

Mark Scheme (Results)

January 2011

GCE

GCE Applied Health and Social Care 7 (6944/01)

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a		<p>1 x 4 for correctly stating:</p> <ul style="list-style-type: none"> ❖ Physical needs – level of mobility, dietary needs ❖ Emotional health ❖ Social and personal care – washing, dressing, feeding ❖ Intellectual needs / mental health needs ❖ Level of risk ❖ Cultural and religious needs ❖ Accommodation needs ❖ Transport/access ❖ Financial situation of client ❖ Education/employment/leisure needs ❖ Needs of carer – Elsie <p><i>DO NOT ACCEPT – RECOVERING FROM STROKE, SWALLOWING, SIGHT</i></p> <p><i>SINGLE WORDS ARE ACCEPTABLE – PHYSICAL, SOCIAL, EMOTIONAL, INTELLECTUAL</i></p>	4	
b		<p>0 – NIL MARKS – no rewardable material 1-3 answers provided will be brief and vague. May identify points only or identify 1 point and describe it briefly. Lacks depth and knowledge will be vague 4-6 answers provided will describe and/or explain points raised, however, there will be little linkage or balance between strengths and weaknesses evident between points. At 6 marks the candidate may provide a limited and brief discussion but it is not considered enough for mark band 3. In general the work may be one sided negative/positive. 7-8 well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance strengths and weaknesses. For 8 marks a conclusion must be presented.</p> <p>Rights</p> <ul style="list-style-type: none"> ❖ Freedom from discrimination ❖ Treated equally ❖ Confidentiality of information given ❖ Independence promoted as far as possible/empowered ❖ Power of choice over services ❖ Dignity in the care received/privacy respected ❖ Right to information to be given regarding his care ❖ Right to be respected for his beliefs and culture ❖ Safety and security provided ❖ Needs led provision ❖ Targeted at promoting recovery and wellbeing ❖ Right to effective communication 	8	

	c	<p>1-3 answers provided will be brief and vague. May identify points only or identify 1 point and describe it briefly. Lacks depth and knowledge will be vague</p> <p>4-6 answers provided will describe and/or explain points raised, however, there will be little linkage or balance between strengths and weaknesses evident between points. At 6 marks the candidate may provide a limited and brief discussion but it is not considered enough for mark band 3. In general the work may be one sided negative/positive.</p> <p>7-8 well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance strengths and weaknesses. For 8 marks a conclusion must be presented.</p> <p>Advantages of providing ‘Choice’</p> <ul style="list-style-type: none"> ❖ Promotes independence ❖ Service user being respected ❖ Service user actively participates in the care process ❖ Service users choices are taken into account ❖ Greater power is given to service/empowerment provided/greater control ❖ Service user feels valued / promotes confidence or wellbeing ❖ Greater trust/partnership is developed ❖ Raises self-esteem/self-concept/self-image of service user ❖ Reflects needs led process ❖ Reflects the holistic nature of assessment process ❖ <p>Disadvantage of not providing ‘Choice’</p> <ul style="list-style-type: none"> ❖ Stifle service users growth and development ❖ Service user will feel under valued ❖ Waste of resources ❖ Oppression of individual ❖ Leads to poor quality care ❖ Needs not met ❖ Leads to complaints from the service user ❖ Disempowered, discriminated/isolated/neglected 	8	
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	d	<p>1-3 answers provided will be brief and vague. May identify points only or identify 1 point and describe it briefly. Lacks depth and knowledge will be vague</p> <p>4-6 answers provided will describe and/or explain points raised, however, there will be little linkage or balance between strengths and weaknesses evident between points. In general the work may be one sided negative/positive.</p> <p>7-8 well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance strengths and weaknesses</p> <p>9-10 well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance strengths and weaknesses and conclusion will be present.</p> <p>Contribution</p> <ul style="list-style-type: none"> ❖ Carers Recognition and Services Act entitles carer to assessment ❖ Enjoyable and fulfilling ❖ Opportunity for children etc to give back ❖ Emotional bond develops/love/trust/close relationship ❖ Individual feels valued and respected ❖ Meaningful work/commitment ❖ Job satisfaction/feels worthwhile/feels important ❖ Impact on self-concept, self-esteem, self-image <p>Issues</p> <ul style="list-style-type: none"> ❖ Physically draining – 24/7 ❖ Socially isolating – individual can loose touch with friends ❖ Emotional draining can also lead to family conflict ❖ Financially punitive – carer may have to give up full time job ❖ Risk of abuse if caring gets too much ❖ Other relationships may suffer ❖ Little support of state authorities ❖ Increased stress ❖ Impact on self-concept, self-esteem, self-image 	10	30 Marks
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2	a	<p>1 mark for a brief definition with an example – such as</p> <ul style="list-style-type: none"> • Non-profit making • Reliant on donations • Manned by volunteers <p>2 marks awarded for a full explanation such as:</p> <p>“Body or group of people who have come together for the betterment of the community and not for financial gain.”</p> <p><i>BE CAREFUL – DO NOT BE AWARDING MARKS IF THEY STATE THAT VOLUNTARY ORGANISATIONS DO NOT GET MONEY FROM GOVERNMENT AS THEY DO THROUGH CONTRACTS</i></p>	2	
	b	<p><i>NO MARKS FOR GIVING DEFINITION OF ADVOCACY AS IT IS ASSUMED THEY WILL KNOW THIS – THEY HAVE TO EXPLAIN WHY ADOVACY IS IMPORTANT</i></p> <p>0 marks – no rewardable material 1-2 marks for a brief description of why advocacy is important – response may tend to define term and will be repetitive, vague and limited in content 3-4 marks for a good explanation of why advocacy is important – more depth and meaning in response</p> <p>Importance in Care Services</p> <ul style="list-style-type: none"> ❖ Promotes effective communication ❖ Helps the client achieve understanding / know their rights ❖ Promotes greater trust between client and organisation ❖ Helps client express their concerns/opinions heard/views considered ❖ Promotes greater independence/empowers ❖ User will feel valued /happier/content ❖ Respect for choices made ❖ Promotes the interests of the client ❖ Client will feel as if they have been listened to or not ignored ❖ Relieves pressure/stress ❖ Care Services providers are acting positively when offering advocacy service 	4	

