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# Examiners' Report

## June 2017

GCSE Health and Social Care  
5HS04 01

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## Introduction

This synoptic paper consists of three questions, with each question based on the same scenario. The questions are divided into two different types – short answer questions that require candidates to apply their knowledge, and extended writing questions requiring candidates to formulate their knowledge and apply it in a coherent, balanced argument that reads logically.

The three questions assess the candidates' knowledge through recall questions and their ability to apply knowledge, understanding and analysis through questions which ask them to explain, discuss or assess. It is generally the longer 8 and 10 mark questions which create the greater challenge for candidates. Often responses are generic, one-sided and are not structured coherently to reflect a balanced response. Candidates will often use PIES in their response which although appropriate for some questions in others it is not. Candidates need to read and interpret the question stem more fully.

Knowledge of the unit specification continues to improve. Where questions assess specific sections of the specification such as question 3(d) on the care values, it is apparent the candidates know the care values however, the application of them in a care setting to an individual was limited. There are no obvious gaps in the candidates' knowledge which is pleasing as they were well prepared by the centres for this paper. The centres appear to have been using past papers to prepare candidates and this is evident in the marks that have been achieved.

## Question 1 (a)

This was a recall question, which the majority of candidates scored 2 marks on.

- 1 Jacob is 14 years of age and lives with his mother, Anna, who has multiple sclerosis. She uses a wheelchair for the majority of the day. Jacob is his mother's main carer. He often misses school because he needs to look after her.

(a) Identify **two** factors that may have influenced Jacob's development.

(2)

1 Missing school may have hindered Jacobs intellectual development

2 ~~He~~ Being his mothers main carer may have put a strain on his social development



### ResultsPlus Examiner Comments

For this response 2 marks were awarded for the identification of two factors from the case study.



### ResultsPlus Examiner Tip

Encourage candidates to read the case study carefully for the identification questions as it will provide them with the answer.

## Question 1 (b)

This question continued with the theme of 1(a), Jacob's development by asking the candidates to identify and describe.

(b) Anna is concerned that Jacob is spending less and less time with his friends.

Identify and describe how spending less time with his friends may affect Jacob's development.

(4)

If Jacob is spending less time with his friends it will ~~but~~ cause an issue for Jacob's social and emotional development. If Jacob isn't spending a lot of time with friends he will be lacking the ~~abilit~~ chance to bond and make ~~emore~~ emotional connections with those of a similar age. This may cause Jacob to be unhappy as he does not have a close friendship with anyone so he may begin to feel lonely and isolate himself even more, resulting in negative effects upon his social development.



### ResultsPlus Examiner Comments

This response was awarded 4 marks. The candidate identified both social and emotional development, describing how they will affect Jacob's development.



### ResultsPlus Examiner Tip

Ensure that candidates know what the social and emotional needs are for each of the different life stages.

(b) Anna is concerned that Jacob is spending less and less time with his friends.

Identify and describe how spending less time with his friends may affect Jacob's development.

(4)

Spending less time with friends may affect Jacob's development. ~~because~~ His social development may be affected because he is spending less time with friends and more time with only his mother. Also, his emotional development could be affected because he could feel isolated and his friends may not want to hang out with him due to less time spent together and this can result in him feeling very lonely.



**ResultsPlus**  
Examiner Comments

This response was awarded 2 marks. The candidate identified both social and emotional development, however, the description lacked depth.

### Question 1 (c)

The focus of this question was how family and friends could support Jacob by helping him to cope with his caring responsibilities. Many candidates struggled with this question as they tended to explain how Jacob may feel on receiving this support, failing to identify the practical support that they may offer in the first instance.

(c) Jacob and Anna live in a community where everyone supports each other.

Explain how support from family and friends could help Jacob cope with his caring responsibilities.

(6)

Support from families and friends can majorly help Jacob cope with his responsibilities. Firstly, Jacob will feel more confident with his caring responsibilities as he knows there are people who support him with any problems he may face. This could also raise Jacob's self-esteem as he knows there are people looking out for him at all times making him feel cared and appreciated. Furthermore, Jacob would feel a sense of belonging as he knows his friends and family are always there for him to confide with and talk to. Finally, Jacob wouldn't feel lonely or isolated because he knows his family and friends will always support him and help him improve his caring skills and responsibilities. Overall, support

from family and friends will massively help Jacob cope with his caring responsibilities.



