



**General Certificate of Secondary Education
2012**

**Health and Social Care:
Double Award**

Unit DA2: Promoting Quality Care

[GHS41]

TUESDAY 19 JUNE, MORNING

**MARK
SCHEME**

1 (a) John, 79, is in the life stage of later adulthood which is _____ years. (AO1)

Answer: 65+
(1 × [1])

[1]

(b) Write down four physical changes which are likely to occur during this life stage. (AO1)

Answers may include any three of the following points:

- skin wrinkles because of loss of elasticity
- hair thins and goes grey: men often loss their hair
- bones are more fragile as thinning makes them lighter and more brittle
- body organs are less efficient, including hearts, lungs and kidneys
- sight worsens
- hearing deteriorates
- mobility may be affected as joints stiffen and become worn or inflamed
- senses deteriorate
- height decreases
- muscles weaken.

All other valid points will be given credit
(4 × [1])

[4]

(c) John attends the local day centre.

Explain one way attending the day centre may meet John’s social needs and one way it may meet his intellectual needs. (AO2)

Social needs

Answers may include any one of the following points:

- Opportunities to take part in social activities
- Company of his peers
- Chances to meet new people
- Develop relationships/form friendships
- Feel wanted and valued
- Discuss shared concerns/interests.

Intellectual needs

Answers may include any one of the following points:

- Learn new activities/take part in activities
- Keep mind active
- Develop Internet skills
- Share personal skills with others.

All other valid points will be given credit
Must explain fully to gain [2]

(2 × [2])

[4]

(d) John’s daughter lives close by and calls quite regularly with her children to see her father.

Discuss how John’s relationship with his family may have a positive effect on his emotional development. (AO2)

Answers may include any of the following points:

- he will feel valued by his family
- he will feel confident about himself
- he will have a positive outlook on life
- he will feel secure in the knowledge that he is loved
- give him sense of belonging.

All other valid points will be given credit

[1] for key phrase, [2] for explanation, [3] for full discussion.
(1 × [3])

[3]

(e) John’s wife Lydia died at the beginning of the year.

(i) Write down the major life change that John has experienced. (AO1)

Answer: Bereavement
(1 × [1])

[1]

(ii) Explain how two different sources of support may have helped John cope during the difficult time after Lydia’s death.
(AO2, AO3)

Answers may include any two of the following points:

Informal support

Family and friends can help by

- providing physical, emotional and social support
- talking to John
- listening
- practical support such as cooking and washing or housework.

Professional Carers

- GP can help with support and possibly temporary medication to help a person through a psychologically painful period
- home care assistant can help with shopping, cleaning and preparing meals
- social worker can assess John’s needs.

Professional Services

- Social Services Support such as practical assistance, information and advice counsellors
- counsellors can offer both emotional and psychological support, as well as practical help, bereavement counsellors can help a person come to terms with the death of a loved one
- financial counsellors can help with money problems.

Voluntary Services

- CRUSE – provide counselling
- Citizens Advice Bureau refers people to specialist organisations.

Faith based services

- local Church pastor/priest can give advice and comfort
- having faith can give emotional and social support.

All other valid points will be given credit

Must explain fully to gain [2]

(2 × [2])

[4]

- (iii) John contacted Age NI, a voluntary organisation, for advice on managing his finances and change of circumstances.

Write down three ways a voluntary organisation such as Age NI may be funded. (AO1)

Answers to include any three of the following points:

- fund raising
- sponsored events
- donations
- government grants
- government contracts.
- lottery funding
- employee schemes
- badges/flag days
- bequests
- donation in lieu of flowers
- sponsorship by companies.

All other valid points will be given credit.

(3 × [1])

[3]

20

2 Daisy, age 67, fell and broke her hip. She was found lying on the floor by her neighbour, who telephoned her GP.

(a) Explain this method of referral. (AO2)

Third party referral: this is when another person refers a person to a professional because they are trying to be helpful or because they may not be in a position to get the help they need.

Must explain fully to gain [2]
(1 × [2])

[2]

(b) Explain two other ways an older person may gain access to health and social care services. (AO2)

Answers may address any two of the following points:

Self referral: When a person goes straight to their GP and does not approach him through another professional care worker

Professional referral: If the GP thinks there is something wrong with a patient that requires specialist help he will refer the patient to a person who specialises in that specific type of condition

Emergency referral: If a person is brought directly to Accident and Emergency

Recall: When a person has attended a specialist and the specialist asks him/her to come back for further tests.

Must explain fully to gain [2]
(2 × [2])

[4]

(c) At the hospital Daisy was admitted and allocated a named nurse called Patrick, who was responsible for her care.

