



Mark Scheme (Results)

June 2018

Pearson Edexcel GCE
Health and Social Care
Unit 7: Meeting Individual Needs
(6944/01)

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June 2018

Publications Code 6944_01_1806_MS

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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	Answer	Mark
1 (a)	DO NOT ACCEPT THE WORD 'MANAGED' IN RESPONSE 1 mark awarded for a brief explanation – assessing needs/awareness of client need, creating care plan Award 2 marks for a full explanation - candidates must talk about 'assessment'. For example: The process of assessing individual needs and allocating resources in a care plan (1), against agreed priorities, and monitoring the achievement of the care plan objectives. (1) Accept any other appropriate response.	(2)

Question Number	Indicative Content	
1 (b)	Assessment will consist of • Holistic needs – PIES • Support with everyday activities – bathing etc. • Focus on past history e.g. medical • Financial • Behavioural issues • Current symptoms • Risks • Promotes independence Accept any other appropriate response.	
Level	Mark	Descriptor
0	0	No rewardable material.
1	1-2	A brief and vague explanation, no more than a description.
2	3	One point identified and explained.
3	4	Full explanation/will make relevant links to benefits.

Question Number		Indicative Content
1(c)		Physically – he will feel better in himself (1), health improvement (1), medication may be changed to help his condition, diet and sleep patterns may improve(1), he will have someone there to help him e.g. nurse to monitor his condition (1) Emotional – he may feel happier (1) with the support (1), feel valued (1) and greater independence (1) Intellectually – he will be more motivated (1) as he will not feel isolated (1), could find a job (1), skills develop through activities (1) Socially – he will have the social worker and others to communicate to (1) and will feel more relaxed (1), encouraged to meet new people (1) he will be able to keep in touch with people (1). Accept any appropriate response.
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	A brief and vague explanation, no more than a description.
2	3-4	Some explanation/ will make some relevant links to benefits.
3	5-6	Full explanation /will make relevant links to benefits.

Question Number		Indicative content
1(d)*		Contribution • It focuses on the actual needs of the service user – physical, social, emotional, financial, mental, educational etc. • It is needs led rather than service led/greater choice • Focuses on the strengths of the service user rather than on the weaknesses • It promotes independent living / empowered/normalisation • It will focus on the needs of any carers • Assessment is Holistic in nature • Helped to maintain people in their own homes for longer • Development of the mixed economy of care/purchaser/provider role • Individual will feel valued Problems • Over reliance on informal carers • Some service user groups may feel discriminated • Inadequately resourced • Creates greater vulnerability for some groups • Monitoring poor at times • Clients have had to use their own savings to pay for care
Level	Mark	Descriptor
0	0	No rewardable material.
Level 1	1 – 2	Answers provided will be brief and vague. May identify points only.
Level 2	3 – 5	Answers provided will evaluate the ways in which quality of service can be monitored. It will describe/explain points raised. No linkage or balance between strengths and weaknesses evident between points.
Level 3	6 – 8	Well-developed answer with points fully evaluated. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance of strengths and weaknesses. For eight marks a conclusion will be provided.

Question Number		Indicative content
1(e)*		Benefits of the state's role • Takes the responsibility away from the individual • Greater co-ordination from the centre therefore services will be roughly the same across the UK • They are able to act quickly and resolve issues more quickly • They are held to account by the public • They can introduce legislation to further strengthen service provision • Publicly funded out of taxation – take from rich and give to poor is generally supported • Provide a base line of services/safety net • Promotes mixed economy of care and care provision has become more innovative and dynamic • Tried to promote equal access and not discrimination • Still held as the example and better than a purely insurance led model of welfare Issues of the state's role • Overly bureaucratic • Created a nanny state • Costs have escalated • Demand has increased year on year – sustainability • Expectation from public is high – need for reform
Level	Mark	Descriptor
0	0	No rewardable material.
Level 1	1 – 3	Answers provided will be brief and vague. May identify points only or identify 1 point and describe it briefly. Lacks depth and knowledge will be vague.
Level 2	4 – 6	Answers provided will describe and/or explain points raised, however, there will be little linkage or balance between strengths and weaknesses evident between points. In general the work may be one sided negative/positive.
Level 3	7 – 8	Well-developed answer with points fully evaluated. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance of strengths and weaknesses.
Level 4	9 – 10	Well-developed answer with points fully evaluated. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance of strengths and weaknesses and conclusion will be present.

Question	Answer	Mark
2(a)	1 mark awarded for a brief explanation of the importance of monitoring. To identify any changes (1) For 2 marks there must be a full explanation. It allows Phillip to identify any changes in Ian's condition (1) and to ensure the objectives of the care plan are met (1). • To identify any changes • To ensure objectives of care plan are being met • To assess the effectiveness of the care plan • To ensure all needs are being met • To provide advice to improve wellbeing • Care plan may now be irrelevant to needs • To monitor his condition • To identify changes in medication • To allow Ian the opportunity to raise any concerns Accept any other appropriate response.	(2)

Question Number	Indicative Content	
2(b)	- Promoting independence/being in control - Promotes individual rights - Promotes respect - Trust - Allowing the individual to make decisions/ choice - Promoting equal partnership - Raises self-esteem, self-image, self-concept/self-worth and value - Promotes the individual's confidence - Re-engages the individual - Reduces the feeling of marginalisation/left out or excluded The opposite effect can be argued. Accept any other appropriate response.	
Level	Mark	Descriptor
0	0	No rewardable material.
1	1-2	An explanation which demonstrates some understanding of empowerment.
2	3-4	An explanation which demonstrates understanding of empowerment.

