

Mark Scheme (Results)

Summer 2013

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:

Question Number	Answer	Mark
1(a)	1 mark for limited definition or an example e.g. NHS 2 marks for full accurate definition State funded out of taxation, created by law, also known as the public sector, everyone has an entitlement to it.	(2)

Question Number	Answer	Mark
1(b)	<p>Indicative content</p> <ul style="list-style-type: none"> • Feels part of the service • See things staff can't/ their perception/experience • Feels valued/ increases trust/ self concept • Feels respected / more confident/ creates rapport • Feels empowered • Positive impression of org • Will return to use service again • Enhances reputation of hospital as one that listens in eyes of patient • Enhances reputation of ward • Can bring about positive change • Highlights what good practice consists of • Can raise issues and problems not before seen • Highlights how services can be improved • Promotes a needs led services <p>Worked Example The benefits of involving patients are that they can highlight where improvements can be made (1), they are providing their opinion on the care they have received (1) they are feeding in their experience (1) and they will feel empowered (1)</p>	(4)

Question Number		Indicative Content
1(c)		<ul style="list-style-type: none"> • Opportunity for redress • Protects clients • Gives client a voice • Allows org to see what is going wrong or what clients are dissatisfied with • It is a 'Right' • Provides a measure of reassurance • Central to a QA system • Rights of clients are being promoted • Client will feel empowered • Promotes a needs led service • Highlights where improvements need to be made • Can bring about change • Improves the quality of service provision •
Level	Mark	Descriptor
	0	No rewardable material
1	1-2	Answers provided will be brief and vague. May identified points only.
2	3-4	Answers provided will describe or explain points raised. Little linkage evident between points.
3	5-6	Well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good overall explanation provided

Question Number		Indicative Content
1(d)		<ul style="list-style-type: none"> • Provides opportunity to review and evaluate service • Ensure services are fit for purpose • Protects organisation against potential complaints • Can act on areas which are not up to standard • Can identify staff development needs • Can promote the service or improve it • Allows for new services to potentially be planned • Promotes patients Rights • Can guard against potential neglect • Can trouble shoot before problems become too great • Promotes patient care • Identifies what is best practice • Sets minimum standards • Promotes a positive culture within the organisation • Ensures there is accountability within organisation • Benchmarks • Set standards
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 or explain points raised. Little linkage evident between points. Little or no evidence of any discussion
3	6-8	Well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good overall balance in the discussion.

Question Number		Indicative Content
1(e)		<ul style="list-style-type: none"> • Prevents policy being fully implemented • Planning can be restricted • Service provision may have to cut / poorer provision • Funding may be reduced • Strategic direction may be hindered • May lead to less monitoring • Can't introduce innovation • Less opportunity for research or training and development • Services stagnate /reduced access for some patients • Creates discontent • Organisations reputation may suffer • Services may be rationed or greater targeting • Health campaigns or promotions may be limited • Patient care is affected • Job loss / reduced staffing • Creates barriers • Staff under pressure with demands • Can be more cost conscious / effective with budgets
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	Answers provided will be brief and vague. May identified points only
2	4-6	Answers provided will describe and explain points raised. No linkage or balance between strengths and weaknesses evident between points. Limited level of evaluation present
3	7-10	Well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance can see both sides in acknowledging how reduced budgets may affect service provision. Evaluation strong.

Total for Question 1 – 30 marks

Question Number	Indicative Content
2(a)	<ul style="list-style-type: none"> • Creates trust • Increases level of confidence • Creates a framework between patient and carer • Creates boundaries each knows their roles and responsibilities • Patient can disclose information confidently • Central to care values • Builds rapport between individuals • Empowering • Promotes patients rights • Feels secure • Feels respected <p>Worked Example Confidentiality is important because it creates trust (1) and promotes a good rapport between patient and nurse (1). It allows the patient to disclose information confidently (1) and is central to the values of good care practice (1)</p>

Question Number	Indicative Content
2(b)	<ul style="list-style-type: none"> • Monitor patients condition • She is someone that the patient can turn to • She can resolve fears and anxieties • Can pre-empt things on behalf of client • Builds confidence / makes patient comfortable • Liaise with other professionals and the family • Named nurse will promote a needs led or personalised care plan • Named nurse is responsible for the patients holistic care (PIES) • Named nurse has an intimate knowledge of the patients treatment • Can put the patient at ease • Responsible for all aspects of care incl discharge • Could advocate on their behalf <p>Worked Example The importance of the named nurse is that they are the first point of contact for both family and professionals (1). They can put the patient at ease (1). They will be responsible for all aspects of the patients care (1) and will monitor their condition continually (1)</p>

