

Mark Scheme (Results)

June 2010

GCE

GCE Applied Health & Social Care (6944/01)

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.

Question	Answer	Mark
1 a	<p>1 x 2 for correctly stating</p> <ul style="list-style-type: none"> • Publishing information • Assessing • Care planning • Monitoring • Reviewing • Evaluating • Implementation <p>Bullet point answers are acceptable</p>	2 marks

Question	Answer	Mark
1b	<p>1 -2 marks for identifying 2 points or 1 point described 3-4 marks for points identified and explanation presented e.g by living in a normal family environment the children will emotionally begin to relax and de-stress, it may improve their self concept and idea of who they are, they can bond more successfully with each other, they may begin to resolve many issues that they may have.</p> <p>Importance for Emotional Development - opposite/negative answers can be accepted</p> <ul style="list-style-type: none"> • Improvement in self concept • Improvement in self esteem and self image • Good mental health • Feel loved and belong • Sense of normality • Safety and security needs are met • Children may feel happy • Develop their communication skills • Attachments/bonding will be easier • New relationships can be formed with ease • Self-confidence develops / trusting • Greater independence • Continuity of care is important • Can lead to difficulties in later life 	4 marks

Question	Answer	Mark
1c	<p>Level One (1 - 2marks) - weak response with only points identified. Any description or explanation will be limited. Max 2 marks</p> <p>Level Two (3 - 4 marks) - accurately identifies points and can develop an accurate explanation. Response may be repetitive and lacks balance. Important to look for links between points Max 4 marks</p> <p>Level Three (5 - 6 marks) - coherent, well structured response which accurately reflects question stem. Good use of vocabulary. Can make valid links. For 6 marks conclusion must be present.</p> <p>Must identify Benefits only</p> <ul style="list-style-type: none"> • Prevents overlap or duplication of service • It is needs led part of care plan process • Changes can be identified quickly • Holistic needs are identified and provided for • Children are fully involved • Working in the best interests of the child • Resources are effectively applied to met the child's needs • Everyone knows what they have to provide • Improves communication between agencies • Target services more appropriately • Should increase the standard of care • Information shared is accurate 	6 marks

Question	Answer	Mark
1d	<p>Level One (1 - 3 marks) - weak response with only points identified. Any description or explanation will be limited. max 3 marks</p> <p>Level Two (4 - 6 marks) - accurately identifies points and can develop an accurate explanation. Response may be repetitive and lacks balance. There may be some discussion but it is very limited, generic and repetitive max 6 marks</p> <p>Level Three (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 but for 8 marks it should include at least 2 positive and 2 negative points. For 8 marks conclusion must be present.</p> <p>Please read and refer back to mark scheme - award mark band and then marks. You may find that they will refer to legislation and you will need to make a judgement call as to whether the response has been relevantly answered</p> <ul style="list-style-type: none"> • All agencies will promote the idea that child’s welfare is paramount • Best place for a child to be raised is in the family • Legislation clearly outlines what a child in need is • Clear procedures and policies • Less children falling through the net • Legislation designed to promote safety and security • Legislation designed to vet staff as to their appropriateness to work with children • Protection of children involves a range of agencies/multi-disciplinary practice promoted • Proactive rather than reactive • Puts the care of children within the family under greater scrutiny • Social services become more accountable • Clear lines of responsibility • Hasn’t prevented all children being safe • Social services can sometimes get it wrong • Dependent on information which social service then act upon • Can interfere too much • Paternalistic - stifling 	8 marks

Question	Answer	Mark
1e	<p>Level One (1 - 3 marks) - weak answer which does not go any further than outlining what a voluntary organisation is</p> <p>Level Two (4 - 7 marks) - lower end of mark band answer will outline what a voluntary organisation is and will perhaps state that their contribution has been enormous, part of mixed economy. At upper mark band the response will focus on positives only</p> <p>Level Three (8 - 10 marks) - coherent, well structured response which accurately reflects question stem. Good use of vocabulary. Knowledge and understanding shown. Balanced argument outlines both the positive and negatives. At 7 marks discussion may be limited but for 8-9 marks it should include at least 2 positive and 2 negative points. For 10 marks conclusion must be present.</p> <p>Please read and refer back to mark scheme - award mark band and then marks.</p> <ul style="list-style-type: none"> √ Provides services and support which other sectors can't e.g. the state √ Reduces the pressure on state or independent sector √ Independent from govt √ Promotes multi-disciplinary working √ Increasingly reliant on government grants/funding to provide services √ Only effective if volunteers are available √ Can organise themselves more readily than other sectors √ More capable of organising themselves in rural areas √ Find it difficult to compete with private organisations √ Extremely diverse in their background, client groups they cover √ Generally well supported and well favoured by the general public √ Provides support for each other e.g. age concern √ Can be involved in developing policy, treatments etc √ Effective in lobbying and bring about change √ Can advocate on behalf of the individual √ Under pressure to compete with other agencies √ Some face extinction with govt cuts 	10 marks
		30 marks

