

Mark Scheme (Results)

June 2012

GCE Health and Social Care (6944)
Paper 01 Meeting Individual Needs

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Question Number	Answer	Mark
1 (a)	<p>1 mark for partial description</p> <ul style="list-style-type: none"> • He can speak on behalf of Hakan OR translate on his behalf <p>2 marks for full description</p> <ul style="list-style-type: none"> • An Interpreter is someone who can fluently speak the particular language of the service user. • They are independent and are there to ensure that service user's needs are clearly communicated to the service provider. • Their role is to help overcome communication difficulties or barriers • To ensure that Hakan is understood/communicate his needs • Help Hakan get his view across /ensure he has a voice in his care • Communicate on the clients behalf • Promote his rights • Ensure he is not discriminated against • Ensure his needs are fully met • Feels valued <p style="text-align: right;">(2x2)</p>	(4)

Question Number	Indicative Content	
1 (b)	<p>Possible Answers</p> <ul style="list-style-type: none"> • It focuses on the actual needs of the service user – physical, social, emotional, financial, mental, educational transport etc • It is needs led rather than service led • Focuses on the strengths of the service user rather than on the weaknesses • It promotes independent living • It will focus on the needs of any carers • Assessment is Holistic in nature • Focus on his mobility <p>DO NOT ACCEPT PARTS OF THE CARE PLANNING PROCESS</p>	
Level	Mark	Descriptor
	0	No rewardable material
1	1-2	For points only identified or 1 point identified and described
2	3	2 points identified and 1 point clearly explained
3	4	2 points identified and explained or 1 point identified and linked accurately to other points.

Question Number		Indicative Content
1(c) QWC		<p>Possible Answers</p> <ul style="list-style-type: none"> • Promotes independence/allows him to stay at home • Improve his overall physical health / PIES / Holistic needs • Provides security and safety /reduce risk • Emotionally he will feel happier / confident / content • He may be provided with new opportunities to meet new people – day centre facilities • Personal care will be taken care off • Empowered • Help individual live 'normally' • Raise self confidence • Promote identity – self concept/self image/esteem/empowered • Individual will not feel a burden • Independence is promoted • Promotes Physical, emotional, social and intellectual benefits
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	For points only identified or 1 point identified and described
2	4-6	Answers provided will describe and explain points raised. No linkage or balance evident between points. Answers will tend to be one sided. 6 marks will have limited discussion perhaps one or two valid arguments made
3	6-8	Well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Excellent level of discussion. Important to look for coherence in answer

Question Number		Indicative Content
1(d)		<ul style="list-style-type: none"> • To ensure he is not discriminated against • To ensure he is not offended • Rights and responsibilities • Provides choice • Feels valued • Self esteem etc • promotes his identity e.g. food and religion • empowers the individual / disempowers • individualism • positive care promoted
Level	Mark	Descriptor
	0	No rewardable material
1	1-2	For points only identified or 1 point identified and described
2	3	2 points identified and 1 point clearly explained
3	4	2 points identified and explained or 1 point identified and linked accurately to other points.

Question Number		Indicative Content
1(e)		<p>Possible Answers</p> <ul style="list-style-type: none"> • Carer will be valued / needs are accounted for / promotes their rights • Can provide information about relevant services • Carer will feel appreciated / has a role /less resentful • Carer will feel supported and not isolated • Assessment relieves the pressure /less stress, anxious • Service user may also feel less of a burden • Provides the carer with time off / support mechanisms are put in place which are appropriate to carers needs • Providing relevant information regarding services/organisations • Without assessment the carer will feel stressed • Carer may become physically or mentally ill • Abuse may occur – physical, mental, sexual or financial • Service user may become neglected • Service user may be at risk of harm • If not assessed carer may not deliver good quality care • Promotes carers independence and empowerment • Give them time to get on with other aspects of their life • Feel respected and worth something • Promotes self esteem / self image / self concept • They have a say in the care they are providing – have self worth
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	Answers provided will be brief and vague – limited understanding. May describe/explain one point. Gaps in knowledge evident
2	4-7	Answers provided will describe and explain 2 points raised. No linkage or balance evident between points. Answers will tend to be one sided. 6-7 will have limited discussion perhaps one or two valid arguments made
3	8-10	Well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Excellent level of discussion.

Total for Question 1 = 30 marks

Question Number		Indicative Content
2(a)		<ul style="list-style-type: none"> • Strengthen existing legislation and close loopholes /prevent discrimination • Can empower the individual • Collective responsibility of the state to protect and support the rights of vulnerable groups • Widen legislation to cover more people • Provides LSW in class / ensures their needs are met • Promotes independence • Promotes inclusiveness / equal access / social inclusion • Promotes the idea of normality
Level	Mark	Descriptor
	0	No rewardable material
1	1-2	brief descriptions given – some knowledge but limited – gaps in knowledge evidence
2	3	an explanation which demonstrates knowledge and understanding
3	4	coherent, accurate explanation

Question Number		Answer
2(b)		<p>Possible Answers – answers can also be negative</p> <ul style="list-style-type: none"> • Updates the individual knowledge / understanding • Raises awareness / builds confidence • Develop knowledge / techniques / approaches / up skill/ learn from each other • Avoid mistakes /errors and prevents neglect • Gain insight into rights and responsibilities /care vales • Without it individual may discriminate • Exclude service users unknowingly • Staff become more proactive • Better quality service is provided • Issues are aired, addressed and resolved • Improve communication • Improve standards /quality assurance / promotes good practice • Promotes the reputation of the organisation <p>If answers refer to benefits for service user accept e.g. they get a better service and feel better for it.</p>
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	For points only identified or 1 point identified and described
2	4-6	Answers provided will describe and explain points raised. No linkage or balance evident between points. Answers will tend to be one sided. 6 marks will have limited discussion perhaps one or two valid arguments made
3	6-8	Well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Excellent level of discussion.

