

Mark Scheme (Results)

Summer 2016

Pearson Edexcel in GCE Health and
Social Care (6944/01)
Unit 7: Meeting Individual Needs

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General Marking Guidance

- All candidates must receive the same treatment. Examiners must mark the first candidate in exactly the same way as they mark the last.
- Mark schemes should be applied positively. Candidates must be rewarded for what they have shown they can do rather than penalised for omissions.
- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.
- There is no ceiling on achievement. All marks on the mark scheme should be used appropriately.
- All the marks on the mark scheme are designed to be awarded. Examiners should always award full marks if deserved, i.e. if the answer matches the mark scheme. Examiners should also be prepared to award zero marks if the candidate's response is not worthy of credit according to the mark scheme.
- Where some judgement is required, mark schemes will provide the principles by which marks will be awarded and exemplification may be limited.
- When examiners are in doubt regarding the application of the mark scheme to a candidate's response, the team leader must be consulted.
- Crossed out work should be marked UNLESS the candidate has replaced it with an alternative response.
- Mark schemes will indicate within the table where, and which strands of QWC, are being assessed. The strands are as follows:
 - i) ensure that text is legible and that spelling, punctuation and grammar are accurate so that meaning is clear*
 - ii) select and use a form and style of writing appropriate to purpose and to complex subject matter*
 - iii) organise information clearly and coherently, using specialist vocabulary when appropriate.*

Question Number	Answer	Mark
1 (a)	<ul style="list-style-type: none"> • Assess • Implement • Devise or design a Care plan • Monitor • Review • Evaluate <p>Do not accept care plan on its own</p>	(2)

Question Number	Indicative Content	
1 (b)	<ul style="list-style-type: none"> • Physical needs – level of mobility/Parkinson’s disease • Emotional health / mental health • Social and personal care • Intellectual needs • Level of risk • Cultural and religious needs • Accommodation needs • Transport/access • Financial situation of client • Education/employment/leisure needs • Needs of carer – Mary <p>Worked example Two areas that the social worker may consider could be Albert’s level of mobility (1) as his condition will get worse and his symptoms may become more pronounced (1). Also, the social worker may assess his emotional health (1) as Albert may go through periods of depression over his condition. (1)</p>	
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Weak brief answer
2	3	One point identified and described
3	4	To ensure that staff are trained effectively (1 mark) and therefore clients receive the appropriate care (1 mark). This will ensure that infection is minimised (1 mark) and ensures that standards are consistent across England (1mark)

Question Number		Indicative Content
1(c)		<p>Rights</p> <ul style="list-style-type: none"> • Freedom from discrimination • Freedom of speech • Right to assessment of needs • Right to an advocate • Cultural and religious needs were respected • Confidentiality of information given • Independence promoted as far as possible • Power of choice over services • Dignity in the care received • Respect <p>Empowerment is not a right it is an outcome of securing rights for individuals</p> <p>Worked example One right Albert has is freedom from discrimination (1). This means that his social worker must take into account his gender, age and other factors when planning services (1). By taking these factors into account they will ensure that Albert has access to all services he is entitled to. (1)</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Weak brief answer
2	3-4	One point identified and explained
3	5-6	Answer has been comprehensively developed with points fully explained. Accurate knowledge and understanding demonstrated throughout answer. Good linkage/coherence between points. Good use of vocational vocabulary. The level of explanation is thorough.

Question Number		Indicative Content
* 1 (d)	QWC	<p>Strengths</p> <ul style="list-style-type: none"> • Promotes independence • Service user is listened to • Feels they have control • Service user actively participates in the care process • Service user's choices are taken into account • Greater power is given to service • Effective communication is used between both parties • Greater trust/partnership is developed • Raises self-esteem of service user <p>Problems if you don't empower</p> <ul style="list-style-type: none"> • Stifle service user's growth and development • Service user will feel undervalued • Waste of resources • Oppression of individual • Leads to poor quality care • Break down in trust • Lack of choice
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Answers provided will be brief and vague. May identify points only or identify 1 point and describe it
2	3-5	Answers provided will describe and/or explain points raised. No linkage or balance between strengths and weaknesses evident.
3	6-8	Well-developed answer with points fully discussed. Good linkage/coherence between points. Effective use of vocational vocabulary. Excellent balance of strengths and weaknesses.