Question	Answer	Mark
2a	<p>1 mark for a brief and vague description or gives an example - public body or example NHS</p> <p>2 marks for full description</p> <p>Public organisation which has been created by law and which is funded from general taxation OR the statutory sector is also known as the public sector an example being the NHS</p>	2 marks

Question	Answer	Mark
2b	<p>Level One (1 - 2 marks) - weak response with only points identified. Any description or explanation will be limited. max 2 marks</p> <p>Level Two (3 - 4 marks) - accurately identifies points and can develop an accurate explanation. Response may be repetitive and lacks balance. max 4 marks</p> <p>Level Three (5 - 6 marks) - coherent, well structured response which accurately reflects question stem. Good use of vocabulary. Can make valid links. For 6 marks conclusion must be present.</p> <p>Patient confidentiality can only be broken if the individual is at risk otherwise it is important not to disclose patient information without consent. If this happens the client may be put in harm or danger, the trust relationship can be permanently broken and damaged and the client may feel angry and let down by the service. The client becomes at risk of greater vulnerability and in many ways it leads to the disempowerment of the client because they have lost control of the situation.</p> <ul style="list-style-type: none"> • They are put at risk • Will ensure that individual is not in danger - benefit • Trust is broken down • Relationship between carer and client is damaged • Lack of confidence is created • Can create undue stress • Individual can become annoyed or angry or upset • Can lead to legal action • Employee may be disciplined • Patient care may suffer • Disempowerment / discriminated against • Creates greater vulnerability / harm • Can affect the individual's self confidence, self esteem, self image etc 	6 marks

Question	Answer	Mark
2c	<p>Level One (1 - 2 marks) - weak response with only points identified. Any description or explanation will be limited. Max 2 marks</p> <p>Level Two (3 - 4 marks) - accurately identifies points and can develop a accurate explanation. Response may be repetitive and lacks balance. Max 4 marks</p> <p>Level Three (5 - 6 marks) - coherent, well structured response which accurately reflects question stem. Good use of vocabulary. Can make valid links. For 6 marks conclusion must be present.</p> <ul style="list-style-type: none"> • Effective communication links are built • More effective use of resources • Efficient use of resources • New ways of providing services can be developed • Networking can be innovative and enterprising • Quality of service should increase • Lead to development of good practice • Service user can feel safe and protected • Resources are shared • Brings added value to service provision / new dimension • Promotes a holistic approach • Tailors services - needs led • Promotes inclusiveness/team work • Knowledge sharing 	6 marks

Question	Answer	Mark
2d	<p>Level One (1 - 3 marks) - weak response with only points identified. Any description or explanation will be limited. max 3 marks</p> <p>Level Two (4 - 6 marks) - accurately identifies points and can develop an accurate explanation. Response may be repetitive and lacks balance. There may be some discussion but it is very limited, generic and repetitive max 6 marks</p> <p>Level Three (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.</p> <p>Please read and refer back to mark scheme - award mark band and then marks.</p> <ul style="list-style-type: none"> √ Promotes effective communication √ Client empowered √ Promotes anti-discriminatory practice √ Client voice is being heard, valued, respected √ Clients wishes can be considered more fully √ Gaps in care occur if not provided √ Poor quality or can promote a quality service √ Disempowers client √ Possibility client is discriminated against √ Client becomes more vulnerable to abuse or neglect √ Conflict can occur particularly if it is a family member √ Communication skills need to be good for an effective advocate √ Can identify anything which the client is dissatisfied with 	8 marks

Question	Answer	Mark
2e	<p>Level One (1 - 3 marks) - weak response with only points identified. Any description or explanation will be limited. Max 3 marks</p> <p>Level Two (4 - 6 marks) - accurately identifies points and can develop an accurate explanation. Response may be repetitive and lacks balance. There may be some discussion but it is very limited, generic and repetitive Max 6 marks</p> <p>Level Three (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.</p> <p>Please read and refer back to mark scheme - award mark band and then marks.</p> <ul style="list-style-type: none"> • Team can support each other • Team can build on good practice • Team can effectively communicate with each other formally and informally • Team can share resources • Improve the standard and quality of the service • Efficient/effective • Meets individual needs • Views of service user can be communicated more easily • Gaps in service provision may occur • Information may not be passed on • Little self reflection • No one to identify where services are going wrong • No peer support 	8 marks
		30 marks