**ResultsPlus**  
Examiner Comments

This response was awarded 5 marks. It was coherent, well-structured with a comprehensive explanation of the support given by family and friends to Jacob to help him cope with his caring responsibilities.



**ResultsPlus**  
Examiner Tip

Advise candidates to read the questions carefully and to look for any helpful hints in either the case study or the question stem.



### Question 1 (d)

This was the only 10 mark question on the examination paper. The candidates had to discuss the factors identified in the scenario in relation to how they may affect Jacob's health and wellbeing.

**\*(d) Jacob has become very isolated from his friends. Anna is concerned that he is spending too much time alone and comfort eating.**

**Discuss how these factors in Jacob's life may affect his health and wellbeing.**

**(10)**

Spending too much time alone would make Jacob feel more lonely and withdrawn from his friends and social events. This would make him feel unhappy, upset and not valued by his friends; he may develop depression. Comfort eating would negatively affect his physical health as he may gain weight. He may then start to decline in confidence and self-esteem. He would be unhappy with his appearance and have a low self-worth and a low self-image. This could make him spend even more time alone.

He could have a disrupted sleeping pattern and would feel more tired and depressed during the day; he may feel drained or exhausted. Due to spending too much time alone and comfort eating, he may become less active, unfocused and he may lose any motivation or determination to do

any motivation or determination to do much in life. This would result in a negative health and wellbeing, overall.

However, spending more time alone may help him become more independent and mature - his own person after spending less time with his peers. He wouldn't experience any peer pressure and he could learn to make his own choices which could be positive or negative. Eating more food may give him more energy, and making him feel more alert and confident. He may be trying to gain weight, therefore he would boost his self-esteem and self-image. He may feel happier by himself ~~but~~ which would positively affect his emotional wellbeing.

To summarise, spending too much time alone and comfort eating would have an overall negative affect on ~~a~~ Jacob's health and wellbeing. This is because he may lack a sense of belonging after losing or drifting apart from his friends. Comfort eating would result in a decline of self-worth, confidence and self-concept.



## ResultsPlus

### Examiner Comments

A Level 3 answer, 8 marks were awarded. The candidate took each of the factors from the question and comprehensively discussed them. They linked their identified factors so that the answer flowed. The candidate gave both positive and negative discussion with a conclusion.



## ResultsPlus

### Examiner Tip

Encourage candidates to put forward a balanced viewpoint. For the extended writing questions both positive and negative arguments should be discussed.

\* (d) Jacob has become very isolated from his friends. Anna is concerned that he is spending too much time alone and comfort eating.

Discuss how these factors in Jacob's life may affect his health and wellbeing.

(10)

Being isolated from friends can affect Jacob's health and wellbeing in negative ways. Jacob's social development can be affected because he isn't interacting with his friends and other people which can also lead to depression and this can affect his emotional development which can also cause problems for his health and wellbeing. If Jacob is depressed and isolated, this can result in him eating ~~less~~<sup>more</sup> and not being in the mood to do anything which can cause both ~~anxiety~~<sup>obesity</sup> and laziness.

Spending too much time alone can make Jacob feel lonely and can stop him from participating in physical activities at such a young age.

For Jacob, if he continues with comfort eating then he could become obese which means he has a higher chance and a higher risk of having a heart attack or a stroke.



**ResultsPlus**  
**Examiner Comments**

A Level 1 answer, 3 marks awarded. This was a less able response with only points identified and very little discussion.

## Question 2 (a)

Jacob was still the focus for this question, this time it was linked to his wellbeing.

2 Jacob has gained weight since becoming his mother's main carer and is in danger of becoming obese. He has been referred to a dietician who he sees once a month.

(a) Describe **two** ways the dietician may benefit Jacob's wellbeing.

(4)

1 It will help him slowly, step by step to cut down the weight. This means there will be an diet plan for him to make him go through it at a time by time so he doesn't take it all in at once.

2 ~~The~~ <sup>The</sup> dietician will talk him through his feelings so Jacob will start opening up more and he will talk it out through with him.