	c	<p><i>As there is only six marks and I would prefer the marks to be awarded for the explanation</i></p> <p>1x2 for a max of 2 examples only 2 marks for each explanation – examiners to use their professional judgement when awarding marks for the level of explanation</p> <p>Examples include:</p> <ul style="list-style-type: none"> ❖ Questionnaires ❖ surveys ❖ Complaints procedures ❖ Audits/inspections ❖ One to one interviews ❖ Monthly Carers meeting/forum ❖ Complaints process <p>Importance of monitoring</p> <ul style="list-style-type: none"> ❖ Effectiveness of the service ❖ Identify gaps in provision ❖ See what work and what is not working ❖ Compare services with each other ❖ Identify how to make the service better ❖ Improve levels of satisfaction with service users ❖ Make the service user feel valued and respected ❖ Promote better standards ❖ Empower the clients 	6	
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d	<p><i>RESPONSES HAVE TENDED TO FOCUS ON 'NETWORKING' RATHER THAN ON THE BENEFITS</i></p> <p>1-3 answers provided will be brief and vague. May identify points only or identify 1 point and describe it briefly. Lacks depth and knowledge will be vague</p> <p>4-6 answers provided will describe and/or explain points raised, however, there will be little linkage or balance between strengths and weaknesses evident between points. At 6 marks the candidate may provide a limited and brief discussion but it is not considered enough for mark band 3. In general the work may be one sided negative/positive.</p> <p>7-8 well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance strengths and weaknesses. For 8 marks a conclusion must be presented.</p> <p>Benefits</p> <ul style="list-style-type: none"> ❖ Carers feel empowered ❖ Carers feel valued ❖ Creates greater feeling of security ❖ Creates greater confidence ❖ Promotes their independence ❖ Feel they have control over their lives ❖ Promotes normalisation ❖ Develops knowledge and understanding of what is available ❖ They are not alone / helps build relationship ❖ Help develop networks ❖ Promotes wellbeing ❖ More choice ❖ Reduces stress ❖ Meet other similar people ❖ Demonstrates dignity <p>Explanation will link to self-esteem, self-concept and idea that they are not isolated.</p> <p>Problems of not involving service users</p> <ul style="list-style-type: none"> ❖ Poor quality service ❖ Mistake/neglect of carers ❖ Waste of resources ❖ Poor quality ❖ Members dissatisfied ❖ Members don't attend 	8
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e	<p><i>RESPONSES TEND TO FOCUS EXPLAINING WHAT VOLUNTARY ORGANISATIONS ARE RATHER THAN ASSESSING THEIR CONTRIBUTION – IF THEY ONLY EXPLAIN THEN IT SHOULD GO NO FURTHER THAN LEVEL 1 AND 3 MARKS</i></p> <p>1-3 answers provided will be brief and vague. May identify points only or identify 1 point and describe it briefly. Lacks depth and knowledge will be vague 4-6 answers provided will describe and/or explain points raised, however, there will be little linkage or balance between strengths and weaknesses evident between points. In general the work may be one sided negative/positive. 7-8 well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance strengths and weaknesses 9-10 well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance strengths and weaknesses and conclusion will be present particularly for 10 marks.</p> <p>Explanation as to why voluntary groups are part of provision</p> <ul style="list-style-type: none"> ❖ Part of government policy ❖ Part of the mixed economy of care ❖ Recognition that not all services can be provided by the state and therefore greater reliance on independent sector ❖ Reflects care in the community (caring for people white paper) policy <p>Contribution</p> <ul style="list-style-type: none"> ❖ Take the pressure of statutory services ❖ Protects the vulnerable and provides support ❖ Localised provision ❖ Locally provided so greater accessibility ❖ Fills gap left by the state / can influence government ❖ Can be cost effective ❖ They are flexible ❖ Volunteers in many cases do the bulk of the work ❖ From the local community so more acceptable <p>Issues</p> <ul style="list-style-type: none"> ❖ Have to compete with the private sector to win contracts ❖ Limited to certain areas of provision ❖ Lack resources unless they are a national org such as age concern ❖ Because they are dependent on public support they may be financially limited with what they can do ❖ Support provided is not specialist – befriending etc which may be of no use to some clients with chronic needs 	10	Total Marks 30
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3	a	<p>1 mark for a brief definition or an example provided e.g. face to face</p> <p>2 marks for stating Where one group is treated less favourably/disadvantaged than another or where one group is advantaged over another based on certain characteristics</p>	2	
	b	<p>0 marks – no rewardable material</p> <p>1-2 marks for a brief description of why legislation was changed response may will be repetitive, vague and limited in content</p> <p>3-4 marks for a good explanation of why legislation is important/changed – more depth and meaning in response</p> <ul style="list-style-type: none"> ❖ Existing legislation needed strengthening ❖ Evidence that some employers were openly discriminating ❖ Prevents people from being treated differently ❖ Prevents harassment/victimisation ❖ Prevents rights not being acknowledged ❖ Promotes civil rights ❖ Prevents people being declined access to services ❖ Empowers the person ❖ People will be treated equally ❖ Helps individual overcome common assumptions and stereotypes ❖ Prevents social exclusion ❖ Promotes normalisation ❖ Promotes equality of opportunity 	4	
	c	<p>1x 4 for appropriate answer</p> <ul style="list-style-type: none"> ❖ Both organisation and clients will know their rights ❖ Its means that clients have a means of redress ❖ Clients can use the complaints system ❖ Policy and procedures can be clearly communicated ❖ Provides a open and transparent service ❖ Prevents direct discrimination ❖ Greater equality and opportunity ❖ Individuals should not be marginalised ❖ Widens access ❖ Promotes greater participation ❖ Empowers the individuals / independence ❖ Creates a better self-esteem, self-image self-concept ❖ Promotes the organisations reputation ❖ Promotes self-worth, respect and values individual ❖ Better quality service provided/ standards ❖ Promote effective communication ❖ Creates a positive care environment 	4	

