

Mark Scheme (Final)

January 2009

GCE

GCE Applied Health & Social Care (6944/01)

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.

Question Number	Answer	Mark
1(a)	<p>1-2 marks for max of 2 points identified no description present which is coherent 3 marks for 2 points identified and 1 of those points explained fully 4 marks for 2 - 3 points identified and points fully expanded and linked relevantly to other points.</p> <ul style="list-style-type: none"> • Check any achievements in care plan objectives • Co-ordinate all services effectively • Ensure that services are delivered according to laid down specifications • Oversee/manage the quality of care • Ensure that correct services are provided/best possible care provided • Manage the budget effectively • Support clients, carers and service providers • Fine tune the care plan / make improvements/make changes • Contribute/feeds into the review of client need • Ensure clients needs are met • Identify changes required for review meeting <p>DO NOT ACCEPT HAPPINESS OF CLIENT/MONITOR PROGRESS</p>	Total 4 mark

Question Number	Answer	Mark
1(b)	<p>1-2 marks for max of 2 points identified no description present which is coherent 3 marks for 2 points identified and 1 of those points explained fully 4 marks for 2 - 3 points identified and points fully expanded and linked relevantly to other points.</p> <ul style="list-style-type: none"> • Evaluate the reasons for failure or success • Review effectiveness of plan • Client needs may change so plan will change to ensure appropriateness of care • Provides an opportunity for client to speak • Evaluate quality and cost • Reassess current needs • Revise objectives • Revise services • Reassess costs • Note any unmet need • To ensure that needs are being met 	Total 4 mark

Question Number	Answer	Mark
1(c)	<p>1-2 marks for max of 2 points identified no description present which is coherent 3 marks for 2 points identified and 1 of those points explained fully 4 marks for 2 -3 points identified and fully expanded and linked relevantly to other points.</p> <ul style="list-style-type: none"> • To ensure that no undue harm is brought to the service user • Part of care value base - working in the best interest of the client • Legal responsibility - Part of the Management of Health and Safety at work regulations 1999 • Protect the health and safety of both professional and service user • Ensure good quality care is provided • Protects vulnerable clients from harm 	Total 4 marks

Question Number	Answer	Mark
1(d)	<p>L1-1-3 marks response is basic and weak or descriptive. Response demonstrates a lack of understanding of the question stem and the content reflects a lack of knowledge of theory surrounding the question. Misinterpretation of question stem is also likely. Response may identify one or two valid points outlined in mark scheme.</p> <p>L2- 4-6 marks response is more general with knowledge demonstrated but it is limited. There is some structure to the response but reflects an inability to describe/explain fully or comprehensively the consequences of resource shortages. Response will accurately identify and explain some points related to the mark scheme but any argument present is limited and the work will not include a conclusion.</p> <p>L3- 7-8 marks excellent knowledge and understanding of the question and theoretical knowledge accurately and meaningfully applied. Coherent structure, however it is likely that one identification and description is likely to be stronger than the other hence 7 marks. For 8 marks identification and description will be in-depth and will demonstrate knowledge and understanding.</p> <p>CONSEQUENCES ARE:</p> <ul style="list-style-type: none"> • Leads to poor provision - explanation could affect clients condition and reputation of agency, govt may be held accountable • Leads to poor quality care being provided - explanation client can become stressed, depressed, poor physical health can also have impact on prof carer • Leads to client is neglected - explanation client is at greater risk 	