Write down five skills or qualities that are needed by a nurse working with older people. (AO1)

Answer to include any five of the following:

- good communication skills
- observant and analytical
- ability to work under stress
- ability to work as part of a team
- knowledge of how the body works
- sensitive
- calm
- caring
- patience
- empathy
- respect for people's different beliefs and values.

All other valid points will be given credit
(5 × [1])

[5]

- (d) Discuss the qualifications and training Patrick needed to become qualified as a nurse.

Answer to include any of the following:

- at least five GCSEs including English Maths and Science
- at least two A Levels
- BTEC National Diploma in Health and Social Care
- Access Course
- BSc Nursing Degree
- training involves theory and hospital practice
- can choose to specialise in adult, mental health, learning difficulties or children's nursing in the final 18 months of their course.

All other valid points will be given credit

[1] for key phrase, [2] for explanation, [3] for full discussion.

(1 × [3])

[3]

- (e) Discuss the importance of effective communication for Patrick and his patients. (AO3)

For Patrick effective communication:

- enables him to obtain and provide information that is relevant to his clients' care and well-being
- enables him to express the important values of acceptance, trust, understanding and support
- enables him to make the most of his abilities and personal resources
- allows him to choose the most effective means of meeting his clients' needs
- enables him to provide good quality care as he will develop a good understanding of the client's condition and needs.

For the patient effective communication:

- enables the client to feel secure
- enables client to feel respected as an individual at a time when he is emotionally vulnerable
- empowers clients, by allowing them to express their needs, worries and wishes
- enables clients to maintain a sense of identity while receiving care
- allows the patients to express themselves and be understood by their carers
- enables cooperation, involvement and partnership in a caring relationship.

All other valid points will be given credit

Level 1 ([1]–[3])

Overall impression: Basic.

- may give key phrases rather than discuss points
- limited discussion of one or two points on the importance of effective communication for both Patrick and his patients
- quality of written communication is basic.

The candidate makes only a limited selection and use of appropriate form and style of writing.

The organisation of material may lack clarity and coherence.

There is little use of specialist vocabulary.

Presentation, spelling, punctuation and grammar may be such that meaning is not clear.

Level 2 ([4]–[6])

Overall impression: Adequate.

- adequate discussion/explanation of at least two points on the importance of effective communication for both Patrick and his patients achieves at the top of band
- candidates who focus only on Patrick or his patients cannot achieve beyond this level
- quality of written communication is adequate.

The candidate makes a reasonable selection and use of appropriate form and style of writing.

Relevant material is organised with some clarity and coherence.

There is use of appropriate specialist vocabulary.

Presentation, spelling, punctuation and grammar are sufficiently adequate to make meaning clear.

Level 3 ([7]–[9])

Overall impression: Competent.

- full discussion of at least three points on the importance of effective communication for both Patrick and his patients achieves at top of band
- quality of written communication is competent.

The candidate successfully selects and uses the most appropriate form and style of writing.

Relevant material is organised with a high degree of clarity and coherence.

There is extensive and accurate use of appropriate specialist vocabulary.

Presentation, spelling, punctuation and grammar are of sufficiently high standard to make meaning clear.

[9]

- (f) Explain two different ways Patrick may apply each of the following principles of care in his work. (AO2, AO3)

Maintaining confidentiality of information

Answer to include any two of the following:

- keeping personal information from unauthorised people
- respect people's right to confidentiality
- ensure people are informed about how and why information is shared by those who will be providing their care
- not leaving files where others can access them
- using passwords for accessing and saving electronic records
- not gossiping about service users or speaking about them by name in front of others so that they can be identified.

Must explain fully to gain [2]

(2 × [2])

[4]

Promote anti-discriminatory practice

Answer to include any two of the following:

- ensure that his attitude is non-discriminatory
- do not have hostile feelings towards his patients
- do not make unfair judgements about the people for whom he is caring
- do not stereotype
- be sensitive to the ethnic and social background and cultural needs of each individual for whom they provide care
- recognising and responding to the individual needs of patients and clients.

Must explain fully to gain [2]

(2 × [2])

[4]

- (g) Discuss how each of the following policies helps to promote quality care in a hospital. (AO1, AO2, AO3)

Health and Safety Policy

Answer to include any of the following:

- prevents accidents and cases of work related ill-health
- provides adequate training to ensure employees are competent in their work
- outlines emergency procedures
- maintains safe and healthy working conditions
- ensures the safe storage of drugs and medical equipment
- assesses risks to staff, patients and visitors.