d		<p>1-3 answers provided will be brief and vague. May identify points only or identify 1 point and describe it briefly. Lacks depth and knowledge will be vague</p> <p>4-6 answers provided will describe and/or explain points raised, however, there will be little linkage or balance between strengths and weaknesses evident between points. At 6 marks the candidate may provide a limited and brief discussion but it is not considered enough for mark band 3. In general the work may be one sided negative/positive.</p> <p>7-8 well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance strengths and weaknesses. For 8 marks a conclusion must be presented.</p> <p>For effective implementation org culture</p> <ul style="list-style-type: none"> ❖ should view all clients as a valued contributor to their service provision ❖ values and aims endorsed by organisation ❖ organisation is open and works towards goals creating access ❖ service users feel empowered ❖ promotes concepts of empowerment ❖ organisation is proactive in raising awareness and making changes ❖ be endorsed by all members of the organisation ❖ mean it will be complied with by all members of the organisation ❖ provides equal access to disabled people ❖ mean that the org can address some of the stereotypes people have about disability ❖ discrimination is reduced <p>The wrong org culture will mean that disabled people will be treated</p> <ul style="list-style-type: none"> ❖ Poorly ❖ Neglected ❖ Discriminated against ❖ Denied access to services ❖ Excluded ❖ Marginalised further 	8	
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e	<p>1-3 answers provided will be brief and vague. May identify points only or identify 1 point and describe it briefly. Lacks depth and knowledge will be vague</p> <p>4-6 answers provided will describe and/or explain points raised, however, there will be little linkage or balance between strengths and weaknesses evident between points. In general the work may be one sided negative/positive.</p> <p>7-8 well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance strengths and weaknesses</p> <p>9-10 well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance strengths and weaknesses and conclusion will be present.</p> <p>Advantages</p> <ul style="list-style-type: none"> ❖ Service users clearly know what they are entitled to ❖ Widened access / promotes rights ❖ Ensures fairer more equal participation / fosters equality ❖ Promotes inclusion/ access ❖ Attempts to eradicate discrimination /redress measures ❖ Service user feels valued / empowers and promotes independence ❖ Service user feels society is on their side ❖ Promotes a needs led service ❖ Promotes self-esteem, self-concept/confidence ❖ Promotes a better quality service <p>Disadvantage</p> <ul style="list-style-type: none"> ❖ Still has not prevented some forms of discrimination ❖ Some organisations still discriminate quite openly ❖ Some care workers still do not understand the importance of promoting rights ❖ Leads to poor service provision ❖ Service led rather than needs led ❖ Social excluded/marginalised ❖ Service user devalued/self esteem/self concept/confidence 	10	Total marks 30
TOTAL FOR THIS PAPER: 90 MARKS			

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