

Mark Scheme (Results)

January 2010

GCE

GCE Applied Health & Social Care (6944/01)

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GENERAL INTRODUCTION

Mark schemes are prepared by the Principal Examiners and revised, together with the relevant questions, by a panel of senior examiners and subject teachers. The schemes are further amended at the Standardisation meetings attended by all examiners. The Standardisation meeting ensures as far as possible that the mark scheme covers the candidates' actual responses to questions and that every examiner understands and applies it in the same way.

The schemes in this document are the final mark schemes used by the examiners in this examination and include the amendments made at the meeting. They do not include any details of the discussions that took place in the meeting, nor do they include all of the possible alternative answers or equivalent statements that were considered to be worthy of credit.

It is emphasised that these mark schemes are working documents that apply to these papers in this examination. Every effort is made to ensure a consistent approach to marking from one examination to another but each marking point has to be judged in the context of the candidates' responses and in relation to the other questions in the paper. It should not be assumed that future mark schemes will adopt exactly the same marking points as this one.

Edexcel cannot under any circumstances discuss or comment informally on the marking of individual scripts. Any enquiries about the marks awarded to individual candidates can be dealt with only through the official Enquiry about Results procedure.

Question Number	Answer	Mark
1 (a)	<p>1 mark for a brief and vague definition - meet needs of individual or tailoring services around needs of individual or targeting services or meeting individual PIES - they may mention physical, social, intellectual, emotional</p> <p>2 marks for stating: Process of identifying the individual needs which must be satisfied to ensure that the individual reaches a state of health and wellbeing. or Process of providing services to meet holistic needs of client.</p>	2 marks

Question Number	Answer	Mark
1 (b)	<p>1 mark for giving examples of care plan cycle e.g. assessment, review, monitor or plan</p> <p>2 marks identifying point with vague, limited description or identifying 2 examples of care plan cycle e.g. assessment and review OR will take an aspect of the process such as monitor and explain/describe it</p> <p>3 - 4 marks for points identified and explanation presented e.g. The care plan process has been established through legislation and provides health and social care professional with the means of negotiating a range of services to meets a client's identified need. It involves a number of stages and during the assessment process the care manager will consult with other professionals, carers and other agencies to identify that need OR they may take 2-3 aspects of the care plan process and link each stage thus showing knowledge and understanding. Read the response and ensure that application and understanding are present before awarding 4 marks.</p> <p>Care Planning</p> <ul style="list-style-type: none"> • cyclical process • involves a number of key stages - assessment, review • covered under legislation - NHS&CC Act 1990 • combination of services designed to meet need • written document which outlines how the needs of an individual are to be met • process of negotiation between assessor, professionals, carers and other agencies 	4 marks

Question Number	Answer	Mark
1 (c)	<p>2 marks for a accurate identification Each explanation will be worth 2 marks. However, 1 mark can be awarded if the explanation (which much relevantly link to identification) is weak, limited. 2 marks for a clear relevantly linked identification/explanation.</p> <p>Benefits</p> <ul style="list-style-type: none"> • promotes clients rights • promotes empowerment • physically can help/aid recovery • emotional/mental health benefits • reduced stress/pressure • they are being looked after and will feel valued (self-esteem) • promotes normalisation • should prevent overlap of services • highlights gaps • as it is reviewed can highlight changes • promotes continuity of care • seamless services - promotes independence • reflects care value base - rights, choices etc • person centred • could make them feel less vulnerable 	6 marks

Question Number	Answer	Mark
1 (d)	<p>Level 1 : 1 - 3 marks Weak response with only points identified. Any description or explanation will be limited.</p> <p>Level 2 : 4 - 6 marks Accurately identifies points and can develop an accurate explanation. Response may be repetitive and lacks balance. Response will lack depth and at higher end you may get one or more positives and one negative but it is not a balanced discussion</p> <p>Level 3 : 7 - 8 marks Coherent, well structured response which accurately reflects question stem. Good use of vocabulary. Can make valid links. Discussion present. At 7 marks discussion may be limited (more positives and less negatives) but for 8 marks it should include at least 2 positive and 2 negative points. For 8 marks, conclusion must be present. Please be aware that you are also looking for the quality of written communication. Even if the response is good if the candidate has used poor English, spelling, grammar etc then do not give 8 marks.</p> <ul style="list-style-type: none"> • promotes idea that Individual is involved in all stages of the decision making process • promotes autonomy and independence • promotes a trusting relationship between professional and client • promotes anti-discriminatory/oppressive practice • promotes effective communication between professional and client • promotes the idea that the client is valued • promotes their individuality and uniqueness • shows respect • less vulnerable • increase in self-concept <p>If not given it can lead to:</p> <ul style="list-style-type: none"> • gaps in provision • issues regarding client self esteem • rights are not promoted • needs not being met • may feel devalued • client may feel frustrated/resentful • may lead to social isolation/greater vulnerability • may affect their mental health • increase risk to clients wellbeing 	8 marks