Question Number		Indicative Content
*1(e) QWC		<p>Positive</p> <ul style="list-style-type: none"> • Carer entitled to assessment • Enjoyable • Fulfilling • Opportunity for children etc. to give back • Emotional bond develops • Reward • Contribution is worthwhile <p>Negative</p> <ul style="list-style-type: none"> • Day job may suffer • Difficulties delivering intimate or personal care • Physically draining – 24/7 • Socially isolating – individual can lose touch with friends • Emotional draining • Lead to family conflict • Financially punitive – carer may have to give up full-time job • Risk of abuse if caring gets too much • Little support from state authorities <p>Accept appropriate alternatives.</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-3	Answers provided will be brief and vague. May identify points only or identify 1 point and describe it
2	4-6	Answers provided will describe and/or explain points raised. No linkage or balance between pros and cons evident.
3	7-10	Well-developed answer with points fully assessed. Good linkage/coherence between points. Effective use of vocational vocabulary. Excellent assessment of positives and negatives.

Question Number	Answer	Mark
2(a)	<p>1 mark for a brief explanation. 2 marks awarded for a full explanation.</p> <p>Worked example Document that outlines the expectations (1) or standards of care to be provided. (1) Regulations/rules (1) Best practice (1) Correct care (1)</p>	(2)

Question Number	Indicative Content
2(b)	<p>Care values</p> <ul style="list-style-type: none"> • Effective communication • Confidentiality • Respect of cultural identify/beliefs • Respect for choices made • Anti-discriminatory practice • Dignity <p>Worked example James could promote confidentiality (1) which means that all information provided by a resident is kept securely (1). This builds trust and confidence between the home and the resident. (1)</p>

Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Weak brief answer
2	3-4	One point identified and described
3	5-6	Answer has been comprehensively developed with points fully explained. Accurate knowledge and understanding demonstrated throughout answer. Good linkage/coherence between points. Good use of vocational vocabulary. The level of explanation is thorough.

Question Number	Indicative Content	
2(c)	<p>Benefits</p> <ul style="list-style-type: none"> • Residents feel empowered • Feels respected • Residents feel valued • Creates greater ownership in their care – have a say • Self-esteem increases • Home feels more like a 'home', nicer place to live in • Health and well being may be positively impacted upon • Socialise with each other • Form better friendship/relationship/rapport with carers is more positive • Happier – impact on self esteem and self concept • Higher level of morale • More choice over the things they do <p>Accept reverse arguments e.g. neglect or institutionalisation.</p> <p>Residents will feel valued (1) as they will feel as if their opinions count (1). This will build a more positive relationship between the staff and the residents (1) and will result in higher levels of satisfaction. (1)</p>	
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	2 factors identified or 1 factor identified with limited explanation
2	3	2 factors identified and one factor explained
3	4	The importance of diversity and social inclusion means that all individuals will be treated equally (1 mark), they will not be discriminated against on any grounds (1 mark). It means that the individual will be respected for their uniqueness (1 mark) and will feel a part of the service (1 mark).

Question Number		Indicative Content
*2(d) QWC		<p>Examples of monitoring include:</p> <ul style="list-style-type: none"> • Questionnaires for residents/staff • Residents' support group / focus group • Complaints procedures • Audits • Standards • Benchmark against other care homes regarding standards and practice • Refer back to standards • Satisfaction questionnaires • Reviews of care plans and taking time to talk to residents when reviewing care plans <p>Monitoring - positives</p> <ul style="list-style-type: none"> • Used as a benchmark to compare services over time • Improve/target/redeploy resources and manpower • Residents' needs are met • Gaps in provision can be identified • Cost effective • Used to change attitudes • Issues can be addressed <p>Monitoring - weaknesses</p> <ul style="list-style-type: none"> • Poor quality provision • Mistakes/neglect • Waste of resources • Poor quality • Resident dissatisfaction
Level	Mark	Descriptor
	0	No rewardable material.
1	0-2	Answers provided will be brief and vague. May identify points only
2	3-5	Answers provided will describe and explain points raised. No linkage or balance between strengths and weaknesses evident.
3	6-8	Well-developed answer with points fully discussed. Good linkage/coherence between points. Effective use of vocational vocabulary. Excellent balance of strengths and weaknesses

Question Number		Indicative Content
*2(e) QWC		<p>Support and guidance provided by national agencies</p> <ul style="list-style-type: none"> • Set and monitor standards • Monitor quality of service • Provide information and in some instances funding • Commission research • Provide training • Regulate and enforce standards • Investigate and consider allegations of misconduct • Protect vulnerable people through police checks on staff • Act as a watchdog over service provision • Safeguard and protect service users • Networking is promoted • Advice • Promotes better communicate and a better understanding between service providers and national bides <p>Please note: candidates may refer to a range of agencies and may also offer a reverse argument. Accept guidance but only if it is clarified e.g. examples of how it promotes good practice</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	0-3	Answers provided will be brief and vague. May describe/explain one point.
2	4-7	Answers provided will describe and explain two points raised. No linkage or balance evident between points.
3	8-10	Well-developed answer with points fully evaluated. Good linkage/coherence between points. Effective use of vocational vocabulary. Excellent evaluative skills presented.

