



Mark Scheme (Results)

January 2021

Pearson BTEC Nationals
Health and Social Care (31491H)
Unit 2: Working in Health and Social Care

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Unit 2: Working in Health and Social Care marking grid

General marking guidance

- All learners must receive the same treatment. Examiners must mark the first learner in exactly the same way as they mark the last.
- Marking grids should be applied positively. Learners must be rewarded for what they have shown they can do, rather than be penalised for omissions.
- Examiners should mark according to the marking grid, not according to their perception of where the grade boundaries may lie.
- All marks on the marking grid should be used appropriately.
- All the marks on the marking grid are designed to be awarded. Examiners should always award full marks if deserved. Examiners should also be prepared to award zero marks, if the learner's response is not rewardable according to the marking grid.
- Where judgement is required, a marking grid will provide the principles by which marks will be awarded.
- When examiners are in doubt regarding the application of the marking grid to a learner's response, a senior examiner should be consulted.

Question Number	Answer	Mark
1(a)	<p>Award one mark for any of the following up to a maximum of two marks:</p> <p>Hospital complaints procedure Raise with PALS Discuss with unit manager Contact CQC. Advocacy</p> <p>Accept any other appropriate response.</p>	2

Question Number	Answer	Mark
1(b)	<p>Award up to two marks for each descriptive point linked to a role, up to a maximum of four marks.</p> <p>Health</p> <p>GP (1) prescribe medication/carry out health checks/referral/liase with MDT (1). Practice nurse (1) monitor condition/take blood tests/routine investigations (1). Community psychiatric nurse (1) give medication/work with him for individual/group therapies (1). Pharmacist (1) prepare/dispense medication (1). Occupational therapist (1) provides equipment/strategies (1)</p> <p>Social Care</p> <p>Social worker (1) support emotional needs/advocate/provide information and support/assess and support care planning (1). Support worker (1) support in day-to-day activities/to live independently (1).</p> <p>Accept any other valid response. Do not accept 'nurse'.</p>	4

Question Number	Answer	Mark
1(c)	<p>This is not an exhaustive list and any other plausible content should be considered. Marks should be awarded following the specific guidance on page 3.</p> <ul style="list-style-type: none"> • Line management • Staff development and revalidation • External inspection by relevant agencies • Whistleblowing and investigations 	6

		<ul style="list-style-type: none"> • Regulation and monitoring by professional bodies • Service user feedback • Criminal investigations 	
Level	Mark	Descriptor	
Level 0	0	No rewardable material.	
Level 1	1-2	<ul style="list-style-type: none"> • Demonstrates isolated elements of knowledge and understanding • Generic statements may be presented rather than linkages being made • Lines of reasoning are unsupported in relation to the scenario 	
Level 2	3-4	<ul style="list-style-type: none"> • Demonstrates mostly accurate knowledge and understanding • Answer evidences occasional linkages among the elements in the context of the question • Lines of reasoning occasionally supported through the application to the scenario 	
Level 3	5-6	<ul style="list-style-type: none"> • Demonstrates accurate and thorough knowledge and understanding • Answer evidences comprehensive linkages among the elements in the context of the question • Lines of reasoning supported throughout by sustained application to the scenario 	

Question Number	Answer	Mark
1(d)	<p>This is not an exhaustive list and any other plausible content should be considered. Marks should be awarded following the specific guidance on page 3.</p> <ul style="list-style-type: none"> • Specific needs – support available for individual needs • Individual preferences • Financial – personal finances • Geographical – location of services • Social – support of family and friends • Cultural – beliefs of self and others • Lack of understanding – own understanding and that of family and professionals • Communication – affecting understanding/not taking on board the preferences • Psychological and emotional 	8
Level	Mark	Descriptor
Level 0	0	No rewardable material.