Whistle-blowing Policy

Answer to include any of the following:

Provides guidance on the procedures to be followed if he has concerns about any of the following:

- a criminal offence
- a failure to comply with a legal obligation
- a miscarriage of justice
- the endangering of an individual's health and safety
- damage to the environment and
- deliberately concealing information

Protects his patients from potential dangers arising from any of the above concerns.

Provides confidentiality for the whistleblower.

Guarantees that the concerns will be investigated.

All other valid points will be given credit

[1] for key phrase, [2] for explanation, [3] for full discussion.

(2 × [3])

[6]

37

- 3 (a)** Senata, age 75, is recovering from a stroke. A social worker is suggesting that Senata move to a nursing home to convalesce, however she is refusing to go.

Discuss the psychological barrier Senata is facing.

Answers to include the following:

- fear of losing independence
- stigma associated with going into residential care
- not wanting to be looked after by others.

All other valid points will be given credit.

[1] for key phrase, [2] for explanation, [3] for full discussion.

(1 × [3])

[3]

- (b)** Discuss how a social care worker can achieve the following standards in the Code of Practice for Social Care Workers.

- (i)** Promote the independence of service users while protecting them as far as possible from danger or harm.

Answer to include:

- promoting the independence of service users and assisting them to understand and exercise their rights, e.g. giving them choice, explaining clearly entitlements
- using established processes and procedures to challenge and report dangerous, abusive, discriminatory or exploitative behaviour and practice, e.g. follow guidelines in policies and procedures specified
- following practice and procedures designed to keep you and other people safe from violent and abusive behaviour at work, e.g. log all details, have a mobile phone on visits, take a colleague with you
- bringing to the attention of your employer or the appropriate authority resource or operational difficulties that might get in the way of the delivery of safe care, e.g. if case load heavy tell line manager/inform line manager when unable to carry out visits, etc.
- informing your employer or an appropriate authority where the practice of colleagues may be unsafe or adversely affecting standards of care, e.g. use procedures for reporting inappropriate case
- complying with employers' health and safety policies, including those relating to substance abuse, e.g. follow policies/monitor alcohol intake when working next day
- helping service users and carers to make complaints, taking complaints seriously and responding to them or passing them to the appropriate person, e.g. use complaints policy to deal with complaints and follow through

- recognising and using responsibly the power that comes from your work with service users and carers, e.g. acting in best interests of service users/never take financial reward from service user.

All other valid points will be given credit.

[1] for key phrase, [2] for explanation, [3] for full discussion.

(1 × [3])

[3]

- (ii) Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills.

Answers to include:

- meeting relevant standards of practice and working in a lawful, safe and effective way
- maintaining clear and accurate records as required by procedures established for your work
- Informing your employer or the appropriate authority about any personal difficulties that might affect your ability to do your job competently and safely
- seeking assistance from your employer or the appropriate authority if you do not feel able or adequately prepared to carry out any aspect of your work, or you are not sure about how to proceed in a work matter
- working openly and co-operatively with colleagues and treating them with respect
- recognising that you remain responsible for the work that you have delegated to other workers
- recognising and respecting the roles and expertise of workers from other agencies and working in partnership with them
- undertaking relevant training to maintain and improve your knowledge and skills and contributing to the learning and development of others.

All other valid points will be given credit.

[1] for key phrase, [2] for explanation, [3] for full discussion.

(1 × [3])

[3]

- (c) Senata decides to move to the nursing home. Complete the table below to explain three measures of physical health which may be used by staff to monitor Senata. (AO2)

Blood Pressure

Answer to include the following:

- if the pressure is high, this is called hypertension
- the heart is pumping the blood too forcefully around the body
- it can damage the walls of the arteries
- if not treated it can damage the heart, kidneys, blood vessels and lead to strokes and heart disease
- if a person's systolic pressure is higher than 160 and/or diastolic pressure is over 100 then the person is at risk from high blood pressure which can lead to a stroke.

Height versus weight

- a person will be considered obese when their weight is 20% or more above the normal average weight for people of the same height
- by reading the two measurements (height and weight) for the person from the chart and looking where the two points meet, it is possible to see exactly in which category they fall.

Body Mass Index

- this is used to assess a person’s general state of health. The following formula is used

$$\text{BMI} = \frac{\text{body weight}}{\text{height} \times \text{height (m}^2\text{)}}$$

People with BMI between 19 and 22 appear to be the healthiest. BMI of 23+ ranges from plump to moderately obese to severely obese.

Peak flow

- a peak flow meter measures the maximum rate at which you can expel air from your lungs in one second
- this can be compared to a table of expected scores
- it is a useful measurement in people who have respiratory problems, such as intermittent coughing or difficulty breathing
- people with chronic lung disease or asthma will normally score below 350 whereas a reasonably fit person will score in the region of 500 – 600
- identification of measurement
- resting pulse.