Question Number	Answer	Mark
1 (e)	<p>Level 1 : 1 - 3 marks For providing a clear definition of risk or will identify the consequences of risk for individual. Level one response is weak, basic, superficial and generic</p> <p>Level 2 : 4 - 6 marks Accurately identified risk and that it is part of the assessment process and response may indicate its consequence on patient care e.g. vulnerability. Response will be generic, lacks any examination and knowledge. Top end will indicate limited consequences.</p> <p>Level 3 : 7 - 10 marks Coherent, well structured response which accurately reflects question stem. Good use of vocabulary. Knowledge and understanding shown. Consequences for patients also outlined - vulnerability and disempowered. For 10 marks conclusion must be present. Even if the response is good if the candidate has used poor English, spelling, grammar etc then do not give 10 marks.</p> <p>Definition - a measure of how likely a potential hazard is to cause harm. Risk assessment is</p> <ul style="list-style-type: none"> • part of assessment process • areas for assessment - mobility, intellectual functioning <p>Why is it important?</p> <ul style="list-style-type: none"> • part of promoting client independence • legal requirement • involves a range of professionals • judgement based • needs to reviewed regularly • can lead to greater confidence <p>Consequences</p> <ul style="list-style-type: none"> • can create vulnerability/anxiousness • can promote independence • can either empower or disempower • can make individual more involved/aware of risk • can reduce or increase level of accident • can take rights, choices away • promotes citizenship and equality of opp • can increase stress on carers • can lead to effective or ineffective use of resources • can reduce or increase risk of harm/danger 	10 marks

Question Number	Answer	Mark
2 (a)	<p>1 mark for a brief and vague description - introduction of policies 2 marks for full description which describes how it could promote a positive care environment</p> <ul style="list-style-type: none"> • introduction of policies • infection control nurse • monitoring infection • raising awareness • target setting • audits 	2 marks

Question Number	Answer	Mark
2 (b)	<p>1-2 marks identifying point with vague, limited description e.g. responsibility over someone</p> <p>3-4 marks for points identified and explanation presented e.g. refers to the responsibility an individual has in a certain work areas and refers to the steps and procedures they take when that role is called into question over a particular incident</p> <p>Responses may also focus on</p> <ul style="list-style-type: none"> • responsibility • authority • control • ability to delegate • answerable to someone • its is a management role • its about maintaining standards 	4 marks

Question Number	Answer	Mark
2 (c)	<p>2 marks for a accurate identification Each explanation will be worth 2 marks. However, 1 mark can be awarded if the explanation (which much relevantly link to identification) is weak, limited. 2 marks for a clear relevantly linked identification/explanation.</p> <ul style="list-style-type: none"> • staff with right skills are employed • staff with right qualification are employed • work to a high standard • can be effective in meeting targets • capable of working as a team /raise morale • can encourage and motivate each other / communicate effectively • demonstrate good care practice • stand up to scrutiny • patients care is high quality /safeguards • enhance reputation of hospital 	6 marks

Question Number	Answer	Mark
2 (d)	<p>Level 1 : 1 - 3 marks Weak response with only points identified. Any description or explanation will be limited.</p> <p>Level 2 : 4 - 6 marks Accurately identifies points and can develop an accurate explanation. Response may be repetitive and lacks balance.</p> <p>Level 3 : 7 - 8 marks Coherent, well structured response which accurately reflects question stem. Good use of vocabulary. Can make valid links. For 8 marks conclusion must be present. Even if the response is good if the candidate has used poor English, spelling, grammar etc then do not give 8 marks.</p> <ul style="list-style-type: none"> • holistic care being provided • good quality care provided • feel satisfied and happy • dignity respected • choices and beliefs respected • part of care plan process • promotes effective communication • client empowered • promotes anti-discriminatory practice • gaps in care occur • poor quality • leads to increase in infection • disempowers client • possibility client is discriminated against 	8 marks

