

# Mark Scheme (Results)

January 2012

GCE Health and Social Care (6944) Paper 1  
Meeting Individual Needs

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Question Number	Answer	Mark
<p><b>1(a)</b></p>	<p>1x1 mark for identifying benefit  1 additional mark for partial description  2 marks for full description of benefit</p> <p><b>REMEMBER YOU ARE LOOKING FOR 2 BENEFITS WHICH MUST BE DIFFERENT IN THEIR IDENTIFICATION AND DESCRIPTION</b></p> <p><b>BENEFITS</b></p> <ul style="list-style-type: none"> <li>• <b>Socially</b> – make new friends, less lonely, less isolating (<b>possible description</b>) it allows him to meet and interact with other people maintaining his communication skills</li> <li>• <b>Emotionally</b> – it will relieve any anxiety, worry, he will become more self assured, confident, happier (<b>possible description</b>) the knowledge of being cared for will allow him to maintain his confidence, self esteem, self concept, allow him to talk to his carers and promote his overall happiness or it could also improve his mental health by being more independent and being with other people.</li> <li>• <b>Intellectually</b> – it allows him to develop other interests, he can talk to others and learn how to cope with his condition (<b>possible description</b>) Jimmy can remain stimulated and motivated through various activities the home provides</li> <li>• <b>Physically</b> - it could improve his health and wellbeing by reducing the risk to him, regular meals, diet and monitoring of medication. (<b>possible description</b>) he is being monitored 24/7 and he will not feel as much of a burden and overall he will feel happier</li> </ul>	<p><b>(6)</b></p>

Question Number	Answer	Mark
1(b)	<p><b>0-2 marks – answers provided will be brief and vague. May identify points only.</b></p> <p><b>3-4 marks – answers provided will describe points raised. Little linkage evident between points and little explanation</b></p> <p><b>5-6 marks – well developed answer with points fully explained. Good linkage/coherence between points. Good use of vocational language.</b></p> <ul style="list-style-type: none"> <li>• To check that care plan objectives are being met</li> <li>• To ensure that co-ordination of services/professionals has taken place</li> <li>• Share knowledge to improve wellbeing</li> <li>• To ensure that services meet need and are effective</li> <li>• To identify any unmet need</li> <li>• To provide support to Jimmy regarding the progression of his condition/deterioration</li> <li>• To provide support to Jimmy</li> <li>• To fine tune the care plan</li> <li>• To ensure that services have been delivered</li> <li>• To identify any changes required ref his physical condition</li> <li>• Jimmy will feel happier/empowered/confident and more independent</li> <li>• Positive impact on self –concept i.e. feeling valued</li> </ul>	<b>(6)</b>

Question Number		Indicative Content
<b>1(c)</b> <b>QWC</b>		<ul style="list-style-type: none"> <li>• Society's level of affluence has increased over the years – can afford private care</li> <li>• They are more accessible to everyone</li> <li>• Private providers can provide more choice/responds quickly to need</li> <li>• Free from the bureaucracy unlike state services</li> <li>• Private providers are generally more flexible and can respond more quickly than state services in providing services</li> <li>• Takes burden off the state and compliments existing provision</li> <li>• Part of government care in community policy</li> <li>• Part of the mixed economy of care</li> <li>• Demography – more older people more resources needed to meet needs</li> <li>• Creates inequality</li> <li>• Creates a two tier system – those that can't afford it may have to wait or do without</li> <li>• It can be very expensive which only a minority can afford</li> <li>• Only interested in profit making</li> <li>• Better resourced and better facilities than state services</li> </ul>
Level	Mark	Descriptor
	0	No rewardable material
1	1-2	Answers provided will be brief and vague. May identify points only.
2	3-5	Answers provided will describe or explain points raised. Little linkage evident between points.
3	6-8	Well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Conclusions must be present for 8 marks.

