

RO32 Exam unit:

1. What is a service user?
2. What is a care provider?
3. Three examples of what choice is?
4. What is confidentiality?
5. What is consultation?
6. What is abuse?
7. What is the Equality Act?
8. Example "what is the need to know "basis?
9. In which settings would this be used? Give at least 3 examples.
10. What is an example of "Safeguarding"?
11. What is manual handling? Give an example.
12. Who passes the laws? How are these used in the NHS?
13. Empowerment, what does this mean and give an example in a health care setting.
14. What does the word "Self-reliant "mean and how a service user can use this?
15. What does the word "self-esteem mean? Give an example of this?
16. What does the word "trust mean "Give an example of this in a school setting?
17. Physical health describes what? Give an example in a care setting?
18. Mental health describes what? Give an example of a charity that supports this?
19. Give an example of what "trust is" and a setting where this would be applied?
20. This word means to recognise that each person has their own identity.
21. Give three examples of what personal care are?
22. Give three examples of privacy?
23. How would this empower the service user?
24. How can a service user be provided with "Dignity" give an example?
25. What is a partnership? And why is this so important?
26. What is the word I am looking for when I say this "appreciating the differences between people, valuing their beliefs and cultures?
27. What does the word sexuality mean?
28. What are the 6 Cs? Give examples for each C.
29. What word am I looking for when I say "accepting and respecting individuals' difference such as faith, diet, or customs?
30. What is an example of "Nutrition "
31. What does the word "standardisation mean?
32. What is the quality of life? Give an example of how this would be met in a hospital?
33. Give an example of a physical effect for a service user if their dietary needs are not being met?
34. Give an example of an intellectual effect if someone with learning difficulties is not having their needs met?
35. Give three examples of an emotional effect in a care home if the service user is not having their needs met?
36. Give three examples of a social effect for a student within a high school? If their needs are not being met?
37. What word am I looking for when I say "lack of proper nutrition caused by not having enough to eat?
38. What is the word that describes the lack of water?

39. Self-confidence is a feeling of trust in someone's abilities, qualities and judgement give an example of this in a dentist.
40. Give an example of oral/verbal communications?
41. Give example of written communications?
42. Why does communication need to be so effective?
43. What does the word "clarity" mean? Give an example of using this?
44. What word gives us the ability to understand and share the feelings of others?
45. Give three examples of what Jargon could be?
46. When would you need to be "patience" give an example of this?
47. When your voice is calm and not rushed, this is what?
48. Give three examples when it would be important to raise your voice?
49. Give three examples of when it would be important to lower your voice?
50. What does the word "pace" mean? Give an example of this?
51. What could be a gesture? How could this be seen to a service user? Give examples.
52. What is personal space and why is this important within a school setting?
53. Give three examples of what you should do when "actively listening".
54. What is an "advocate"?
55. Braille is a method of communication used by who?
56. What is British Sign Language (BSL) in what settings could this be used?
57. What is an Interpreter? When would this be used?
58. What is Makaton? In what setting could this be used?
59. What is voice activated software and who might use this?
60. What does the word "reassurance" mean? Give an example of this to a child?
61. What does the word "patronise" mean? How would this make you feel?
62. What is a day care centre?
63. What is the name given to someone under the age of 16 who attends a school?
64. What is the name given to the person who visits or has a stay in hospital?
65. What is the name given to someone who lives in a care home?
66. What is the name given to someone who attends a day care centre?
67. When is a sense of humour appropriate in a care setting and when is it not?
68. How would a care provider show that they are actively listening? Why is this appropriate?