	<ul style="list-style-type: none">• Leads to unfair treatment - explanation services have to be rationed so some clients win others loose• Leads to increased number of complaints - explanation service users are disgruntled with provision, reputation of agency suffers• Leads to staff shortages - explanation staff under pressure less focused• Leads to increased waiting lists - explanation client goes elsewhere, organisation loses out, govt be held accountable• Leads to lack of patient choice - explanation potentially discriminated against <p>REMEMBER - LOOK FOR CONTEXT IN RESPONSE</p>	<p>Total 8 marks</p>
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Question Number	Answer	Mark
1(e)	<p>L1 - 1-3 marks response is basic and weak or descriptive. Response demonstrates a lack of understanding of the question stem and the content reflects a lack of knowledge of theory surrounding the question. Misinterpretation of question stem is also likely. Response may identify one or two valid points outlined in mark scheme.</p> <p>L2 - 4-6 marks response is more general with knowledge demonstrated but it is limited probably to the definition of the term normalisation. There is some structure to the response in that the candidate will outline benefits to the patient and service provision. Response will accurately identify and explain some points related to the mark scheme but any evaluation present is limited and the work will not include a conclusion.</p> <p>L3 - 7-10 marks excellent knowledge and understanding of the question and theoretical knowledge accurately and meaningfully applied. Coherent structure which will summarise the main issues - positively and negatively of normalisation (7 marks). For 8/9 marks the response should make reference to the implications involved in embedding normalisation and for 10 marks a conclusion will also be presented.</p> <p>ADVANTAGES/DISADVANTAGES</p> <ul style="list-style-type: none"> • It promotes independence particularly for those most vulnerable / leads to greater vulnerability/dependency • Prevents institutionalisation/warehousing/ leads to institutionalisation/stagnation • Empowering/disempowering/discriminated • Respects choice/ignores client choice • Promotes a sense of client ownership particularly important in sensitive cases such as terminal illness/care can become clinical and impersonal. • If embedded properly leads to high quality patient care/poor quality patient care • Increased/decreased self concept/esteem etc client becomes depressed/increase in confidence <p>IMPLICATIONS FOR EMBEDMENT</p> <ul style="list-style-type: none"> • Dependent on resources available • Can cause conflict between client/carer/service provider • Risk assessment must be undertaken • Can be expensive 	<p style="text-align: right;">Total 10 marks</p>
		Total 30 marks

Question Number	Answer	Mark
2(a)	<p>1 mark for a brief definition e.g. different professionals coming together</p> <p>2 marks awarded for a full definition such as: Refers to different professionals working together using their skills and expertise to provide a holistic package of care which meets the holistic needs of the client.</p> <p>For 2 marks word 'HOLISTIC' must be in definition</p>	Total 2 marks

Question Number	Answer	Mark
2(b)	<p>1-2 marks for max of 2 points identified no description present which is coherent 3 marks for 2 points identified and 1 of those points explained fully 4 marks for 2-3 points identified and points fully expanded and linked relevantly to other points</p> <ul style="list-style-type: none"> • Experience and skills are shared • Patient benefits/speeds up recovery • Providing holistic care • Provides a forum for self reflection • New ideas, treatments and procedures can be discussed • Stress can be reduced • Networks are developed • Trust and confidence are developed • Effective care being provided • Good use of manpower and resources • Efficient use of resources • To meet client need <p>THIS QUESTION IS NOT ABOUT COMMUNICATING</p>	Total 4 marks

Question Number	Answer	Mark
2(c)	<p>L1 - 1-2 marks response is basic and weak or descriptive. Response demonstrates a lack of understanding of the question stem and the content reflects a lack of knowledge of theory surrounding the question. Misinterpretation of question stem is also likely. Response may identify one or two valid points outlined in mark scheme.</p> <p>L2 - 3-4 marks response is more general with knowledge demonstrated but it is limited. There is some structure to the response but reflects an inability to describe/explain fully or comprehensively the importance of training and professional development. Response will accurately identify and explain some points related to the mark scheme but any argument present is limited and the work will not include a conclusion.</p>	

	<p>L3 - 5-6 marks excellent knowledge and understanding of the question and theoretical knowledge accurately and meaningfully applied. Coherent structure, response will summarise the main issues; argument will be balanced with both sides of the argument being presented. For 6 marks conclusion must be present.</p> <p>TYPICAL RESPONSES</p> <ul style="list-style-type: none"> • Keep yourself abreast of current developments • Effective care depends of training and development • Professional responsibility to undertake regular training • New techniques are developed which can be more effective therefore need to keep abreast of current developments • Patient/client benefits • Competency and self confidence are developed • Without continual training and development mistakes can happen/leads to poor quality care • Promotes good quality care • Service provision is effective • Effective use of resources • Can speed up recovery process • Legal requirement without which the care profession can not practice 	<p>Total 6 marks</p>
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Question Number	Answer	Mark
2(d)	<p>L1 - 1-3 marks response is basic and weak or descriptive. Response demonstrates a lack of understanding of the question stem and the content reflects a lack of knowledge of theory surrounding the question. Misinterpretation of question stem is also likely. Response may identify one or two valid points outlined in mark scheme.</p> <p>L2 - 4-6 marks response is more general with knowledge demonstrated but it is limited and they demonstrate a very basic understanding of the role, function of prof bodies. There is some structure to the response in that the candidate will outline advantages of such organisations. Response will accurately identify and explain some points related to the mark scheme but any evaluation present is limited and the work will not include a conclusion.</p> <p>L3 - 7-8 marks excellent knowledge and understanding of the question and theoretical knowledge accurately and meaningfully applied. Coherent structure which will summarise the main issues - positively and negatively of the role of such organisations. (7 marks). For 8 marks conclusion must be present.</p> <p>IMPORTANCE OF THE GUIDANCE</p> <ul style="list-style-type: none"> • Sets and raises standards/without it neglect and poor standards may results • Guidance promotes service quality not bad practice • Guidance can act as a benchmarks/without it leads to poor quality care • Guidance provides information/advise to org on how to act in certain situations • Guidance can protect public interest/ public could not be protected therefore feel valued • Guidance can educate profession/without profession can not develop etc • Guidance can act as a source of support/ training/continual prof development • Regulates/ no accountability • Guidance can identify provides examples of misconduct • Guidance can identify forms of redress for client • In providing guidance it promotes itself as the role model 	Total 8 marks