Question Number		Indicative Content
<b>1(d)</b> <b>QWC</b>		<ul style="list-style-type: none"> <li>• Greater burden/strain on all resources – human, physical, financial</li> <li>• New forms of care need to be identified which promote independence or meet complex needs</li> <li>• Costs will rise</li> <li>• Other client groups will suffer or be disadvantaged</li> <li>• Need to analyse the utilisation of resources</li> <li>• Some sectors will benefit from an increased ageing population such as the private sector</li> <li>• Can create waiting lists in other areas due to lack of funds</li> <li>• Greater need for training to prevent abuse/provide care which meets needs</li> <li>• Greater need for regulation to prevent abuse</li> <li>• Physical resources need to be adapted to ensure they promote independence</li> <li>• Level of risk needs to be monitored</li> <li>• Tendency to warehouse and accommodate rather than promote real independence.</li> <li>• Tax rises likely</li> <li>• Society may have to plan for old age e.g. work longer</li> <li>• Target services and more means testing</li> <li>• Introduce more radical policy and legislation</li> <li>• Quality will be affected through demand</li> </ul>
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	Answers provided will be brief and vague. May identify points only
2	4-6	Answers provided will describe and explain points raised. No linkage or balance between strengths and weaknesses evident between points.
3	7-10	Well developed answer with points fully explained. Good linkage/coherence between points. Good use of vocational vocabulary.

**Total for Question 1 = 30 marks**

Question Number	Answer	Mark
<b>2(a)</b>	<p><b>0-2 marks for 2 factors identified</b>  <b>2 marks for 1 factor identified and described</b>  <b>3 marks for 2 factors identified and one factor described</b>  <b>4 marks for 2 factors identified and explained or 1 factors explained with relevant links made</b></p> <ul style="list-style-type: none"> <li>• Named Nurse is someone appointed to look after a service user's physical, social, emotional and intellectual wellbeing</li> <li>• Promote independence and empower</li> <li>• Help with every day tasks</li> <li>• Discuss and communicate to Jimmy his treatment plan</li> <li>• Promote his safety and security and wellbeing</li> <li>• Responsible for drawing up care plan</li> <li>• May advocate on behalf of service user</li> <li>• First point of contact for relatives</li> </ul> <p>Responses may talk about 'trust' this is technically an outcome but not a ROLE</p>	<b>(4)</b>

Question Number	Answer	Mark
<b>2(b)(i)</b>	<p><b>1-2 mark for partial explanation</b>  <b>3-4 marks for full explanation</b></p> <p><b>ANTI-DISCRIMINATORY PRACTICE</b></p> <ul style="list-style-type: none"> <li>• This is where the individual is respected for their beliefs, gender, sexuality, age, religion and where the care practitioner does not make stereotypical judgements or prejudice the individual negatively. Their rights are promoted</li> </ul>	<b>(4)</b>

Question Number	Answer	Mark
<b>2(b)(ii)</b>	<p><b>1-2 mark for partial explanation</b>  <b>3-4 marks for full explanation</b></p> <p><b>ADVOCACY</b></p> <ul style="list-style-type: none"> <li>• Speaking for another person and representing their interests on their behalf and ensures their views are heard and listened too and not discriminated against. Advocate is provided in situations where individuals can't: <ul style="list-style-type: none"> <li>○ Speak for themselves</li> <li>○ Are unable to understand</li> <li>○ Have poor mental functionality</li> <li>○ Learning disabilities</li> <li>○ Are vulnerable / at risk</li> </ul> </li> </ul>	<b>(4)</b>