### ResultsPlus Examiner Comments

This response was awarded 2 marks. The first way was not awarded any marks as it described a physical benefit for Jacob, his health. The question asked for benefits relating to wellbeing, which are emotional, social and intellectual.



### ResultsPlus Examiner Tip

Encourage candidates to break down questions into smaller parts. For each part construct a mini mind map and then use words or phrases to link them together.

## Question 2 (b)

This question required the candidates to apply their knowledge and understanding of the care value, effective communication and how it may be used to build a positive relationship with the case study.

(b) Explain how the dietician may use effective communication to build a positive relationship with Jacob.

(4)

The dietician can suggest ways to keep a healthy diet which can fit his needs. The dietician can also help Jacob become more social and can also make him feel like he is loved and cared for. These can improve his emotional and social development which can make Jacob trust the dietician.



### ResultsPlus Examiner Comments

This candidate was awarded 0 marks for this response. Their answer did not explain effective communication nor how it helps to build a positive relationship with Jacob.



### ResultsPlus Examiner Tip

When the question stem refers to an individual from the case study, it is essential that the candidate relates their answer to that particular individual.

(b) Explain how the dietician may use effective communication to build a positive relationship with Jacob.

(4)

By speaking to Jacob as if he is an equal, the dietician would be able to build trust with Jacob; they would respect each other. Being clear and helpful to Jacob when speaking or giving advice would help Jacob feel more confident and comfortable around the dietician. He could clearly explain different ideas or advice given to Jacob to ensure he understands and follows the diet. Being friendly and approachable would help him build a positive relationship as Jacob would feel safe and accepted by the dietician.



**ResultsPlus**  
Examiner Comments

This response was awarded 4 marks.  
The candidate made the link between effective communication and building a positive relationship.



## Question 2 (c)

This question required candidates to define the term 'disempowerment'.

(c) Ineffective communication skills may lead to Jacob feeling disempowered.

Define the term 'disempowerment'.

(2)

Disempowerment means that the service user does not feel in control or is fully aware of the care practitioners actions, they would feel like a minority and unimportant.



**ResultsPlus**  
Examiner Comments

This response was awarded  
2 marks.



**ResultsPlus**  
Examiner Tip

Definitions of key terms supported by examples often secure the marks for candidates as it clearly demonstrates their understanding of the term.

## Question 2 (d)

This question asked candidates to make the link between long term illness and how it may affect an individual's intellectual development. A number of candidates experienced difficulties in answering this question.

(d) Anna sometimes feels she has no control over her illness, which leaves her feeling quite frustrated. She recently gave up a well-paid job due to her illness.

Discuss how a long-term illness may affect an individual's intellectual development.

(6)

A long term illness too may affect an individual's intellectual development as they may no longer be capable to study or work. This means they do not stimulate their brains and are ~~for~~ the amount of new experiences and knowledge they gain is limited.

Having a long term illness also means the person may have to stay at home for majority of the time. Staying at home means they do not get much fresh air and instead only see what's in their homes every day. This means they do not experience new things in the outside world and their intellectual development will be negatively affected.

Staying at home everyday due to an illness would also reduce the amount of interaction the person would get with other people, this would have a negative impact on their communicational skills and as a result their intellectual development.



**ResultsPlus**  
**Examiner Comments**

This response was awarded 4 marks, Level 2 answer. The candidate accurately identified some points which they attempted a discussion around, however, their answer was one-sided and therefore lacked balance.



**ResultsPlus**  
**Examiner Tip**

Advise candidates to use the stem of the question as a checklist to help them structure their answer and to check that they have answered the question.

## Question 2 (e)

This question asked candidates to make the links between gender, appearance and self-concept. The response below is a good example of a candidate who understood the question but was not awarded full marks as they did not provide a balanced discussion.

\*(e) Since gaining weight, Jacob is very unhappy with his appearance.

Discuss how gender and appearance may affect an individual's self-concept.

(8)

Gender and appearance can affect Jacob's self-concept severely. For example, gaining weight can make Jacob feel ugly and disgusting therefore decreasing his self-esteem as well as self-image. In addition, being a boy may mean all his friends are fit, healthy and have a six-pack which can cause Jacob to feel insecure about his appearance and therefore affect his self-concept negatively. As well as that, Jacob could feel isolated and alone due to appearing different to the rest of society causing him to feel depressed and lose self-confidence. Finally, gender and appearance can cause Jacob to feel depressed as he may feel ~~he~~<sup>he</sup> no longer fits in with the society and peers around him. Overall, Jacob will be majorly affected on his self-concept due to gender and appearance.