Level 1	1-3	<ul style="list-style-type: none"> • Demonstrates isolated elements of knowledge and understanding, there will be major gaps or omissions • Few of the points made will be relevant to the context in the question • Limited discussion which contains generic assertions rather than considering different aspects and the relationship between them
Level 2	4-6	<ul style="list-style-type: none"> • Demonstrates some accurate knowledge and understanding, with only minor gaps or omissions • Some of the points made will be relevant to the context in the question, but the link will not always be clear • Displays a partially developed discussion which considers some different aspects and some consideration of how they interrelate, but not always in a sustained way
Level 3	7-8	<ul style="list-style-type: none"> • Demonstrates mostly accurate and detailed knowledge and understanding • Most of the points made will be relevant to the context in the question, and there will be clear links • Displays a well-developed and logical discussion which clearly considers a range of different aspects and considers how they interrelate, in a sustained way

Question Number	Answer	Mark
2(a)	<p>Award one mark for any of the following, up to a maximum of two marks:</p> <p>Social worker Care assistant Support worker Care manager Youth worker Advocacy worker/advocate Domiciliary care worker</p> <p>Do not accept health workers. Accept any other valid response.</p>	2

Question Number	Answer	Mark
2(b)	<p>Award up to two marks for each descriptive point, up to a maximum of four marks.</p> <p>Referring to charities/support groups (1) to gain further information/share concerns/support network (1)</p> <p>Involve in care planning (1) to keep informed/allow preferences to be taken into account (1)</p> <p>Arrange respite care (1) to give him a break/maintain his own health and wellbeing (1)</p>	4

	<p>Arrange a carer's assessment (1) make sure John's support needs are included in care planning/access to benefits (1)</p> <p>Act as an advocate or refer to independent advocate (1) to ensure John's needs and preferences are communicated (1)</p> <p>Provide daily personal care for Jake (1) to allow John to keep working (1)</p> <p>Answers must refer to how John can be supported rather than Jake. Accept any other valid response.</p>	
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Question Number	Indicative content	Mark
2(c)	<p>This is not an exhaustive list and any other plausible content should be considered. Marks should be awarded following the specific guidance on page 3.</p> <ul style="list-style-type: none"> • Carry out risk assessments • Report and record – incidents, accidents, MAR • Follow and keep up to date with relevant policies and legislation • Report and record any concerns • Promote anti-discriminatory practice • Empower individuals and promote individualised care • Maintain confidentiality • Promote effective communication • Refer to the care value base • Only carry out tasks trained for • Follow infection control procedures 	6

Level	Mark	Descriptor
Level 0	0	No rewardable material.
Level 1	1-2	<ul style="list-style-type: none"> • Demonstrates isolated elements of knowledge and understanding • Generic statements may be presented rather than linkages being made • Lines of reasoning are unsupported in relation to the scenario
Level 2	3-4	<ul style="list-style-type: none"> • Demonstrates mostly accurate knowledge and understanding • Answer evidences occasional linkages among the elements in the context of the question • Lines of reasoning occasionally supported through the application to the scenario
Level 3	5-6	<ul style="list-style-type: none"> • Demonstrates accurate and thorough knowledge and understanding

	<ul style="list-style-type: none"> • Answer evidences comprehensive linkages among the elements in the context of the question • Lines of reasoning supported throughout by sustained application to the scenario
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Question Number	Answer	Mark
2(d)	<p>This is not an exhaustive list and any other plausible content should be considered. Marks should be awarded following the specific guidance on page 3.</p> <ul style="list-style-type: none"> • Improve information sharing between professionals • Joined up working improves the efficiency of the care system and the planning of care • Holistic care that promotes the health and wellbeing of individuals • Empowers Jake and his father ensuring needs and preferences are considered • Provides access to specialist support • Ensure the needs of Jake's father are considered as his carer, e.g. carer's assessment • Ongoing review and evaluation of the care plan to make sure relevant changes are put in place. 	8