Question	Answer	Mark
3a	<p>1 mark for a brief and vague definition e.g. someone who speaks for someone else - def is not clear or precise</p> <p>2 marks for full definition -</p> <ul style="list-style-type: none"> √ One that argues for a cause; a supporter or defender √ Speaks on behalf of client when the client is unable to do so for themselves as English is not their first language √ Someone who puts forward the views of the person they are representing as English is not their first language <p>Sign language is acceptable as it is a form of communication and a signer is a translator</p> <p>Please be careful a translator is not the same as an advocate the distinction being language barrier not representation</p>	2 marks

Question	Answer	Mark
3b	<p>1-2 marks identifying point with vague, limited description</p> <p>3 -4 marks for points identified and explanation presented e.g. By responding and providing feedback the client will feel valued and respected. They will be more inclined to view the service provision positively. By responding and feeding back the client feels involved in the service provision and can feel more empowered thus raising their self esteem.</p> <ul style="list-style-type: none"> √ Empowered √ More independent √ Feel valued √ Feel respected √ Self esteem, self image, self concept √ Can help recovery/put the client at ease √ Reflects the care value base √ Ensures that complaints are investigated and not dismissed √ Improves the quality of care √ Views can be acted upon √ Can increase trust <p>Response can also be answered negatively - damage which can be done to client</p>	4 marks

Question	Answer	Mark
3c	<p>Level One (1 - 2 marks) - weak response with only points identified. Any description or explanation will be limited. Max 2 marks</p> <p>Level Two (3 - 4 marks)- accurately identifies points and can develop a accurate explanation. Response may be repetitive and lacks balance. Max 4 marks</p> <p>Level Three (5 - 6 marks) - coherent, well structured response which accurately reflects question stem. Good use of vocabulary. Can make valid links. For 6 marks conclusion must be present.</p> <ul style="list-style-type: none"> √ Identifies weakness in service √ Identifies gaps in service provision √ Service user is active participant in service √ Helps services to develop to a higher quality standard √ Help develop service provision / quality of service √ Opportunity to express views on service provision √ Good care practice as client is being provided with an opportunity to feedback on service provision √ Client will feel respected, valued, empowered √ Review of practice can be implemented to create improvements √ Complaints will be responded to 	6 marks

Question	Answer	Mark
3d	<p>Level One (1 - 3 marks) - weak response with only points identified. Any description or explanation will be limited. Max 3 marks</p> <p>Level Two (4 - 6 marks) - accurately identifies points and can develop an accurate explanation. Response may be repetitive and lacks balance. There may be some discussion but it is very limited, generic and repetitive Max 6 marks</p> <p>Level Three (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.</p> <p>Please read and refer back to mark scheme - award mark band and then marks.</p> <p>Pros</p> <ul style="list-style-type: none"> √ Identify weakness / gaps √ Identifies where developments can take place √ Identify training and development needs √ Identify the effectiveness of resources e.g. finance √ Identify levels of efficiency √ Identify if targets are being met √ Quality of service improves √ Ensures that organisation is operating legally √ Service user /staff will feel valued √ Maintains the standards <p>Cons</p> <ul style="list-style-type: none"> √ Staff can become de motivated if they occur too regularly as it prevents them from getting on with their job √ Staff can ignore the outcomes √ Waste of time and money if change doesn't occur √ Can often be a paper exercise only √ Service provision very often doesn't change √ It can have little impact √ Service and quality can be adversely affected 	8 marks

Question	Answer	Mark
3e	<p>Level One (1 - 2 marks) - for providing a clear definition of risk - max of 2 marks</p> <p>Level Two (3 - 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. There may be some discussion but it is very limited, generic and repetitive</p> <p>Level Three (7 - 10 marks) - coherent, well structured response which accurately reflects question stem. Good use of vocabulary. Knowledge and understanding shown. Must include a conclusion.</p> <p>Please read and refer back to mark scheme - award mark band and then marks.</p> <ul style="list-style-type: none"> √ Standardise the profession in terms of conduct √ Regulate workforce √ Creates compliance √ Sets/Enforce standards and quality / benchmark √ Regulating training and education √ Monitor quality √ Advise and provide guidance √ Provide social work with code of practice √ Without such a body quality service could be poor √ Service users would not be protected √ Standards could be compromised with out such a org √ Acts a watchdog which protects service users <p>If they state 'standard' without qualifying it with sets or enforces or raises standards they are repeating question stem.</p>	10 marks
		30 marks