



OCR Health & Social Care Mock Revision List

Year 11 – November 2026

1.2 The rights of service users The right to: ☐ Choice ☐ Confidentiality ☐ Consultation ☐ Equal and fair treatment ☐ Protection from abuse and harm	To include: That service users are entitled to have these rights met in health and social care settings. Examples of how service users' rights are met.
1.3 The benefits to service users' health and wellbeing when their rights are maintained ☐ Empowerment ☐ High self-esteem ☐ Service users' needs are met ☐ Appropriate care or treatment such as mobility aids provided, or dietary requirements met ☐ Results in good/improving physical or mental health ☐ Trust	To include: Examples of how maintaining rights will benefit service users' health & wellbeing Linking benefits to rights (choice, consultation, harm and abuse) in health and social care settings
2.1 Person-centred values and how they are applied by service providers ☐ Individuality ☐ Choice ☐ Rights ☐ Independence ☐ Privacy ☐ Dignity ☐ Respect ☐ Partnership ☐ Encouraging decision making of service users	To include: Know the meaning of person-centred values Examples of how the person-centred values can be applied in health and social care setting by service providers Physical effects on service users health and wellbeing if person-centred values are not applied making connections with PIES
2.3 Effects on service users' health and wellbeing if person-centred values are not applied ☐ Low self-esteem ☐ Loss of confidence ☐ Anxiety ☐ Frustration ☐ Feeling isolated ☐ Loneliness	



☐ Reduced independence Poorer physical health	
Qualities of a service practitioner, the 6Cs ☐ Care ☐ Compassion ☐ Competence ☐ Communication ☐ Courage ☐ Commitment	To include: Know the meaning of the 6Cs. Examples of how service practitioners use the 6Cs to inform and deliver person-centred values.
3.1 The importance of verbal communication skills in health and social care settings ☐ Adapting type/method of communication ☐ Clarity/empathy/patience/using appropriate vocabulary, tone, volume, pace and willingness to contribute to team working	To include; An understanding of verbal communication skills linked with how and when they could be used and the benefits of using them
3.2 The importance of non-verbal communication skills in health and social care settings ☐ Adapting type/method of communicating to meet the needs of the service user or the situation ☐ Eye contact ☐ Facial expressions ☐ Gestures ☐ Positioning ☐ Space ☐ Height ☐ Personal space ☐ Positive body language, no crossed arms/legs ☐ Sense of humour	To include: An understanding of the non-verbal communication skills linked with how and when they could be used with service users in health and social care settings. Benefits of using them.
3.3 The importance of active listening in health and social care settings ☐ Active listening skills ☐ Open, relaxed posture ☐ Eye contact, looking interested ☐ Nodding agreement ☐ Show empathy, reflecting feelings ☐ Clarifying ☐ Summarising to show understanding of key points	To include: An understanding of the active listening skills linked with how and when they could be used with service users in care settings. Benefits of using them.



3.4 The importance of special methods of communication in health and social care settings ☐ Advocate ☐ Braille ☐ British Sign Language ☐ Interpreters ☐ Makaton ☐ Voice activated software	To include: An understanding of each special method of communication linked with how and when they could be used with service users in health and social care settings. Benefits of using them.
4.1 Safeguarding ☐ Service users who need safeguarding ☐ Vulnerable groups – e.g. homeless people ☐ Children ☐ People with physical and learning disabilities ☐ People with mental health conditions ☐ Older adults in residential care settings ☐ People who have a sensory impairment – sight loss, hearing loss ☐ People in residential care dependent on carers – children, older adults Safeguarding training for all staff so that they ☐ Are aware of their duty to report a serious concern ☐ Know the care settings procedures for reporting a disclosure of abuse or serious concern ☐ Can recognise possible signs of abuse or harm ☐ Know who to report to	To include: Know the meaning of 'safeguarding'. Reasons why service users need safeguarding. Examples of the impacts.
4.3 Safety procedures and measures Safety procedures for reducing risk/danger and promoting good practice ☐ First aid policy ☐ Risk assessments ☐ Staff training programmes for Equipment use Moving and handling techniques First aid ☐ Emergency procedures Fire drill Evacuation ☐ Equipment considerations Fit for purpose Safety checked Reporting system for damage o Risk assessed ☐ Safety measures ☐ Displaying a fire safety notice	To include: The importance of the procedures and measures. How they protect service providers and service users in different types of health and social care settings. Know the difference between a 'procedure' and a 'measure' A procedure is set process that is followed such as a fire drill or carrying out risk assessments.



☐ Using warning signs o A 'wet floor' sign o 'No entry' sign	A measure is a particular action such as putting up a wet floor sign. Does not include: Full details of how to carry out a risk assessment. •First aid practice.
4.2 Infection prevention PPE (personal protective equipment) ☐ Disposable aprons ☐ Disposable gloves ☐ Rubber gloves ☐ Face masks ☐ Hairnets or hygiene hats ☐ Overalls ☐ Overshoes ☐ Surgical garments/scrub	

Most Important Topics for the Mock

- ★ Person-Centred Values
- ★ Communication Skills
- ★ Rights of Service Users
- ★ Safeguarding
- ★ Infection Prevention and Health & Safety
- ★ The 6Cs



Exam Tip

For every **"Explain"** question:

Point → Explain → Link to the Service User

Example: *"A nurse could show dignity by speaking to a patient in private. This protects their personal information and helps them feel respected."*

This structure helps you access the higher-mark answers.

Specification & Link to Past Papers

Specification - [Cambridge Nationals - Health and Social Care Level 1/Level 2 – J835](#)

Past papers - [Cambridge Nationals - Health and Social Care Level 1/Level 2 – J835](#)

Essential equipment

Black pens.

Key Information

This exam unit is called RO32 and is worth 40% of your final grade at the end of the course. The paper has 70 marks.

Revision materials

Cambridge National in Health and Social Care Revision Guide and Workbook with Digital Access (2 Years): Level 1/Level 2 (Cambridge Nationals) Paperback – 28 July 2022. Revision resources for exam content on teams and share point.

Suggested revision activities

Complete revision mats or use flash cards to test yourself on each topic. Answer practice exam questions and use the mark schemes to check and correct your answers.