Mark Scheme (Results)

Summer 2017

GCE Health and Social Care (6944/01)

Unit 7: Meeting Individual Needs

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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.

- Mark schemes will indicate within the table where, and which strands of QWC, are being assessed. The strands are as follows:

  i) ensure that text is legible and that spelling, punctuation and grammar are accurate so that meaning is clear
  ii) select and use a form and style of writing appropriate to purpose and to complex subject matter
  iii) organise information clearly and coherently, using specialist vocabulary when appropriate.

Question 1

Question Number	Answer	Mark
1(a)	Empowerment Means that the individual is able to express their wishes (1) preferences (1) choices (1) and it promotes their independence (1) active participant in their care (1) Or Empowerment increases the degree of autonomy (1) and enables them to represent their interests in a responsible and self-determined way (1) right to make informed decisions (1) Accept other appropriate responses. DO NOT ACCEPT 'POWER'	**(2)**

Question Number	Answer	Mark
1(b)	1 x 4 marks for stating: • Physical needs such as mobility, safety • Accommodation / housing needs • Medical condition including giving medication • Financial need • Emotional health • Social and personal care – washing, toileting, dressing and feeding • Intellectual needs • Cultural and religious/spiritual needs • Education • Leisure needs • Level of Risk • Dietary needs • Transport needs Accept other appropriate responses.	**(4)**

Question Number	Answer	Mark
1(c)	• Freedom from discrimination • Right to choice • Right to information/communication • Right to privacy/dignity • Right to be respected – religion and identity • Right to good care and quality services • Right to be treated as an individual/treated equally	**(6)**
Level	Mark	Descriptor

	0	No rewardable material
1	**1-2**	Answers provided will be brief and vague. May have identified points only.
2	**3-4**	Answers provided will describe or explain points raised. Little linkage evident between points.
3	**5-6**	Well-developed answer with points fully explained. Good linkage/coherence between points. Good use of vocational vocabulary.

Question Number	Indicative Content	Mark
*1(d)	• Knowledge exchange • Learn from each other / expertise is shared • Build new skills • Build new relationships • Improved outcomes for services • Build trust/confidence and more effective relationship with service user • Maximise resources effectively on the ground • Minimise overlap and duplication of services • Services become needs led and tailored to individual needs • Improve the quality of service provision • Promotes holistic care • More voice and control • Fewer complaints • Greater efficiency / cost effective • Promotes care in the community • Promotes service- user independence • Avoids or decreases potential waste of resources • Decreases potential for ineffective service provision Reverse argument can be made on all of above points	**(8)**

Level	Mark	Descriptor
	0	No rewardable material
1	**1-2**	Answers provided will be brief and vague. May have identified points only.
2	**3-5**	Answers provided will discuss points raised. Little linkage evident between these points.
3	**6-8**	Well-developed answer with points fully discussed. Good linkage/coherence between points. Good use of vocational vocabulary.

Question Number	Indicative Content	Mark
*1(e)	Benefits of patient empowerment • Promotes independence • Increased confidence • Reduces vulnerability • Service user is safe and protected • Promotes normalisation • Decreases marginalisation/discrimination • Service- user is listened to/respected/valued • Service- user actively participates in the care process/person centred/holistic care/needs met • Service -user's choices are taken into account • Greater power is given to the service-user/self-concept/happier • Minimise risk • Effective communication is used between both parties • Greater trust/partnership is developed • Raises self-esteem of service- user Issues if patients are not empowered • Stifle the service- user's growth and development • Service- user will feel under-valued/depressed/burdened • Waste of resources restricted • Oppression of individual • Leads to poor quality care • Health may deteriorate	**(10)**

Level	Mark	Descriptor
	0	No rewardable material
1	**1-3**	Answers provided will be brief and vague. May have identified points only.
2	**4-6**	Answers provided will assess points raised. No linkage or balance between strengths and weaknesses evident between points.
3	**7-10**	Well-developed answer with points fully assessed. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance in response reflecting good understanding of patient empowerment.