**ResultsPlus**  
**Examiner Comments**

The response was awarded 5 marks. It is a Level 2 answer, points were accurately identified and there was a clear discussion albeit one-sided.



**ResultsPlus**  
**Examiner Tip**

For discuss questions it is important to have a balanced viewpoint and to write in a well-structured format.

### Question 3 (a)

This question asked the candidates to identify one approach that may be used in health promotion to improve the health and wellbeing of an individual. A number of candidates did not understand the term 'approach', it is important that they fully understand the specific terminology used in this unit.

3 The dietician has identified the approach she is going to use to improve Jacob's health and wellbeing.

(a) Identify **one** approach that may be used in health promotion to improve the health and wellbeing of an individual.

(2)

By developing a plan of healthy foods that are an alternative to fatty or sugary foods. This helps to encourage an individual to be able to eat the same amount and type of food, but a healthier ~~option~~ option of. (Introducing group sessions.) (Support ~~crisis~~ crisis.)



#### ResultsPlus Examiner Comments

Full marks were awarded to this candidate for their response. They correctly identified the adoption of a healthier lifestyle as an approach that may be used to improve the health and wellbeing of an individual.



#### ResultsPlus Examiner Tip

For identify questions ensure the candidates read the questions carefully and look for any helpful hints in either the scenario or the question stem.

### Question 3 (b)

(b) Explain how the dietician will support Jacob in making improvements to his diet.

(4)

The dietician will support Jacob in making improvements in his diet by following care values such as good communication and respecting his rights and dignity. By providing good communication the dietician is allowing Jacob to know he has someone there who understands him and can provide him with the beneficial help he needs. Alongside this, by respecting his dignity and rights, the dietician will show Jacob he is respected and if he is happy in the process so is the dietician.



**ResultsPlus**  
Examiner Comments

No marks were awarded for this candidate's response, as the link between the dieticians and how they may support Jacob in improving his diet was not explained.

(b) Explain how the dietician will support Jacob in making improvements to his diet.

(4)

The dietician will support Jacob in making improvements to his diet firstly by reviewing his usual diet and changing and adapting to it to a healthier option. For example, the dietician may swap his unhealthy snacks to a healthy ones e.g. crisps for apples. Secondly, the dietician may advise Jacob on his daily calories intake and water intake and ensure he follows the health plan created specific to his requirements.



**ResultsPlus**  
Examiner Comments

A full explanation of the support the dietician will give to Jacob to improve his diet was given and 4 marks were awarded for this response.



### Question 3 (c)

The candidates scored highly on this question as they were able to provide a full description of the factors that the dietician would take into consideration when planning a healthy diet for Jacob.

(c) Describe the factors the dietician will take into consideration when planning a healthy diet for Jacob.

(4)

The factors the dietician will take into consideration are his age, height, weight and gender as they all affect people in different ways. For example, as Jacob is a male, his calorie intake will be higher compared to a female the same age as he has, naturally, a bigger body mass. Also, his age. As Jacob is 14 years<sup>old</sup>, he will need less of a calorie intake compared to his mum who is an adult. Also his personal beliefs, for example, if he was a vegetarian the dietician would have to think of an alternative for protein rather than meat.



**ResultsPlus**

Examiner Comments

This response was awarded  
4 marks for a full description.

(c) Describe the factors the dietician will take into consideration when planning a healthy diet for Jacob.

(4)

Eating habits, exercising habits, usual amount of food intake and any illnesses that might suffer from including allergies.



**ResultsPlus**

**Examiner Comments**

This response was awarded 2 marks as only the factors were identified.

### Question 3 (d)

Some candidates found this question challenging. They were able to correctly identify the care values, however they lacked the knowledge of how they could be applied to the case study in order to support them.