Question Number		Indicative Content
<b>2(c)</b> <b>QWC</b>		<p><b>PLEASE ENSURE THAT YOU READ THIS RESPONSE CAREFULLY AND THAT RESPONSES DEMONSTRATE A FULL UNDERSTANDING OF NORMALISATION</b></p> <p><b>ADVANTAGES</b></p> <ul style="list-style-type: none"> <li>• Acceptance of people with disabilities/conditions/infirmity</li> <li>• Same conditions/access/equality apply to such individual as to anyone else who is normal bodied</li> <li>• Promotes freedom of choice</li> <li>• Promotes independence/confidence</li> <li>• Opposite of institutionalisation</li> <li>• Promotes self worth/self concept</li> <li>• They feel valued</li> <li>• Promotes social inclusion/anti-discriminatory practice/empowerment</li> <li>• Freedom to express themselves openly and have their opinion heard</li> </ul> <p><b>KEY ISSUES WHEN PROMOTING NORMALISATION</b></p> <ul style="list-style-type: none"> <li>• Level of support required by professionals and society to make it effective</li> <li>• Needs adequate resources to be effective</li> <li>• Likelihood of needs not being met</li> <li>• Social isolation</li> <li>• People are still ignorant of individuals with disabilities and will still discriminate</li> <li>• Level of risk the person may experience when promoting independence</li> <li>• Over protection by carers rather than promoting 'dignity of risk'</li> </ul>
Level	Mark	Descriptor
	0	No rewardable material
1	1-2	Answers provided will be brief and vague. May identified points only
2	3-5	Answers provided will describe and explain points raised. No linkage or balance between strengths and weaknesses evident between points.
3	6-8	Well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance positives and negatives.



Question Number		Indicative Content
<b>2(d)</b>		<p><b>PLEASE REMEMBER THAT THE OPPOSITE OF EACH POSSIBLE ANSWER CAN ALSO BE GIVEN AND SHOULD BE PRESENT FOR HIGHER LEVEL RESPONSES</b></p> <p><b>POSSIBLE ANSWERS</b></p> <ul style="list-style-type: none"> <li>• Empower service users</li> <li>• Promote independence</li> <li>• Promotes effective communication</li> <li>• Opinions and views count / share thoughts</li> <li>• Respects service users choice/preferences/raise issues</li> <li>• Creates trust and confidence</li> <li>• Service provider can identify any fears and anxieties</li> <li>• Individual has greater control</li> <li>• Promotes overall dignity and respect</li> <li>• Reflect good care practice/care values</li> <li>• Promotes anti-discriminatory practice</li> <li>• Promotes good relations</li> <li>• Feel safe and secure</li> <li>• Can't please everyone/conflict /not always feasible</li> <li>• Resources not always available</li> </ul>
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	Answers provided will be brief and vague. May describe/explain one point
2	4-7	Answers provided will describe and explain 2 points raised. No linkage or balance evident between points.
3	8-10	Well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary.

**Total for Question 2 = 30 marks**

Question Number	Answer	Mark
<b>3(a)</b>	<p><b>1 x 2 for correctly stating</b></p> <ul style="list-style-type: none"> <li>• Complaints procedures</li> <li>• Audits</li> <li>• Codes of practice</li> <li>• Mission statements</li> <li>• Admissions policies</li> <li>• Confidentiality policy</li> <li>• Whistle blowing policy</li> <li>• Target setting</li> </ul> <p><b>DO NOT ACCEPT RECRUITMENT AND SELECTION OR ASPECTS OF THE CARE PLAN AS THIS IS PART OF QUESTION 3B</b></p>	<b>(2)</b>

Question Number	Answer	Mark
<b>3(b)</b>	<p><b>0-2 marks for 2 factors identified</b>  <b>2 marks for 1 factor identified and described</b>  <b>3 marks for 2 factors identified and one factor described</b>  <b>4 marks for 2 factors identified and explained or 1 factor explained with relevant links made</b></p> <p><b>IMPORTANCE OF EFFECTIVE SELECTION AND RECRUITMENT</b></p> <ul style="list-style-type: none"> <li>• All applications are treated fairly</li> <li>• Effective recruitment mirrors the background of the community</li> <li>• Creates diversity within the organisation</li> <li>• Transmits a positive message to the wider community</li> <li>• Resident's individual needs will be catered for</li> <li>• Staff can easily meet resident's needs/appropriate level of service</li> <li>• Helps break down barriers which could prevent access for some service users</li> <li>• Increases staff morale</li> <li>• May reduce staff turnover</li> </ul>	<b>(4)</b>

