, yoghurt, sardines, green leafy vegetables (e.g. broccoli and cabbage, but not spinach), soya beans and tofu. Take care not to eat too much vitamin A (e.g. in liver).
2 Take care with ready-made meals such as cereals, bread and tinned soups. Read the labels. Aim for less than 6g of salt a day.
3 Try eating wholegrain or brown bread, rice, pasta and breakfast cereals, as well as potatoes, oats, beans, peas, lentils, fruit and vegetables.
4 Vitamin D is essential for healthy bones as it helps you to absorb calcium.

**Source: Music, the arts and disability**

**B**
1 The Squidz Club – for young people aged 10–25
2 It was the title of a song by Pino Frumiento
3 Training sessions in music, dance, drama and digital arts
4 Autism
5 It includes mysterious creatures and superheroes who live in an alternative universe

**C** There’s a huge mountain to climb for people with learning disabilities getting the same level of opportunity. People have to fight against the prejudice they face because of the way they may look or talk. For many years it’s been a case that they’ve been effectively segregated by the way that society has chosen to involve them in life and so there’s a huge disadvantage by not being included.

**F**
1 At a concert, nightclub or music festival
2 It means that the mix is happening live, in front of the audience – it is not pre-recorded
3 Actors or dancers
4 Choose any two from: DVD; live camera; video; and still images
5 On a computer hard drive

**Focus on: Audience and purpose**

**A**
1 Tutor
2 Friends
3 Fellow students
4 Manager/work colleagues
B 1 True
2 False
3 True
4 False
5 True

E Audience: Managers and workers in health and social care
Purpose: To inform and persuade

F Audience: The general public
Purpose: To inform and possibly to shock

Source: Communicating with colleagues

A 1 b
2 c
3 a

B 1 Clients and their families; colleagues
2 Pass on information to someone replacing you
   Report something to your manager
   Give a client a message
3 The way the message is communicated
   The way the message is received
   The environment

Source: Hearing aids

B 1 Custom hearing aids are moulded to fit your ear canal.
2 Micro-in-the-canal models offer the smallest possible custom solution.
3 The hearing-aid professional will give you independent advice.
4 A hearing aid receives a sound and converts and amplifies it.
5 BTE hearing aids are commonly worn by children. CIC hearing aids are rarely visible.
6 Micro CRT hearing aids separate the receiver from the hearing aid.
7 A hearing test is used to match the aid to the user’s hearing loss.

C 1 Completely-in-the-canal
2 Their preference, lifestyle or budget
3 The custom aid sits in the ear canal; a BTE aid is worn outside the ear
4 Canal receiver technology

D 1 False
2 True
3 True
4 False
5 True

E 1 F139: use of exclamation marks to attract attention, quote suggests a recommendation, ‘instantly’, comfortable.
2 HD100: ‘discreet’ – people will not know you are wearing it, free batteries, age-related to attract older people.
Focus on: Checking written work

A Proofreading tips

Proofreading is the task of reading and correcting written work. It’s best to proofread a paper copy, rather than checking on screen as you will spot errors more easily.

You need to concentrate to do proofreading. Find a quite space where you will not be distracted. First, scan your document to make sure the layout is clear. Mark anything that looks odd and check paragraphs and headings.

When checking in detail you might put a ruler or piece of paper below the line you are reading to help you focus. Each sentence should start with a capital letter and end with appropriate punctuation such as a full stop or question mark;

All words must be spelt correctly. You can use a dictionary or spellchecker, but you need to be careful with spell checkers as they won’t always pick up the right word for the meaning. They will miss spelling mistakes when a typing error has changed one word into another perfectly good one, such as learner/leaner, where/were, to/too.

B proofreading, written, It’s, errors, proofreading, quiet, paragraphs, in, piece, letter, punctuation, full stop, correctly, dictionary, spellcheckers, won’t, spelling, into.

Source: A good impression

A

1 c
2 a
3 b
4 b
5 c

F

1 Listening in an interview is one of the main ways of establishing rapport with the interviewer; you may miss some important information; you have to listen to questions properly to be able to give a good answer; it shows interest in the interviewer, the organisation and the work.