**\*(d) Discuss how the dietician can effectively promote and support Jacob's health improvement through the use of care values.**

(8)

Using effective communication will allow Jacob to clearly understand and follow any advice given and to be aware of any risks etc. This will also allow Jacob and the dietician to form a positive relationship. Providing confidentiality would help Jacob feel more comfortable safe and confident around the dietician so that Jacob is more open, honest and trusting to the dietician. Practising anti-discriminatory behaviour will also allow Jacob to feel safer and confident around the dietician, as well as feeling respected. Allowing Jacob to protect his rights and dignity is vital because he will not like the dietician if he feels embarrassed or unaccepted around her. This would make him want to do his own thing and would prevent him from following advice or losing weight etc.



## ResultsPlus Examiner Comments

This response was awarded 6 marks. This was a more able response where the candidate demonstrated their knowledge and understanding of the care values and how they may be used to support an individual.



## ResultsPlus Examiner Tip

To achieve maximum marks candidates need to identify points and then develop a discussion around them.

**\* (d) Discuss how the dietician can effectively promote and support Jacob's health improvement through the use of care values.**

(8)

The care values are the basic values that need to be taken into consideration when working with a patient.

The dietician must ensure ~~she~~<sup>they</sup> promote anti-discrimination where they don't differentiate between a person's race, colour, gender, ethnicity etc. This will help Jacob feel valued.

Also the dietician must take care of promoting equality, whether the patient is a boy or a girl they must be treated the same. Whether the person has the same faith as them or not they must be treated equally.

Lastly, the dietitian must not care about the patient's sexual orientation as their job is to improve the patient's diet. So whether they are homosexual or not they must help them and support them with their diet.



**ResultsPlus**

**Examiner Comments**

This response was awarded 3 marks, a Level 1 answer. Points were identified with very little discussion.

### Question 3 (e)

The focus of this question was self-concept and how it may be affected by changes in personal relationships. Overall it was not well answered as candidates appeared to struggle with the idea that self-concept could be affected by a change in personal relationships.

(e) Since working with the dietician, Jacob is feeling better about himself. He has started to go out more and attends a local youth club on a Friday night.

Explain how Jacob's self-concept may have altered due to the changes in his personal relationships.

(6)

Jacob's self-concept may have altered positively because he's ~~not~~ no longer isolated and is interacting effectively with his peers and using his social skills. It could also mean that he feels more confident in himself and his self-esteem would've increased because he feels accepted by the friends he now has developed relationships with. He would also feel more valued and accepted as an individual. Instead of feeling worthless, his self-worth would also be increased as he would feel a sense of purpose to his life because he's no longer lonely and has <sup>personal</sup> relationships. ~~When~~ This means his self-concept would improve as he feels good about himself and has people in who he could confide in. He would also feel a sense of safety and security because he trusts these people who is now with and is building positive long lasting relationships.



**ResultsPlus**  
Examiner Comments

This response was awarded 5 marks. The candidate made the link between Jacob's self-concept and the changes to his personal relationship.

(e) Since working with the dietician, Jacob is feeling better about himself. He has started to go out more and attends a local youth club on a Friday night.

Explain how Jacob's self-concept may have altered due to the changes in his personal relationships.

(6)

Jacob's self-concept will have improved because he will start to feel more positive <sup>of an</sup> ~~means~~ <sup>impact</sup> because of his appearance. As he is working with a dietician it makes him ~~it~~ feel a lot better because he knows that step by step he can do it, to get to that place and he has the strength to do it. A positive impact can make them feel better towards himself as he will be willing to improve and be determined to do something about it. His self concept will make him feel better and he will start to think of life in an better and ~~happier~~ happier way.



**ResultsPlus**  
Examiner Comments

This response was awarded 1 mark. The candidate was able to identify how Jacob's self-concept may have altered, but it was very repetitive with little explanation.



**ResultsPlus**  
Examiner Tip

It is important that candidates fully understand self-concept and how it may be affected by a number of experiences.

## Paper summary

Based on candidates' performance on this paper, centres are offered the following advice:

- The ability to recall, describe and explain has improved considerably.
- Use past question papers to help prepare for the examination.
- A greater in-depth knowledge of the specification is required on the application of the care values to the case study.
- More accurate understanding of question stems is necessary.
- Candidates do not need to repeat the question stem at the beginning of their response.
- Try and tailor answers more specifically to the question in the longer answer questions.
- Develop understanding of terms such as; discuss; evaluate and analyse.
- Make each point relevant and meaningful to the question.



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