All other valid responses will be given credit.

(3 × [1]) for naming measures of physical health [3]

Explanation

Must explain fully to gain [2]

(3 × [2]) [6]

(d) The nursing home is a private sector organisation. Explain two ways Senata’s care may be funded.

Answers may address the following:

- if the person has a reasonable income and savings they will be asked to contribute towards the cost of their care
- if the client only has a state pension and little or no savings, the local authority will pay for most of their residential care
- family may contribute to the cost of relative’s care.

Must explain fully to gain [2]

(2 × [2]) [4]

- (e) With reference to “Eating and Health – A Food and Nutrition Strategy for Northern Ireland” analyse how achieving four of the food and nutrient targets could improve the health of older people. (AO1, AO2)

Answers to include the following:

An increase in complex carbohydrates

- at present most of our carbohydrates come from sugars and starches such as biscuits, cakes, honey and jam causing weight gain and obesity
- the contribution of complex carbohydrates to dietary energy should be increased to approximately 50%, e.g. from bread, cereals, potatoes, rice, pasta
- being overweight or obese has been associated with an increased risk of coronary heart disease
- obesity also increases the risk of ill health and death from respiratory disease, raised blood pressure, maturity-onset diabetes, gall bladder disease and some cancers
- weight loss has been shown to have beneficial effects on blood pressure, plasma lipids and insulin resistance.

An increase in fibre/non starch polysaccharides (NSP)

- diets rich in fibre are associated with a lower risk of heart disease
- the average consumption of NSP should be increased to 18g per day from 12g per day (30g dietary fibre from 20g dietary fibre), from a combination of cereal and vegetable sources, e.g. from bread, cereals, potatoes, rice, pasta, fruit, vegetables.

An increase in fruit and vegetables

- in addition to fibre (NSP) and antioxidants, fruit and vegetables contain many other substances which may also be protective against cancers, particularly against cancers of the stomach and large bowel
- recent research indicates that antioxidants including vitamins C and E and carotenoids (vitamin A) can protect against some cancers, particularly against those of the digestive and respiratory tracts
- it is therefore recommended that the consumption of fruit and vegetables is increased as they are a good source of vitamins A, C or E
- an increased consumption of fruit and vegetables would increase potassium intake
- diets rich in potassium are associated with lower blood pressure levels and a lower risk of stroke
- the average consumption of fruit and vegetables should increase to at least five portions of fruit and vegetables each day
- it does not matter whether they are fresh, tinned, frozen, cooked, juiced or dried.

A reduction in total fat intake

- the reduction in total fat intake is important as fats influence the risk of death from heart disease mainly through their effect on blood cholesterol
- reduction of total fat intake reduces the total energy (calorie) intake therefore reducing the risk of overweight and obesity
- this energy deficit should be made up by an increase in the consumption of foods rich in complex carbohydrates (starch and fibre), for example bread, cereals, potatoes, rice and pasta.

A reduction in saturated fat, e.g. from animal products

- too much saturated fat can cause high levels of cholesterol in the blood which can increase the risk of heart disease.

An increase in n-3 polyunsaturates from fish

- an increase in n-3 polyunsaturates from fish lowers the risk of coronary heart disease
- the average consumption of fish should increase to at least two portions of fish each week, of which one should be oily fish, e.g. tuna, mackerel, salmon.

A reduction in sugar:

- too much sugar increases the risk of tooth decay and weight gain
- sugary foods and sugar are the main dietary causes of dental decay
- low intakes of sugar are associated with a low incidence of dental decay
- sugar is most damaging to teeth when it is in a sticky form which adheres to teeth, for example, as toffee
- sugar eaten between meals is more damaging to teeth than when it is eaten as part of a meal, since other constituents of a meal act as “buffers” which soak up the acid produced in the presence of sugar, and therefore limit the damage to teeth
- the frequency of sugar consumption is also important as the frequent consumption of small amounts of sugar is more harmful than a large amount consumed less often.

A reduction in salt

- people who have a high sodium intake, particularly from salt, have higher blood pressure levels
- raised blood pressure increases the risk of coronary heart disease and stroke
- reducing blood pressure levels reduces the risk of stroke and heart disease
- blood pressure rises with age in people who have high sodium intakes
- restriction of salt intakes for periods of five weeks or more has been shown to lower blood pressure
- the main source of sodium in the diet in the United Kingdom is from manufactured foods

- a substantial reduction in salt intake will only be achieved if recommendations to reduce the amount of salt used in cooking and at the table are combined with recommendations to rely less on highly salted processed foods.