2 Use gestures such as nods, turn towards them, and maintain eye contact.

Source: Communication difficulties

A

1 Repeating, paraphrasing, reflecting and focusing
2 a) The chance to hear what they have communicated and clarify or expand on it
   b) Taking the lead in the interaction
3 No, they are pseudonyms
4 ‘You can’t find something?’
5 ‘Can’t get? … Can’t find?’

B

1 ‘Sad … yes,’ she says.
2 I ask, ‘Why are you sad?’
3 ‘Can’t … not … where.’
4 ‘You can’t?’
5 ‘No, can’t get …’ Again, Rose looks around, as if searching.

C

1 e
2 c
3 a
4 b
5 d
Source: Mental health in young people

A  To inform young people about mental illness
B  Young people
C 2  Becoming too confused and out of touch with reality to cope with everyday living.
D  Choose from: not being able to get on with our lives; not being able to concentrate; sometimes not being able to go to work or school; and being at odds with other people and ourselves
E  Choose from: clear heading; use of colour; use of symbols; short sentences; use of ‘we’; and use of everyday words
F  To inform professionals about research into young people’s mental health
G  Health and social care professionals
H  Choose from: more technical terms; longer sentences; report format; less-interesting layout; few design features or use of colour.

Source: Hazardous substances

B 1  b
2  c
3  d
4  a

D 1  A substance that can harm health
2  It can cause irritation or allergic reactions in some people
3  They should be labelled and stored and handled securely

Focus on: Quote marks

A 1  The care worker asked, ‘Are you ready for lunch yet?’
2  ‘My shift starts at nine o’clock,’ said Ed.
3  ‘When do you finish work?’ Yusuf asked.
4  Emma said, ‘May would like her tea at four’.
B 1  ‘Bill has not quite eaten all his lunch,’ said Priya. ‘He would like to go into the lounge when he is finished.’
2  ‘Shall we take a wheelchair?’ asked Jess. ‘It might come in useful.’
C  The article ‘What is a hearing aid?’ defines a hearing aid as ‘a device that receives a sound and then converts and amplifies it so that the user can understand it better’. Which hearing aid you choose ‘depends on the individual’s preference, lifestyle and budget’. Examples include ‘custom hearing aids’, ‘in-the-canal models’ and ‘behind-the-ear models’.

Source: A plea for help

B 1  JKayC, oskarfoxtrot, pasteldama
2  Age UK
3  a)  She is too tired to cook
    b)  She is too tired to eat out
    c)  She hates ready meals
4  Because they do not know what kind of support she needs
5  SerenaB
F  
1 c  
2 d  
3 e  
4 b  
5 a  

G  
1 Ctoan1, Hermione  
2 Simple to order by phone; and they deliver to you  
3 ‘Cook’ and ‘Look what we found’ because they make good meals from fresh ingredients.  

H  
1 Wiltshire Farm Foods meals are frozen the moment they are cooked.  
2 The meals are prepared by a team of chefs.  
3 They take great care about sourcing their ingredients.  
4 Many of their customers have special dietary needs.  
5 Their drivers complete an extensive training programme.  

I  
1 False  
2 True  
3 True  
4 False  
5 True  
6 False  

Source: Employment rights of young workers  

A  
1 National minimum wage  
2 £4.98 per hour  
3 The Pay and Work Rights Helpline  
4 Eight hours  
5 If there is not adult available to do the work and if their training needs are not negatively affected  
6 At the end of the summer term of the school year when they turn 16  

B  
1 False  
2 True  
3 False  
4 True  
5 True  
6 False  

C  The national minimum wage was introduced in the UK in 1999 when it was set at £3.60 per hour. People who opposed the NMW said that it would reduce the number of jobs and increase inflation, but that did not happen.  

G  
1 b  
2 b  
3 c
Focus on: Preparing a talk

A Here is a suggested order.
   1 Introduction
   2 Listening to a complaint
   3 Examples of complaints
   4 Company or organisation procedures
   5 How complaints are resolved
   6 Summary

Source: Avoiding scams

A To inform people and raise awareness

B 2

C 4

D 1 Speak to family or friends
   2 Seek advice from Consumer Direct

E 1 Fact
   2 Opinion
   3 Fact
   4 Opinion

F 1 The bank (Barclays and NatWest)
   2 Update account; read about upgrade
   3 No – it is important not to click on the links and enter security details

Source: Equity release – a wise choice?

