# NCFE Level 2 Certificate in Preparing To Work in Adult Social Care

**Assessment 2**

**Learner contact details:**

Name:

Contact Address:

Postcode:

Contact Number:

Email:

**Learner declaration:**

I confirm that the answers in Assessment 2 were completed by me, represent my own ideas and are my own work.

Learner signature: Date:

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**Question 1. Define what is meant by:**

Diversity:

Equality:

Inclusion:

Discrimination:

**Question 2. Describe how direct and indirect discrimination may occur in an adult social care setting.**

Direct discrimination:

Indirect discrimination:

**Question 3. Explain how practices that support diversity, equality and inclusion reduce the likelihood of discrimination.**

**Question 4. List the key legislation and codes of practice relating to diversity, equality, inclusion and discrimination in adult social care settings.**

**Question 5. Describe how you can interact with individuals in an inclusive way as an adult social care worker.**

**Question 6. Describe two ways in which you can challenge discrimination and two ways an employer can challenge discrimination in adult social care settings.**

You:

1.

2.

An employer:

1.

2.

**Question 7: Identify three sources of information, advice and support about diversity, equality, inclusion and discrimination.**

Source 1:

Source 2:

Source 3:

**Question 8. Describe how and when you would access information, advice and support about diversity, equality inclusion and discrimination.**

How you would access information:

When you would access information:

**Question 9. Identify three reasons why people communicate in adult social care settings.**

1.

2.

3.

**Question 10. Explain how effective communication can affect all aspects of working in adult social care settings.**

**Question 11. Explain why it is important to observe an individual’s reactions when communicating with them.**

**Question 12. Explain why it is important to find out an individual’s communication and language needs, wishes and preferences.**

**Question 13. Describe five verbal, non-verbal or written and visual communication methods.**

Method 1:

Method 2:

Method 3:

Method 4:

Method 5:

**Question 14. Identify four barriers to effective communication.**

1.

2.

3.

4.

**Question 15. Describe two ways of reducing barriers to communication.**

1.

2.

**Question 16. Describe two ways to check that communication has been understood.**

1.

2.

**Question 17. Identify two sources of information, support or services that are available to support you in communicating effectively.**

Source 1:

Source 2:

**Question 18. Define the term ‘confidentiality’.**

**Question 19. Describe two ways in which you can maintain confidentiality during day-to-day communication.**

1.

2.

**Question 20. Describe two situations where information normally considered to be confidential might need to be shared with agreed others.**

Situation 1:

Situation 2:

**Question 21. Explain when and how you should seek advice about confidentiality.**

When you should seek advice about confidentiality:

How you should seek advice about confidentiality:

**Question 22. Give a definition for each of the following terms.**

Physical abuse:

Sexual abuse:

Emotional/psychological abuse:

Financial/material abuse:

Domestic violence:

Modern slavery:

Discriminatory abuse:

Organisational abuse:

Neglect:

Self-neglect:

**Question 23. Identify the signs and symptoms associated with each type of abuse.**

Signs/symptoms of physical abuse:

Signs/symptoms of sexual abuse:

Signs/symptoms of emotional/psychological abuse:

Signs/symptoms of financial/material abuse:

Signs/symptoms of domestic violence:

Signs/symptoms of modern slavery:

Signs/symptoms of discriminatory abuse:

Signs/symptoms of organisational abuse:

Signs/symptoms of neglect by others:

Signs/symptoms of self-neglect:

**Question 24. Describe two factors that may contribute to an individual being more vulnerable to abuse.**

1.

2.

**Question 25. Explain the actions you should take if you suspect that an individual is being abused.**

**Question 26 Explain the actions you should take if an individual alleges that they are being abused.**

**Question 27. Identify three ways to ensure that evidence of abuse is preserved.**

1.

2.

3.

**Question 28a. Identify two national policies that relate to safeguarding and protection from abuse.**

National policy 1:

National policy 2:

**Question 28b. Identify two local systems that relate to safeguarding and protection from abuse.**

Local system 1:

Local system 2:

**Question 29. Explain the roles of two different agencies in safeguarding and protecting individuals from abuse.**

Agency 1:

Agency 2:

**Question 30. Identify two relevant reports into serious failures to protect individuals from abuse.**

Report 1:

Report 2:

**Question 31. Identify two sources of information and advice you can access about your own role in safeguarding and protecting individuals from abuse.**

**Question 32. Explain how the likelihood of abuse can be reduced by:**

Working with person-centred values:

Encouraging active participation:

Promoting choice and rights:

**Question 33. Explain why it is important to have an easily accessible complaints procedure, and why this would reduce the likelihood of abuse occurring.**

Importance of an easily accessible complaints procedure:

Why this reduces the likelihood of abuse:

**Question 34. Describe two unsafe practices that may affect the well-being of individuals.**

1.

2.

**Question 35. Explain the actions you would take if unsafe practices have been identified.**

**Question 36. Describe the actions you would take if suspected abuse or unsafe practices have been reported, but nothing has been done in response.**

**Question 37. Define the term ‘duty of care’.**

**Question 38. Describe how the term ‘duty of care’ would affect your work role in an adult social care setting.**

**Question 39. Describe two dilemmas that may arise between the duty of care and an individual’s rights.**

1.

2.

**Question 40. Explain where you could get additional support and advice from about resolving the dilemmas you described in question 39.**

**Question 41. Describe how to respond to complaints.**

**Question 42. Identify the main points of agreed procedures for handling complaints.**