Question 2

Question Number	Answer	Mark
2(a)	Process by which the organisation will transmit its ethos, aims and objectives (1). This is primarily done through its organisational structure, use of communication, policies and procedures (1). Guidelines (1) roles (1) Process by which an organisation transmits its values, beliefs (1) structure and way organisations work (1) creating an environment that allows people to work safely (1) Accept other appropriate response.	**(2)**

Question Number	Answer	Mark
2(b)	Indicative content • Develops team confidence/happier staff • Promotes the quality of care • Awareness of each other's roles • Improve relationships • Less staff absences • Safe environment • Builds team morale • Identifies gaps • Minimises risk and mistakes • Develops new skills • Develops good working environment • Good practice can be shared • Allows for trouble shooting as problems arise • Promotes effective communication Example Effective team building is important when providing care services as staff will have confidence (1) when working with service- users, they can share information (1) about services- users with each other. Good practice (1) can be shared and likewise issues can be resolved easily (1). Accept other appropriate response.	**(4)**

Question Number	Answer	Mark
2(c)	Indicative content Examples of SD activities • Workshops/clinics • Of site training • Guest speakers • Regulated qualification • Refresher training • Work experience and shadowing • Individual needs will be met • Promotes independence • Promotes normalisation • Self esteem • Decreases risk • Decreases dissatisfaction • Promotes equality of opportunity • Identity will be respected/valued/treated as an individual • Religious and cultural identity will be respected • Diet will be accurately catered for • If identity is not promoted – needs will not be met • Individual will feel isolated • Feel isolated and excluded • Can lead to potential discrimination No marks for examples – they will be contextualised into the structure of the response	**(6)**

Level	Mark	Descriptor
	0	No rewardable material
1	**1-2**	Answers provided will be brief and vague. May have identified points only.
2	**3-4**	Answers provided will discuss points raised. Little linkage evident between points.
3	**5-6**	Well-developed answer with points fully discussed. Good linkage/coherence between points. Good use of vocational vocabulary.

Question Number	Answer	Mark
*2(d)	Indicative content • Updates the individual's knowledge/understanding, better able to deal with issues • Raises Expertise levels • Raises awareness of issues and improves practice/promotes standards/competence/confidence • Build on previous training • Builds staff morale • Team building • Update knowledge base • Reduce complaints • Happier / more effective relationships • Greater engagement between service user and professional • Risk reduced • Develop knowledge/techniques/approaches • Gain insight into rights and responsibilities • Without it individual may well discriminate • Exclude service- users unknowingly • Staff become more productive • Better quality service is provided • Issues are aired, addressed and resolved • Needs met Do Not Accept "Improves the Quality of Care" stem of question	(8)

Level	Mark	Descriptor
	0	No rewardable material
1	**1-2**	Answers provided will be brief and vague. May describe/explain one point.
2	**3-5**	Answers provided will discuss points raised. No linkage or balance evident between points. Identification of ways to overcome barriers will be weak and superficial.
3	**6-8**	Well-developed answer with points fully discussed. Good linkage/coherence between points. Good use of vocational vocabulary. Good identification of how barriers will be overcome.

Question Number	Answer	Mark
*2(e)	Indicative content • Sets and raises benchmarking / guidelines • Set direction • Identifies how and where improvement needs to take place • Promotes level of service provision (quality and equality) • Act as a type of Governing Body • Accountability • Monitor quality of service • Provides information to the professional and public • Commissions research • Provides training/bulletins/updates/how issues should be deployed • Regulates nursing practice/protection • Promotes service user rights • Promotes good care practice and prevents poor care • Investigates and considers allegations of misconduct • Protects vulnerable people by acting as a watch dog • Lobbys on behalf of the profession and can influence policy and legislation • Lack of rigour around monitoring – some agencies get away with poor quality care – no clear picture • Opportunities to whistleblow	(10)

Level	Mark	Descriptor
	0	No rewardable material
1	1-3	Answers provided will be brief and vague. May have identified points only.
2	4-6	Answers provided will assess points raised. No linkage or balance between strengths and weaknesses evident between points.
3	7-10	Well-developed answer with points fully assessed. Good linkage/coherence between points. Good use of vocational vocabulary.