B To persuade older people to choose the equity release scheme described

C 1 Fact
   2 Fact
   3 Fact
   4 Opinion

E Choose from: quotes from satisfied customers; a list of benefits; a photograph of a happy couple; and a diagram to show house price increases

G

<table>
<thead>
<tr>
<th>Benefits</th>
<th>Disadvantages</th>
</tr>
</thead>
<tbody>
<tr>
<td>It can:</td>
<td>It might:</td>
</tr>
<tr>
<td>• top up your income, especially if living costs are rising faster than pensions and savings</td>
<td></td>
</tr>
<tr>
<td>• help fund retirement plans</td>
<td>• reduce the benefits you can claim</td>
</tr>
<tr>
<td>• pay for home improvements, a new car, holidays or healthcare</td>
<td>• affect your ability to move house</td>
</tr>
<tr>
<td>• unlock the unused value in your home</td>
<td>• affect your children</td>
</tr>
<tr>
<td></td>
<td>• cost much more than an ordinary mortgage</td>
</tr>
<tr>
<td></td>
<td>• be a high-risk product.</td>
</tr>
</tbody>
</table>
Focus on: Writing good paragraphs

A The topic sentence is ‘There are different types of paragraph.’ There are three other sentences.

B One way of doing it is as follows:

There are a few simple rules for punctuating a paragraph. Begin each new paragraph with a new line. Either leave a line space before the new paragraph, or indent the first line. Make sure that each sentence begins with a capital letter and ends with a full stop, question mark or exclamation mark.

C One way of doing it is as follows:

In today’s society, care workers play a vital role with people of all ages. They may provide support to children, adults, elderly people or to those caring for them. For example, a care worker working with the elderly may assist with meal times, help with washing or dressing, check that the person has taken their medication, and provide company and a chat. Across the UK there are now 1.75 million care workers.

Source: Compare the care

A 1 People looking for a care home for themselves or a relative
   2 The Willows
   3 Smoking
   4 c
   5 c

B 1 Elmtree House
   2 The Willows
   3 The Willows
   4 Elmtree House

C 1 True
   2 False
   3 True
   4 False

F 1 Fact
   2 Opinion
   3 Opinion
   4 Fact

G Possible answers could include:
   1 ‘experienced and highly qualified staff’
   2 ‘an excellent reputation’

Source: The power of speech

A 1 d
   2 a
   3 e
   4 c
   5 b
B 1 Someone with a speech impairment
2 So that you see visual clues such as gesture, facial expression and body language
3 Motor neurone disease
4 They use hand or eye movements
5 Because you could distract them

D 1 conversation
2 interpret
3 break
4 time
5 limited

G 1 I dislike Maggie.
2 I distrust Ian.
3 David is quite a disloyal person.

H 1 b
2 c
3 a

Focus on: Conjunctions and prepositions

A 1 though, but
2 because, so, as
3 so, because
4 and, but
5 but
6 as, because

C 1 with
2 about
3 to
4 of, with
5 for, of
6 from/to
7 to
8 to

Focus on: Writing an email

A The subject is not clear or meaningful; there is no salutation and there is a poor sign off (‘From’); the message is unclear and there should be more references, e.g. to the specific product, delivery dates, etc.; the tone is not appropriate; it is unlikely to receive a constructive response.

Punctuation: ‘Which makes them very distressed’ should not be a new sentence; ‘we’ve’ needs an apostrophe; the question marks are missing from the sentences at the end of message.

Typos: ‘their’ should be ‘they’re’; ‘havng’ should be ‘having’; ‘materail’ should be ‘material’.
Focus on: Writing a formal letter

A 1 Your address
   2 The name and address of the person you are writing to
   3 The date
   4 The salutation (Dear …)
   5 Subject of the letter or reference
   6 The correct closing phrase (Yours …)
   7 Your signature
   8 Your name and/or position