Question Number	Indicative Content
2(c)	<ul style="list-style-type: none"> • One to one care / needs led • Does not have to worry about things such as shopping/cleaning • Provided with round the clock care • Can socialise with others • Can rehab at her own pace • Has professionals caring for her – reassurance • Safe and secure environment • 24/7 care and monitoring • recovery could be quicker than at home • empowers patients • develops confidence particularly mobility • promotes her self concept etc <p>Worked Example The benefits of convalescing in the nursing home is that her physical care will be monitored 24/7 (1). She will not have to worry (1) and can recover at her own pace (1). She may also be socially stimulated by others around her (1).</p>

Question Number		Indicative Content
2(d)		<ul style="list-style-type: none"> • Liaise with each other • Can provide accurate up to date information • Can trouble shoot issues • Can identify potential risks or conflicts • Can use resources effectively • Prevents gaps in services • Prevents neglect/accidents/mistakes • Reduces overlap and confusion • It allows patient to be informed continually • Sharing of information promotes good practice • People are accountable • Promotes a team working ethos • Maintains standards • Patient will feel involved and not neglected • Patient will feel valued, empowered • Ensures needs are met • Relieves anxieties and fears • Builds trust and confidence / more comfortable • Patient is more relaxed
Level	Mark	Descriptor
	0	No rewardable material
1	1-2	Answers provided will be brief and vague. May describe/explain one point
2	3-5	Answers provided will describe and explain 2 points raised. No linkage or balance evident between points. Very little discussion present and likely to focus on the benefits of effective communication
3	6-8	Well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good discussion present.

Question Number		Indicative Content
2(e)		<ul style="list-style-type: none"> • Private sectors provides choice • Private sector offers alternatives • There is less red-tape in the private sector which can benefit patients and services • Care is paid for in the private sector which may mean higher quality • The private sector has more resources so can win contracts. • Pushes out the voluntary sector and services as they are not able to compete. • Takes the burden of the state • More choice • Quicker response time • Can respond to demand more quickly • Shorter waiting times • Profit orientated • More interested in money than patient • Creates inequality • 2 tier system is created <p>BOTH POSITIVE AND NEGATIVE CONTRIBUTIONS CAN BE ARGUED</p>
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	Answers provided will be brief and vague. May identified points only
2	4-6	Answers provided will describe and explain points raised. No linkage or balance between strengths and weaknesses evident between points. Discussion largely missing
3	7-10	Well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance can see both sides in using the private sector in providing health care services

Total for Question 2 – 30 marks

Question Number	Answer	Mark
3(a)	1 x 2 for correctly stating <ul style="list-style-type: none"> • Plan • Fund • Policy making • Legislate • Regulate 	(2)

Question Number	Indicative Content
3(b)	<ul style="list-style-type: none"> • Changes in populations health / morbidity trends change • Respond to demographic trends • Respond to resource changes / equipment and resources • Clinical needs may change • Tech changes and needs updating • Research will inform of the need for change • Maintain high level of service • Maintain high level of standard • Keep up to date <p>Continual reform of the NHS is important because society is always changing (1) in terms of demographic trends (1). Consequently the NHS needs to keep up to date (1) with the relevant equipment and resources (1)</p>

Question Number		Indicative Content
3(c)		<ul style="list-style-type: none"> • Choice • Flexibility • Independence promoted / empowered • Not institutionalised • Make use of available community services • More cost effective / efficient • Make good use of resources • Needs led packages of care / personalised care • Mixed economy creates competition between providers • Individual remains independent in the community • Reduces strain on the state •
Level	Mark	Descriptor
	0	No rewardable material
1	1-2	Answers provided will be brief and vague. May identified points only.
2	3-4	Answers provided will describe or explain points raised. Little linkage evident between points. Limited explanation
3	5-6	Well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Explanation is comprehensive

Question Number		Indicative Content
3(d)		<ul style="list-style-type: none"> • Promotes anti-discriminatory practice • Prevents stereotyping • Prevents prejudicial care being given • Client feels accepted and respected • Promotes dignity in care • Promotes effective communication and sharing • Client is confident and reassured • Promotes normalisation • Feels more in control of their care • Valued • Happy • Have a say in their care • Makes their own decision • Promotes a needs led approach • Self worth improves • Self esteem/self concept improves <p>OPPOSITE CAN BE ARGUED</p>
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 and discussion is limited
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 and clear discussion evident

Question Number		Indicative Content
3(e)		<ul style="list-style-type: none"> • Reduces inequality • Open to everyone • Reduces level of discrimination • Equity issues • Needs led • Poor can access same as well off • Divided society if not there • Death and morbidity rates may vary
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	Answers provided will be brief and vague. May describe/explain one-two points
2	4-6	Answers provided will describe and explain 2 or more points raised. No linkage or balance evident between points. Limited level of assessment evident
3	7-10	Well developed answer with points fully explained. Good linkage/coherence between points. Assessment attempted and evident in response.

Total for Question 3 – 30 marks
Total for Paper – 90 marks

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