Question Number	Answer	Mark
2(e)	<p>L1 - 1-3 marks response is basic and weak or descriptive. Response demonstrates a lack of understanding of the question stem and the content reflects a lack of knowledge of theory surrounding the question. Misinterpretation of question stem is also likely. Response may identify one or two valid points outlined in mark scheme. Tendency to identify some of the care values.</p>	

	<p>L2 - 4-6 marks response is more general with knowledge demonstrated but it is limited probably to outlining the care values and explaining why they are important. There is some structure to the response in that the candidate will outline benefits to the patient. Response will accurately identify and explain some points related to the mark scheme but any evaluation present is limited and the work will not include a conclusion.</p> <p>L3 - 7-10 marks excellent knowledge and understanding of the question and theoretical knowledge accurately and meaningfully applied. Coherent structure which will summarise the main issues - positively and negatively of why care values are important (7-8 marks). For 9 marks the response should make reference to the importance of using them in Lucy's work e.g. working with terminally patients. 10 marks a conclusion will also be presented.</p> <ul style="list-style-type: none"> • Guides good practice/positive care environment • Some care values are embedded in legislation • Support clients appropriately particularly those terminally ill • Ensures professional is working in best interest of client and those who are terminally ill • Quality service is provided • Independence is promoted • Client is empowered/individual has control particularly those who are terminally ill • Client treated equally/respected • Client is/not discriminated against • Affects health and wellbeing of client • Client can become dependent • Poor quality care/creates barriers • Human rights are not supported • Acts as a positive support for those who are terminally ill <p>WE ARE NOT LOOKING FOR KNOWLEDGE OF CARE VALUES BUT WHY THEIR APPLICATION IS IMPORTANT IN PROMOTING GOOD CARE PRACTICE</p>	<p>Total 10 marks</p>
		<p>Total 30 marks</p>

Question Number	Answer	Mark
3(a)	<p>1 x 2 for correctly stating</p> <ul style="list-style-type: none"> • waiting times • waiting lists • complaints • patient surveys/ questionnaires • registration • inspection • self review and evaluation/audits • monitoring of complaint systems 	Total 2 marks

Question Number	Answer	Mark
3(b)	<p>1-2 marks for max of 2 points identified no description present which is coherent 3 marks for 2 points identified and 1 of those points explained fully 4 marks for 2-3 points identified and points fully expanded and linked relevantly to other points</p> <ul style="list-style-type: none"> • To ensure a minimum base line or standard of service is provided • To promote safety, quality and effectiveness in clinical care delivered to patients. • Safeguards standards/promotes effectiveness • Organisations are legally responsible and must be transparent • Provides a quality care environment • Provides the mechanism for continual improvement • Can promote service user empowerment • Links to the complaints system for service users 	Total 4 mark

Question Number	Answer	Mark
3(c)	<p>L1 - 1-3 marks response is basic and weak or descriptive. Response demonstrates a lack of understanding of the question stem and the content reflects a lack of knowledge of theory surrounding the question. Misinterpretation of question stem is also likely. Response may identify one or two valid points outlined in mark scheme.</p> <p>L2 - 4-6 marks response is more general with knowledge demonstrated but it is limited. There is some structure to the response but reflects an inability to describe/explain fully or comprehensively the consequences of resource shortages. Response will accurately identify and explain some points related to the mark scheme but any argument present is limited and the work will not include a conclusion.</p>	