Question Number	Answer	Mark
2 (e)	<p>Level 1 : 1 - 3 marks Response is weak, basic, superficial and generic</p> <p>Level 2 : 4 - 6 marks Response will demonstrate a greater understanding of the importance of organisational culture. However it will be generic, lacks any examination and knowledge. Top end will indicate limited in terms of the consequences when providing services. At the top end responses may be discussional but it will be limited - more positives than negatives.</p> <p>Level 3 : 7 - 10 marks Coherent, well structured response which accurately reflects question stem. Good use of vocabulary. Knowledge and understanding shown. Consequences for patients care will be discussed. At seven marks discussion will be limited. 8-9 marks more balanced discussion and 10 marks conclusion will be provided. Even if the response is good if the candidate has used poor English, spelling, grammar etc then do not give 10 marks.</p> <ul style="list-style-type: none"> • promotes good patient care • promotes good patient/staff relations • fewer complaints • standards of care promoted • promotes a top down, bottom up culture • everyone feels listened to • targets are met effectively • leads to quicker recovery • individual will feel valued • individual will feel respected • individual will receive equal treatment • good value for money • quality of care is good • high levels of satisfaction 	10 marks

Question Number	Answer	Mark
3 (a)	<p>1 mark for a brief and vague definition - measures standards or may mention how, i.e. questionnaires 2 marks for full definition</p> <p>Quality assurance is the measurement of the actual level of the services provided plus the efforts to modify when necessary the provision of service in the light of results of measurements. or Measures standards through audits and questionnaires which the organisation can then act upon.</p> <p>Responses will also talk about procedures, policies</p>	2 marks

Question Number	Answer	Mark
3 (b)	<p>1-2 marks identifying point with vague, limited description 3-4 marks for points identified and explanation presented e.g.</p> <ul style="list-style-type: none"> • it is the systematic approach to managing quality assurance and quality control through the use of policy and procedure • it promotes high quality patient care • it focuses on all aspects of the organisation and accountability and information sharing • it involves setting standards, benchmarking, measurement and actions to improve care • it ensure patients receive the best quality care 	4 marks

Question Number	Answer	Mark
3 (c)	<p>2 marks for a accurate identification Each explanation will be worth 2 marks. However, 1 mark can be awarded if the explanation (which much relevantly link to identification) is weak, limited. 2 marks for a clear relevantly linked identification/explanation.</p> <ul style="list-style-type: none"> • they can see things management can't • they are best placed to inform on quality of service • service users will feel more involved and valued • service user will feel valued stakeholder • can improve and raise standards • help monitor standards • inform practice and strategy • staff provide a quality service • can identify improvements • raise issues/complaints • accurate account of what is happening • the individual is giving their personal account • they will feel empowered • service becomes needs led 	6 marks

Question Number	Answer	Mark
3 (d)	<p>Level 1 : 1 - 3 marks Weak response with only points identified. Any description or explanation will be limited.</p> <p>Level 2 : 4 - 6 marks Accurately identifies points and can develop an accurate explanation. Response may be repetitive and lacks balance.</p> <p>Level 3 : 7 - 8 marks Coherent, well structured response which accurately reflects question stem. Good use of vocabulary. Can make valid links. For 8 marks conclusion must be present. Even if the response is good if the candidate has used poor English, spelling, grammar etc then do not give 8 marks.</p> <ul style="list-style-type: none"> • can lead the way through legislation • enforces standards • can establish bodies such as NICE • standardises processes across country • sets targets • promotes consumer interest • can act quickly when things go wrong • money in short supply • can sometimes ignore professional bodies advice to follow own agenda • QUANGOS set up become self interested • can introduce new ways of providing service - mixed economy of care • patients rights are being met • by not enforcing - standards drop - leads to neglect e.g. Baby P 	8 marks

Question Number	Answer	Mark
3 (e)	<p>Level 1 : 1 - 3 marks Will provide a very weak, superficial, limited answer relating to audits.</p> <p>Level 2 : 4 - 6 marks Response will demonstrate some knowledge and understanding of be generic, lacks any examination and knowledge. Top end will contain some discussion but more positive rather than negatives.</p> <p>Level 3 : 7 - 10 marks Coherent, well structured response which accurately reflects question stem. Good use of vocabulary. Knowledge and understanding shown in terms of the importance of audits in promoting quality care. At seven marks discussion will be limited. 8-9 marks more balanced discussion and 10 marks conclusion will be provided. Even if the response is good if the candidate has used poor English, spelling, grammar etc then do not give 10 marks.</p> <ul style="list-style-type: none"> • observe current practice • set standards • quality led • highlight weaknesses • highlight need for improvement • bring about change • used to bench mark • assess quality • must be evidence based • can be futile if commitment is not given • results may be ignored • results open to debate if auditing tools are deemed inappropriate • can change people's attitudes 	10 marks

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