

Write your name here

Surname

Other names

Centre Number

Candidate Number

**Edexcel GCE**

# Health and Social Care

## Unit 12: Understanding Human Behaviour

Friday 25 January 2013 – Afternoon  
**Time: 1 hour 30 minutes**

Paper Reference  
**6949/01**

**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 on these questions with your spelling, punctuation and grammar, as well as the clarity of expression.*

### 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.

Turn over ►

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**PEARSON**

**Answer ALL questions. Write your answers in the space provided.**

**1**

Andy is 15 years of age. He used to get up early and loved to play football whenever he could. Now, he rarely gets up before midday at weekends and says he has no energy to play any sport. He spends much of his time alone in his bedroom or staying out late with older boys who have left school.

(a) Using information from the text, identify **two** possible reasons why Andy's parents have cause to be worried about him.

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(b) Gary, one of Andy's school friends, has found out that Andy and the older boys are using drugs. He decides to talk to Andy about this.

(i) Explain how social learning could account for the fact that Andy has started to take drugs.

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- (ii) Gary tries to persuade Andy to stop taking drugs. He tells him that this will make him feel so much better.

Explain why Gary's approach to helping Andy is an example of negative reinforcement, rather than positive reinforcement.

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\* (c) Discuss the use of the behavioural approach in helping someone like Andy who takes drugs.

(8)

A series of horizontal dotted lines for writing the answer.





Handwriting practice area with 25 horizontal dotted lines.

**(Total for Question 1 = 30 marks)**



- 2 (a) There are many opinions about what causes people to have mental health issues. It may be determined by their genetic make-up, their life experiences or a combination of both of these factors.

The following life experiences are possible causes of mental health issues:

- a difficult family background, eg being afraid of a parent or carer
- stressful events, eg the death of someone close.

- (i) Explain how being afraid of a parent or carer might lead to a child developing mental health issues.

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- (ii) Explain how the death of someone close in a family might lead to a person developing mental health issues.

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(c) People who have mental health issues may be seen by a range of healthcare professionals.

The table shows the number of contacts people with mental health issues have had with different healthcare professionals from 2004 until 2010.

Professional	Year	Number of contacts in millions					
		2004/05	2005/06	2006/07	2007/08	2008/09	2009/10
Consultant psychiatrist		1.5	1.7	1.6	1.5	1.5	1.6
Community psychiatric nurse		3.4	3.8	4.8	5.9	5.7	6.7
Psychologist		0.8	0.6	0.7	0.9	0.8	0.9
Psychotherapist		0.1	0.1	0.1	0.2	0.3	0.3
Social worker		0.4	0.6	0.9	1.2	1.3	1.4

(Source: adapted from NHS information centre – online statistics)

Using the information in the table, discuss to what extent the number of people with mental health problems is increasing.

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\* (d) One approach to treating people with mental health issues is to use family therapy.

Evaluate the use of family therapy for people who have mental health issues.

(10)

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





**3** Margot is 60 years of age and manages a residential home for service users who have dementia. She believes in promoting the principles of the care value base, despite the fact that many of the service users have no idea of who they are or where they are.

(a) Two of the principles of the care value base are respect and empowerment.

(i) Explain how respect may improve the quality of life for service users.

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(ii) Explain how empowering service users may improve the quality of their life.

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(b) Margot has appointed some new members of staff recently. One of them, Zainab, is finding the work stressful and says that the service users do not like her because they very rarely engage with her in conversation.

(i) Explain why Zainab may have dysfunctional beliefs.

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**(Total for Question 3 = 30 marks)**

**TOTAL FOR PAPER = 90 MARKS**