Question Number	Answer	Mark
3(c)	<p><b>1x1 mark for identifying activity</b>  <b>1 mark for partial description</b>  <b>2 marks for full description of benefit</b></p> <ul style="list-style-type: none"> <li>• Specialist or Guest speakers/Community or Religious leaders</li> <li>• Specific qualifications such as a L2 NVQ or first aid</li> <li>• Training programmes – manual handling</li> <li>• In house, bespoke or customised training</li> <li>• Off the jib residential training</li> <li>• Team bonding exercises/networking</li> </ul> <p>Professional development activities are intended to:</p> <ul style="list-style-type: none"> <li>• Improve practice</li> <li>• Up skills</li> <li>• Develop knowledge</li> <li>• Keep practice current</li> <li>• Prevent discrimination</li> <li>• Develop communication skills</li> <li>• Develop team working skills</li> <li>• Share good practice</li> </ul> <p>(These points will be inherent in the description)</p>	<b>(6)</b>

Question Number		Indicative Content
<b>3(d)</b> <b>QWC</b>		<p><b>PLEASE REMEMBER THIS IS A DISCUSS QUESTION SO THE OPPOSITE MAY BE ANSWERED AND WILL BE REQUIRED FOR HIGH LEVEL MARKED RESPONSES</b></p> <ul style="list-style-type: none"> <li>• Clear policies eg. Equal opportunities</li> <li>• Shared goals / aims and objectives</li> <li>• Team working</li> <li>• Promoting trust</li> <li>• Being treated equally</li> <li>• Clear procedures which are effective</li> <li>• Redress policies e.g. Equal opportunities</li> <li>• Clear hierarchical structure</li> <li>• Redress policies such as complaints which are effective</li> <li>• Good communication system</li> <li>• Individual will feel empowered</li> <li>• Good system of monitoring and reviewing</li> <li>• Feeling valued, respected and listened to</li> <li>• May feel more motivated</li> </ul>
Level	Mark	Descriptor
	0	No rewardable material
1	1-2	Answers provided will be brief and vague. May describe/explain one-two points
2	3-5	Answers provided will describe and explain 2 or more points raised. No linkage or balance evident between points. Superficial answer provided
3	6-8	Well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance created within answer

Question Number		Indicative Content
<b>3(e)</b> <b>QWC</b>		<p><b>PLEASE REMEMBER THIS IS A DISCUSS QUESTION SO THE OPPOSITE MAY BE ANSWERED AND WILL BE REQUIRED FOR HIGH LEVEL MARKED RESPONSES</b></p> <p><b>Importance of quality assurance measures are:</b></p> <ul style="list-style-type: none"> <li>• Used as a benchmark to compare services over time/monitor quality</li> <li>• Identify key issues which need to be addressed to improve provision and services</li> <li>• Improve/target/redeploy resources and manpower</li> <li>• Service users feel valued as a complaints system is in place to channel dissatisfaction</li> <li>• Reduce waiting times and lists</li> <li>• Provides a measure of protection and safeguards clients rights</li> <li>• Reduce waiting times and lists</li> <li>• Resources are used effectively</li> <li>• Cost effective/efficiently</li> <li>• Used to change attitudes</li> <li>• Poor quality provision is avoided through effective policy and procedure</li> <li>• Service user feels valued</li> <li>• Mistakes/neglect are avoided</li> <li>• Resources are used effectively</li> </ul>
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	answers provided will be brief and vague. May describe/explain one-two points
2	4-7	answers provided will describe and explain 2 or more points raised. No linkage or balance evident between points. Superficial answer provided
3	8-10	well developed answer with points fully explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance created within answer. Candidate has demonstrated ability to evaluate

**Total for Question 3 = 30 marks**





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