Level	Mark	Descriptor
Level 0	0	No rewardable material.
Level 1	1-3	<ul style="list-style-type: none"> • Demonstrates isolated elements of knowledge and understanding, there will be major gaps or omissions • Few of the points made will be relevant to the context in the question • Limited discussion which contains generic assertions rather than considering different aspects and the relationship between them
Level 2	4-6	<ul style="list-style-type: none"> • Demonstrates some accurate knowledge and understanding, with only minor gaps or omissions • Some of the points made will be relevant to the context in the question, but the link will not always be clear • Displays a partially developed discussion which considers some different aspects and some consideration of how they interrelate, but not always in a sustained way
Level 3	7-8	<ul style="list-style-type: none"> • Demonstrates mostly accurate and detailed knowledge and understanding • Most of the points made will be relevant to the context in the question, and there will be clear links

	<ul style="list-style-type: none"> Displays a well-developed and logical discussion which clearly considers a range of different aspects and considers how they interrelate, in a sustained way
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Question Number	Answer	Mark
3(a)	<p>Award one mark for any of the following, up to a maximum of two marks:</p> <p>GP practice NHS Foundation Trust including hospitals and clinics Community health services School nursing service</p> <p>Do not accept services from private or voluntary sectors. Accept any other valid response.</p>	2

Question Number	Answer	Mark
3(b)	<p>Award one mark for each identification and one additional mark for each appropriate expansion, up to a maximum of four marks.</p> <p>Follow policies and procedures (1) to ensure Zoe is treated equally (1)</p> <p>Challenge discrimination (1) so that Zoe feels valued (1)</p> <p>Provide adaptations/use appropriate communication strategies (1) to enable Zoe to express her opinions/participate fully (1)</p> <p>Follow legislation (1) to promote Zoe's rights (1)</p> <p>Empower Zoe (1) to promote individualised care (1)</p> <p>Accept any other valid response.</p>	4

Question Number	Indicative content	Mark
3(c)	<p>This is not an exhaustive list and any other plausible content should be considered. Marks should be awarded following the specific guidance on page 3.</p> <ul style="list-style-type: none"> • Provide equipment and adaptation • Involve Zoe in care and support planning • Support Zoe to express her needs and preferences • Provide an advocate • Provide advice/information about services available to inform Zoe's decisions • Empower Zoe • Provide access to charities/support groups • Liaise with other professionals 	6

Level	Mark	Descriptor
Level 0	0	No rewardable material.
Level 1	1-2	<ul style="list-style-type: none"> • Demonstrates isolated elements of knowledge and understanding • Generic statements may be presented rather than linkages being made • Lines of reasoning are unsupported in relation to the scenario
Level 2	3-4	<ul style="list-style-type: none"> • Demonstrates mostly accurate knowledge and understanding • Answer evidences occasional linkages among the elements in the context of the question • Lines of reasoning occasionally supported through the application to the scenario
Level 3	5-6	<ul style="list-style-type: none"> • Demonstrates accurate and thorough knowledge and understanding • Answer evidences comprehensive linkages among the elements in the context of the question • Lines of reasoning supported throughout by sustained application to the scenario

Question Number	Answer	Mark
3(d)	<p>This is not an exhaustive list and any other plausible content should be considered. Marks should be awarded following the specific guidance on page 3.</p> <ul style="list-style-type: none"> • Share information with relevant professionals to inform care and support planning • Follow policies and procedures • Adhere to legislation 	8

		<ul style="list-style-type: none"> Maintain confidentiality to safeguard Zoe Gain consent for sharing information Respect the rights of Zoe Follow appropriate procedures where disclosure is legally required Follow codes of professional conduct 	
Level	Mark	Descriptor	
Level 0	0	No rewardable material.	
Level 1	1-3	<ul style="list-style-type: none"> Demonstrates isolated elements of knowledge and understanding, there will be major gaps or omissions Few of the points made will be relevant to the context in the question Limited discussion which contains generic assertions rather than considering different aspects and the relationship between them 	
Level 2	4-6	<ul style="list-style-type: none"> Demonstrates some accurate knowledge and understanding, with only minor gaps or omissions Some of the points made will be relevant to the context in the question, but the link will not always be clear Displays a partially developed discussion which considers some different aspects and some consideration of how they interrelate, but not always in a sustained way 	
Level 3	7-8	<ul style="list-style-type: none"> Demonstrates mostly accurate and detailed knowledge and understanding Most of the points made will be relevant to the context in the question, and there will be clear links Displays a well-developed and logical discussion which clearly considers a range of different aspects and considers how they interrelate, in a sustained way 	