An adequate intake of calcium and iron

- osteoporosis is an age-related bone disease in which total bone mass is lost, resulting in bones becoming more prone to fracture. Fractures of the femur, the vertebrae and wrist are most common
- higher calcium intakes (from dairy products milk, milk products, yogurt, cheese, whole grains, green vegetables, sardines and salmon) are associated with the achievement of a higher peak bone mass, which in turn reduces the risk of osteoporosis
- the beneficial effect of a good calcium intake depends on adequate weight-bearing activity
- iron deficiency affects work capacity, brain function and intellectual performance, behaviour and defence against infection
- if insufficient iron is provided by food or insufficient iron is absorbed through the digestive tract, the iron stores are gradually depleted, eventually resulting in iron deficiency anaemia
- good dietary sources of iron include red meat, liver and kidney
- other dietary sources include dark green vegetables and egg yolk; the absorption of iron from these sources is increased by the consumption of foods rich in vitamin C, such as citrus fruits and their juices.

A moderate intake of alcohol (for those who drink alcohol)

- recent research has shown that a moderate intake of alcohol can provide some protection against heart disease
- for those who drink alcohol the consumption of alcohol should be within the recommended limits of three-four units per day for men and two-three units per day for women
- the consumption of alcohol is also associated with an increased risk of cancer of the mouth, throat, oesophagus and liver.

[0] is awarded for a response not worthy of credit

Level 1 ([1]–[4])

Overall impression: Basic.

- may list several examples but little analysis
- basic analysis, referring to one or two targets
- quality of written communication is basic.

The candidate makes only a limited selection and use of appropriate form and style of writing.

The organisation of material may lack clarity and coherence.

There is little use of specialist vocabulary.

Presentation, spelling, punctuation and grammar may be such that meaning is not clear.

Level 2 ([5]–[8])

Overall impression: Adequate.

- adequate analysis of four targets or competent analysis of three achieves at top of band
- quality of written communication is adequate.

The candidate makes a reasonable selection and use of appropriate form and style of writing

Relevant material is organised with some clarity and coherence.

There is use of appropriate specialist vocabulary.

Presentation, spelling, punctuation and grammar are sufficiently adequate to make meaning clear.

Level 3 ([9]–[12])

Overall impression: Competent.

- competent analysis of four targets achieves at top of band
- quality of written communication is competent.

The candidate successfully selects and uses the most appropriate form and style of writing.

Relevant material is organised with a high degree of clarity and coherence.

There is extensive and accurate use of appropriate specialist vocabulary.

Presentation, spelling, punctuation and grammar are sufficiently competent to make meaning clear. [12]

- (f) Analyse how low income in later adulthood could affect physical, emotional and social development. (AO1, AO2, AO3)

Physical development

- the cost of healthy eating is particularly important for this group who often consider food as a dispensable item, which is purchased only after allowances
- for indispensable items such as rent and electricity have been made resulting in a poor diet
- more likely to suffer poor health
- cost of heating is expensive resulting in poor health.

Emotional development

- the feeling of powerlessness resulting from the “poverty cycle” increases the difficulties experienced when taking control over various areas of life, for example, making changes to eating patterns; accessing support
- may get depressed and anxious and have low self-esteem.

Social development

- cannot afford to go out to meet with peers
- find it difficult to take part in community activities
- can result in social exclusion.

All valid points will be given credit

[0] is awarded for a response not worthy of credit

Level 1 ([1]–[3])

Overall impression: Basic.

- may list rather than analyse points
- basic analysis of one or two aspects
- quality of written communication is basic.

The candidate makes only a limited selection and use of appropriate form and style of writing.

The organisation of material may lack clarity and coherence.

There is little use of specialist vocabulary.

Presentation, spelling, punctuation and grammar may be such that meaning is not clear.

Level 2 ([4] – [6])

Overall impression: Adequate.

- adequate analysis of at least two aspects achieves at top of band
- quality of written communication is adequate.

The candidate makes a reasonable selection and use of appropriate form and style of writing.

Relevant material is organised with some clarity and coherence.

There is use of appropriate specialist vocabulary.

Presentation, spelling, punctuation and grammar are sufficiently adequate to make meaning clear.

Level 3 ([7]–[9])

Overall impression: Competent.

- range of effects from all three aspects competently analysed at top of band
- quality of written communication is competent.

The candidate successfully selects and uses the most appropriate form and style of writing.

Relevant material is organised with a high degree of clarity and coherence.

There is extensive and accurate use of appropriate specialist vocabulary.

Presentation, spelling, punctuation and grammar are of sufficiently competent to make meaning clear.

[9]

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Total

100