Question Number	Answer	Mark
3(a)	<p>1 for mark for a vague answer. 2 marks for a full definition.</p> <p>Worked example Bringing together of the statutory, voluntary and private organisations (1) to provide care services within the community (1).</p> <p>Part of the community care reforms. Each provider comes from a different type of background. Each provider sources its funding in a different way. Each will play a different role in providing services.</p>	(2)

Question Number	Indicative content	
3(b)	<p>Objectives</p> <ul style="list-style-type: none"> • Free at the point of delivery • Available to everyone irrespective of background • Funded out of taxation eg. National insurance • Cradle to the grave provision • Comprehensive hospital provision throughout the UK • Free health care • Eligibility based on need not ability to pay • Focus on primary, secondary and tertiary care <p>Worked example Free at the point of delivery (1) meant that people did not have to pay for it directly as it was funded out of taxation (1).</p>	
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	2 factors identified or 1 factor identified with limited explanation
2	3	2 factors identified and one factor explained
3	4	The importance of diversity and social inclusion means that all individuals will be treated equally (1 mark), they will not be discriminated against on any grounds (1 mark). It means that the individual will be respected for their uniqueness (1 mark) and will feel a part of the service (1 mark).

Question Number		Indicative Content
3(c)		<ul style="list-style-type: none"> • Maximise resources effectively • Leads to better decision making • Can reduce hospital appointment demands etc if the practice is able to provide a minor surgery • Buy in a wider range of services • Services become needs led / reflect the needs of the population • Improve the quality of service provision • Can source with different providers • Greater ownership over their services • Can diversify to meet need more effectively • Ability to contract and control budgets / less restrictions • Create opportunities to develop partnerships with other agencies • Can promote a greater range of services • Less pressure on other services <p>Can accept reverse argument.</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Answers provided will be brief and vague. May identify points only or identify 1 point and describe it.
2	3-4	Answers provided will describe and/or explain points raised. No linkage or balance between the points explained.
3	5-6	Well-developed answer with points full explained. Good linkage/coherence between points. Effective use of vocational vocabulary. Excellent level of explanation present.

Question Number		Indicative Content
* 3(d)		<p>Factors</p> <ul style="list-style-type: none"> • Demographic changes – older people • Greater morbidity rates in society • Greater levels chronic illness • Greater levels of dysfunction • Increase in population • Increased numbers of migrant workers coming to the UK • Cost of provision, e.g. technology, wages have increased • Cost of procedures has increased • Public expectations are higher and more demanding • General demand and supply are incongruent with the finances made available • Waste and inefficiency • Lack of co-ordination • Everyone has an entitlement to it linked to demand • Legislative change may increase demand and cost • Inclusion of other secondary health care services may increase costs
QWC		
Level	Mark	Descriptor
1	0-2	Answers provided will be brief and vague. May identify points only
2	3-5	Answers provided will describe and explain points raised. No linkage or balance present in discussion.
3	6-8	Well-developed answer with points fully discussed. Good linkage/coherence between points. Effective use of vocational vocabulary. Excellent level of discussion present.

Question Number		Indicative Content
*3(e) QWC		<p>How provision has been affected</p> <ul style="list-style-type: none"> • Clearer roles and responsibilities within agencies • Clearer understanding of how services are to be provided • Assessment of need now mandatory • Best value principle • Inclusion of independent sector • Greater reliance on informal carers • Principles of market principles • Promotes equality/rights and the changing and diverse society we live in <p>Pros</p> <ul style="list-style-type: none"> • Improvement in efficiency • Patient centred and greater patient protection • Closes loopholes and gaps • Costs are now identifiable • Increased consumer choice e.g family involvement • Service user independence promoted • Greater flexibility • Prevents discrimination <p>Cons</p> <ul style="list-style-type: none"> • Admin costs greater • Little coordination between agencies • Burden on informal carers e.g. impact on family • Loss of choice for some service users • Little has changed • Post code lottery • Increased risk of poverty
Level	Mark	Descriptor
1	0-3	Answers provided will be brief and vague. May describe/explain one point.
2	4-7	Answers provided will describe and explain two points raised. No linkage or balance evident between points. Evaluation not always present.
3	8-10	Well-developed answer with points fully evaluated. Good linkage/coherence between points. Effective use of vocational vocabulary. Excellent evaluative skills present.