Question Number	Answer	Mark
4(a)	Award one mark for any of the following, up to a maximum of two marks: Washing Toileting Feeding/cooking/preparing food Drinking Dressing Getting in and out of bed Accept any other valid response.	2

Question Number	Answer	Mark
4(b)	Award up to two marks for each descriptive point linked to a responsibility, up to a maximum of four marks.	4

	<p>Provide continuing professional development/training (1) to meet National Occupational Standards (1)</p> <p>Make you aware of policies and procedures as well as any updates (1) to apply high standard of practice (1)</p> <p>Follow up complaints (1) to deliver effective service (1)</p> <p>Have a robust whistleblowing policy/procedure (1) so concerns can be raised (1)</p> <p>Have regular meetings/monitor staff (1) to allow concerns to be discussed/encourage feedback (1)</p> <p>Carry out risk assessments (1) to safeguard staff (1)</p> <p>Provide equipment/PPE (1) to prevent illness/injury (1)</p> <p>Accept any other valid response.</p>	
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Question Number	Indicative content	Mark
4(c)	<p>This is not an exhaustive list and any other plausible content should be considered. Marks should be awarded following the specific guidance on page 3.</p> <ul style="list-style-type: none"> • Putting Janvi at the heart of service provision • Promoting individualised care • Providing active support consistent with Janvi's culture and preferences • Balances Janvi's rights to health and social care services with the rights to other service users • Support Janvi to express her needs and preferences 	6

Level	Mark	Descriptor
Level 0	0	No rewardable material.
Level 1	1-2	<ul style="list-style-type: none"> • Demonstrates isolated elements of knowledge and understanding • Generic statements may be presented rather than linkages being made • Lines of reasoning are unsupported in relation to the scenario
Level 2	3-4	<ul style="list-style-type: none"> • Demonstrates mostly accurate knowledge and understanding • Answer evidences occasional linkages among the elements in the context of the question • Lines of reasoning occasionally supported through the application to the scenario
Level 3	5-6	<ul style="list-style-type: none"> • Demonstrates accurate and thorough knowledge and understanding

	<ul style="list-style-type: none"> • Answer evidences comprehensive linkages among the elements in the context of the question • Lines of reasoning supported throughout by sustained application to the scenario
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Question Number	Answer	Mark
4(d)	<p>This is not an exhaustive list and any other plausible content should be considered. Marks should be awarded following the specific guidance on page 3.</p> <ul style="list-style-type: none"> • Staff available 24 hours • Specialist equipment in place to support mobility • Safeguard Janvi • Closer monitoring of Janvi's condition • Encourage socialisation • Prevent accidents • Access to adapted activities • Access to a wider range of professionals 	8
Level	Mark	Descriptor
Level 0	0	No rewardable material.
Level 1	1-3	<ul style="list-style-type: none"> • Demonstrates isolated elements of knowledge and understanding, there will be major gaps or omissions • Few of the points made will be relevant to the context in the question • Limited discussion which contains generic assertions rather than considering different aspects and the relationship between them
Level 2	4-6	<ul style="list-style-type: none"> • Demonstrates some accurate knowledge and understanding, with only minor gaps or omissions • Some of the points made will be relevant to the context in the question, but the link will not always be clear • Displays a partially developed discussion which considers some different aspects and some consideration of how they interrelate, but not always in a sustained way
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