Question Number	Answer	Mark
3(a)	1 x 2 marks for stating: • Life • Liberty • Freedom from expression/speech • Freedom of thought, conscience and religion	(2)

Question Number	Answer	Mark
3(b)	Indicative content • Feedback mechanism • Gives a Voice • Complaints procedures allow service- users to comment on the quality of a service • Find redress where quality is poor e.g. ill treatment/neglect • Promotes safety • Empowers • Quality improvement • It provides a formal process for the service provider to respond to issues raised such as gaps • It is part of quality assurance and indicates how well a service is doing • Makes a service- user an active participant in the service delivery function • Makes service- users feel that they are valued • Feels listened to • Not judged Example The importance of the complaints policy is that it gives the service- user a voice (1) to raise issues around care where they feel it is of poor quality (1). It provides a formal mechanism (1) to make the service-user feel valued (1).	(4)

Question Number	Answer	Mark
3(c)	Indicative content • Discriminated against • Stress/anxious • Excluded • Devalued • Disempowered • Physical health could deteriorate • Self-esteem, self-image, self-concept negatively affected • Mental health affected • Rights infringed • Vulnerable • Isolated • Inequality • Normalisation • Less supported • Impact on social, physical, emotional health • Transport issues	(6)

		• Needs nto met • Not able to receive treatment • Inequalities • Can be put off using the service	

Level	Mark	Descriptor
	0	No rewardable material
1	**1-2**	Answers provided will be brief and vague. May have identified points only.
2	**3-4**	Answers provided will describe or explain points raised. Little linkage evident between points.
3	**5-6**	Well-developed answer with points fully explained. Good linkage/coherence between points. Good use of vocational vocabulary.

Question Number	Answer	Mark
*3(d)	Indicative content Advantages • Entitlement • Valued/dignity/respected • Raises awareness of discrimination • Promotes service user confidence • Promotes rights/equality/inclusion • Empowers • Rights are protected and supported • Strengthens existing legislation • Direct discrimination is illegal • Indirect discrimination is illegal • Their position as a minority group is highlighted and brought to the political fore • Public and private authorities have certain responsibilities - duties and powers / accountability • Legal means of redress developed for service-users who feel their rights have been infringed Disadvantages • Discrimination still exists • Not all organisations will support the legislation • Loopholes in legislation exists • Individual very often ignorant of their rights • Individual will not want to complain for fear of repercussions	(8)

Level	Mark	Descriptor
	0	No rewardable material
1	1-2	Answers provided will be brief and vague. May discuss some points.
2	3-5	Answers provided will discuss two or more points raised. No linkage or balance evident between points. Superficial answer provided.
3	6-8	Well-developed answer with points fully discussed. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance created within answer.

Question Number	Answer	Mark
*3(e)	Indicative content • Service provision becomes limited • More money required/taxation increases • More pressure on existing services • Services become stretched • Other patient groups loose out • More carers required • Staff and carers increasingly stressed • More staff/accommodation/services • Increased burden • Waiting lists increase • Cost of care increases • Bed blocking/delays in discharge from hospital • Provision of care is poor / resource shortage • Increased competition for resources leading to inequality between geographical regions/groups • Increase risk of people becoming neglected • Increase in patient dissatisfaction with the service • Risk of abuse and neglect • Increase in the number of complaints	(10)

Level	Mark	Descriptor
	0	No rewardable material
1	1-3	Answers provided will be brief and vague. May describe/explain one or two points,
2	4-6	Answers provided will analyse two or more points raised. No linkage or balance evident between points. Superficial answer provided.
3	7-10	Well-developed answer with points fully analysed. Good linkage/coherence between points. Good use of vocational vocabulary.