Question Number		Indicative Content
2(c)		<p>1 x 2 marks for identifications only given</p> <p>Possible Answers</p> <ul style="list-style-type: none"> • Promotes a positive self concept / self esteem /self image /confidence • Allows of extension of individual's abilities • Promotes independence • Helps individual to develop social, emotional and intellectually • Interpersonal and communication skills develop • Less likely to be discriminated again / feels part of society • Challenge others behaviour/attitudes/prejudices etc • Gives the individual greater ownership and control by allowing them to make own decisions • Feel valued / respected • Learns new skills • Feels 'normal'
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	For points only identified or 1 point identified and described
2	4-6	Answers provided will describe and explain points raised. No linkage or balance evident between points. Answers will tend to be one sided. 6 marks will have limited discussion perhaps one or two valid arguments made
3	6-8	Well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Excellent level of discussion.

Question Number		Indicative Content
2(d)		<p>Possible Answers</p> <ul style="list-style-type: none"> • Raises Awareness • Promotes equal access • Can't be taken advantage off • Promote normality and independence • Society moves towards becoming more inclusive – groups are empowered • Raises tolerance levels / challenges stereotypes, prejudices • Makes discrimination unlawful / reduces discrimination • Organisations has specific responsibilities • Widens participation for groups in society – right to work, education etc • Greater equality by promoting vulnerable groups rights • Challenges stigma and prejudice • Penalties are imposed / name and shame • Indirect discrimination still continues • Some people refuse to change their attitudes • People's views become more entrenched • Can create confusion
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	Answers provided will be brief and vague. May describe/explain one point
2	4-7	<p>4-5 Marks Answers provided will describe or explain two points raised. No linkage or balance evidence between points.</p> <p>6-7 Marks Answers provided will have some evidence of discussion taking place</p>
3	8-10	Well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary.

Total for Question 2 = 30 marks

Question Number	Answer	Mark
3(a)	<p>1 mark for partial explanation e.g. get redress 2 marks for full definition</p> <ul style="list-style-type: none"> • Complaints procedures allow service users to comment on the quality of a service and find redress where quality is poor. • It provides a formal process for service provider to respond to issues raised / issues are aired • It is part of quality assurance and indicates how well a service is doing. • Ensures that complaint isn't ignored • Designed to promote a better service • Prevents the same thing happening again • Service user has a voice / empowered and valued • Holds service provider accountable 	(2)

Question Number	Indicative Content	
3(b)	<ul style="list-style-type: none"> • Allows her to express her feelings • Allows her to understand her condition • Allows her to resolve issue / provides insight • Helps her to control her anger • Can be used to promote self confidence, self esteem etc • Coping strategies can be identified • Allows for trust to be built • Disclose information openly 	
Level	Mark	Descriptor
	0	No rewardable material
1	1-2	Evident vague and weak descriptions – gaps in knowledge
2	3	Responses which demonstrate some knowledge and understanding
3	4	Responses which are accurate and well structure. Clear knowledge and understanding demonstrated.

Question Number	Indicative Content	
3(c)	<p>Possible Answers</p> <ul style="list-style-type: none"> • Increase risk to service user • Service users may become dissatisfied with services • Increase in complaints • Poor quality services • Workforce become disenchanting • Workers become de-motivated • Service levels and provision will be reduced • Gaps will appear • Clients may be turned away or will decline to use the service 	
Level	Mark	Descriptor
	0	No rewardable material

1	1-2	Answers provided will be brief and vague. May identified points only
2	3-4	Answers provided will describe and explain points raised. No linkage or balance between strengths and weaknesses evident between points. Little discussion. One sided
3	5-6	Well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance strengths and weaknesses

Question Number		Indicative Content
3(d)		<ul style="list-style-type: none"> • Identify and make recommendations for improvement • Service can measure itself against the aspirations and experience of its users • Improve the quality of the service • Decline in service provision or quality • Promotes idea of standards • Clients are not neglected, suffering adversely, needs are being met • Identify training needs • Benchmarks are set – clinical governance • Service user feels they have a say • Service user is not ignored • Empowers service user • Only useful if organisation acts on it • Loss of reputation • Confidence in service provider / organisation
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	For points only identified or 1 point identified and described
2	4-6	Answers provided will describe and explain points raised. No linkage or balance evident between points. Answers will tend to be one sided. 6 marks will have limited discussion perhaps one or two valid arguments made
3	6-8	Well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Excellent level of discussion.

Question Number		Indicative Content
3(e)		<p>Possible Answers</p> <ul style="list-style-type: none"> • Close loopholes in legislation • Reflects social changes within society • Promotes social inclusion • Ensure that legislation is robust and rigorous • To ensure that society is protected • To ensure vulnerable people are protected • Promotes standards • Ensures risks are not being taken • To ensure that legislation is in line with EU requirements • To promote human rights • To ensure currency • Part of policy – to develop legislation • Responding to the secretary of state who has overall responsibility for the working of the legislation • Identify what is working and what is not • Make changes to improve health and wellbeing • Ensures individual needs are met • Safeguard and promotes individuals rights
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	Answers provided will be brief and vague – limited understanding. May describe/explain one point. Gaps in knowledge evident
2	4-7	Answers provided will describe and explain 2 points raised. No linkage or balance evident between points. Answers will tend to be one sided. 6-7 will have limited discussion perhaps one or two valid arguments made
3	8-10	Well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Excellent level of discussion.

Total for Question 3 = 30 marks

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