	<p>L3 - 7-8 marks excellent knowledge and understanding of the question and theoretical knowledge accurately and meaningfully applied. Coherent structure, however it is likely that one identification and description is likely to be stronger than the other hence 7 marks. For 8 marks identification and description will be in-depth and will demonstrate knowledge and understanding.</p> <p>IDENTIFICATION & EXPLANATION</p> <ul style="list-style-type: none"> • Audits/reviews explanation raises quality, standards, sets targets, helps to focus staff • Inspections explanation highlights strengths and weaknesses, action plan put in place, raises quality, standards, sets targets, helps to focus staff • listening to patients explanation feel empowered, valued, good practice • patient surveys/questionnaires explanation informs practice of areas of weakness, improves provision, empowers client • adequate resources explanation meets client need • training and development of employees explanation helps develop skills, improve quality, raises awareness of new issues • analysing statistical data - complaints etc explanation monitor standards, sets targets • Govt guidelines in legislation - explanation promotes and safeguards service user rights. • Organisational policy and procedure - explanation outlines roles and responsibilities to promote quality 	<p>Total 8 marks</p>
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Question Number	Answer	Mark
3(d)	<p>L1 - 1-2 marks response is basic and weak or descriptive. Response demonstrates a lack of understanding of the question stem and the content reflects a lack of knowledge of theory surrounding the question. Misinterpretation of question stem is also likely. Response may identify one or two valid points outlined in mark scheme.</p> <p>L2 - 3-4 marks response is more general with knowledge demonstrated but it is limited. There is some structure to the response but reflects an inability to describe/explain fully or comprehensively the importance of registration and inspection. Response will accurately identify and explain some points related to the mark scheme but any argument present is limited and the work will not include a conclusion.</p> <p>L3 - 5-6 marks excellent knowledge and understanding of the question and theoretical knowledge accurately and meaningfully applied. Coherent structure, response will summarise the main issues; argument will be balanced with both sides of the argument being presented. For 6 marks conclusion must be present.</p> <ul style="list-style-type: none"> • Improve the quality and standard of service provision • Statutory requirement to be registered to practice • Highlights areas for improvement • Ensures national minimum standards • Allows for accountability not only in service provision but also in finance • Ensure continual improved clinical effectiveness • Organisations are open to scrutiny • Greater openness • Prevents poor practice/neglect • Promotes public confidence in service • Guards against professional elitism 	Total 6 marks

Question Number	Answer	Mark
3(e)	<p>L1 - 1-3 marks response is basic and weak or descriptive. Response demonstrates a lack of understanding of the question stem and the content reflects a lack of knowledge of theory surrounding the question. Misinterpretation of question stem is also likely. Response may identify one or two valid points outlined in mark scheme.</p> <p>L2 - 4-6 marks response is more general with knowledge demonstrated but it is limited probably to definition of organisational culture. There is some structure to the response in that the candidate will outline benefits to the</p>	

patient/organisation. Response will accurately identify and explain some points related to the mark scheme but any evaluation present is limited and the work will not include a conclusion.

L3 - 7-10 marks excellent knowledge and understanding of the question and theoretical knowledge accurately and meaningfully applied. Coherent structure which will summarise the main issues - positively and negatively of why a positive organisational culture is important (7-8 marks). For 9 they should refer to the impact it will have on both client and carer. 10 marks the response should include a conclusion.

IMPORTANCE OF CULTURE

- Promotes service/needs led culture/ otherwise client is ignored
- Organisation works in a open and transparent manner/if not organisation is ignorant of what is going on around them
- Ensures same equal standards of care for everyone
- Good communication systems present - up/down and laterally/ communication is poor
- Complaints are listened to and dealt with efficiently/complaints are not dealt with effectively
- Service user is respected/ignored
- Service user is accepted
- Service user is valued/disempowered
- Employees are pro-active towards service user/employees become reactive and can't act on their own initiative

IMPACT ON CLIENT AND CARER

- Client feels valued
- Carer is responsive to tasks being set
- Reduced sick rates amongst staff
- Environment is positive

Total 10 marks

Total 30 marks

TOTAL FOR PAPER: 90 MARKS