

Write your name here	
Surname	Other names
Centre Number	Candidate Number
Edexcel GCE	
Health and Social Care	
Unit 7: Meeting Individual Needs	
Thursday 10 June 2010 – Afternoon Time: 1 hour 30 minutes	Paper Reference 6944/01
You do not need any other materials.	Total Marks

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- Answer **all** questions.
- Answer the questions in the spaces provided
– *there may be more space than you need.*

Information

- The total mark for this paper is 90.
- The marks for **each** question are shown in brackets
– *use this as a guide as to how much time to spend on each question.*
- Questions labelled with an **asterisk** (*) are ones where the quality of your written communication will be assessed
– *you should take particular care with your spelling, punctuation and grammar, as well as the clarity of expression, on these questions.*

Advice

- Read each question carefully before you start to answer it.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

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Answer ALL questions in the spaces provided.

1

Kirsty is a social worker. She works with children and families as a care manager developing care plans. Kirsty is working with three children who are all sisters. Naomi is 15 years of age, Gill is seven years of age and Jody is four years of age. All three children are living with foster parents. Naomi attends the local secondary school and Gill and Jody are both at a local primary school.

(a) Identify **two** stages in the care planning process.

(2)

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(b) Whilst in foster care, the children will experience what it is like to live in a stable environment. Explain why this is important for the children's emotional development.

(4)

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*c) Kirsty regularly organises case conferences with various professionals to discuss the progress each child is making.

Explain **two** benefits of multi-disciplinary working in promoting the children's welfare.

(6)

1

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2

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***(d)** The children are protected under current child care legislation.

Examine the impact of such legislation on the protection of children in the UK.

(8)

Dotted lines for writing the answer.



Handwriting practice area with 20 horizontal dotted lines.

(Total for Question 1 = 30 marks)



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2

Kirsty works for a statutory organisation in a large city. She enjoys her work but finds it stressful. Recently there have been reports in the media highlighting the poor quality service being provided by some social workers who are not following correct procedures and policies. Her manager has requested an audit of case files and is reviewing policy and practice to ensure that staff and service users are getting a better quality service.

(a) Define what is meant by the term **statutory organisation**.

(2)

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*(b) A key aspect of Kirsty's work is maintaining confidentiality.

Explain the consequences if confidentiality is breached without consent.

(6)

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* (c) Kirsty's work involves networking.

Explain **two** benefits networking may have on the quality of service provided.

(6)

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* (d) Kirsty acts as an advocate on behalf of service users.

Examine the role an advocate can have in providing a high quality service.

(8)

Lined area for writing the answer to the question above.



***(e)** Kirsty works as part of a team of social workers.

Examine how team working can promote quality service provision.

(8)

A series of horizontal dotted lines for writing the answer to the question.

(Total for Question 2 = 30 marks)



3

Kirsty's manager is called Liam. While he was carrying out the audit on the quality of service provision he found the following areas of concern:

- service users' views were not being considered
- there was a lack of effective communication with service users, e.g. translators
- there had been an increase in service user complaints.

Liam has developed an action plan to deal with these issues and has forwarded his report to senior management for consideration.

(a) Define what is meant by the term **translator**.

(2)

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(b) Explain the importance of responding and providing feedback to service users.

(4)

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* (c) Explain **two** benefits of having a complaints procedure.

(6)

1

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***(e)** Liam wants to improve the quality of service provision and contacts the General Social Care Council (GSCC) for advice.

Examine the relative importance of organisations that promote standards in health and social care provision.

(10)

A large rectangular area containing 25 horizontal dotted lines for writing.



Blank writing area with horizontal dotted lines.

(Total for Question 3 = 30 marks)

TOTAL FOR PAPER = 90 MARKS