Question Number	Indicative Content	
2(c)	Benefits - Ian will feel empowered/can express his feelings - Ian will feel valued - Greater feeling of securing /happier - Creates greater confidence/improves his communication skills - Promotes his independence - Feel he has control over his life/less stressed - Promotes normalisation - He is not alone/can socialise more/build relationships - Learn new skills/stimulation of activities Explanation will link to self-esteem, self-concept and idea that they are not isolated.	
Level	Mark	Descriptor
0	0	No rewardable material.
1	1-2	A brief and vague explanation, no more than a description.
2	3-4	Some explanation and will make some relevant links to benefits.
3	5-6	Full explanation/will make relevant links to benefits.

Question Number		Indicative content
*2(d)		Importance • Discuss clients needs and how they are to be met • Improve/target/redeploy resources and manpower • Open forum for developing services/discussion • Foster a positive identity • Team will be 'singing from the same hymn sheet'/work together • Gaps in provision can be identified/sort out issues • Staff will feel involved / learn from one another • Example of positive practice/effective practice/knowledge building • Motivates staff • Works together • Individuals feel valued/improves self confidence • Better communication Weaknesses if you don't team build • Poor quality provision • Mistakes/neglect can occur • Duplication of services • Waste of resources • Poor quality/standards fall • Dissatisfaction with services/ increase in complaints/poor relationships between staff/conflict
Level	Mark	Descriptor
0	0	No rewardable material.
Level 1	1 – 2	Answers provided will be brief and vague. May identify points only.
Level 2	3 – 5	Answers provided will identify the ways in which quality of service can be monitored. It will describe/explain points raised. No linkage or balance between strengths and weaknesses evident between points.
Level 3	6 – 8	Well-developed answer with points fully discussed. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance of strengths and weaknesses. For eight marks a conclusion will be provided.

Question Number		Indicative content
*2(e)		Effect • Clients' needs may not be met • Less staff recruited • Additional programmes cannot be put on/more services/more choice • The quality of the service may decline • Attract more less clients • Poorer levels of satisfaction/increase client's independence • Clients will not feel fulfilled/develop skills • Lack of investment in training and development • Less specialist services can be provided/equipment/research • Decline in client self-esteem/image/concept/confidence • Client less empowered • Make them feel less valued Opposite can be argued – if resources were not provided the client could be discriminated against
Level	Mark	Descriptor
0	0	No rewardable material.
Level 1	1 – 3	Answers provided will be brief and vague. May identify points only or identify 1 point and describe it briefly. Lacks depth and knowledge will be vague.
Level 2	4 – 6	Answers provided will describe and/or explain points raised, however, there will be little linkage or balance between strengths and weaknesses evident between points. In general the work may be one sided negative/positive.
Level 3	7 – 8	Well-developed answer with points fully analysed. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance of strengths and weaknesses.
Level 4	9 – 10	Well-developed answer with points fully analysed. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance of strengths and weaknesses and conclusion will be present.

Question Number		Indicative content
3(a)		• Promotes self-esteem/image/concept/confidence • Motivates the individual • Helps to meets other and interact • Widens access • Widens participation/do the things they want • Promotes social inclusion/exclusion • Promotes independence/empowers • Promotes equality/prevents discrimination • Normalises disability • Less stigma CAN BE ARGUED BOTH WAYS Accept any other appropriate response.
Level	Mark	Descriptor
0	0	No rewardable material.
Level 1	1 – 2	A description which demonstrates some understanding of the Act.
Level 2	3 – 4	An explanation which demonstrates a full understanding of the Act and its importance.
Level 3	5 – 6	Well-developed answer with points fully explained. Good linkage/coherence between points. Effective use of vocational vocabulary.

Question Number		Indicative content
3(b)		• Access • Intolerance • Stigma • Direct and indirect discrimination • Stereotyping • Prejudice • Geographical • Social and emotional barriers Accept any other appropriate responses.
Level	Mark	Descriptor
0	0	No rewardable material.
Level 1	1 – 2	Brief examination, response lacks knowledge and application, points will only be identified.
Level 2	3 – 4	Answer provided will identify the ways in which quality of service can be monitored. It will describe/explain points raised. No linkage or balance between strengths and weaknesses evident between points.
Level 3	5 – 6	Well-developed answer with points fully explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance of strengths and weaknesses. For eight marks a conclusion will be provided.

Question Number		Indicative content
*3(c)		• Identify and make recommendations for improvement • Service can measure itself against the aspirations and experience of its users/service user has their say • Improve the quality of the service • Identify training needs • Service user feels they have a say / valued • Self-image/esteem/concept/confidence • Service user is not ignored • Empowers service user • Only useful if organisation acts on it • Loss of reputation • Confidence in service provider / organisation • Interested in improving experience • Willing to take on criticism • Communication improved • Trust • Respect • Service user will utilise the service • Could be neglected
Level	Mark	Descriptor
0	0	No rewardable material.
Level 1	1 – 2	Answers provided will be brief and vague. May identify points only.
Level 2	3 – 5	Answers provided will identify the ways in which quality of service can be monitored. It will describe/explain points raised. No linkage or balance between strengths and weaknesses evident between points.
Level 3	6 – 8	Well-developed answer with points fully discussed. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance of strengths and weaknesses. For eight marks a conclusion will be provided.

Question Number		Indicative content
*3(d)		• Raises Awareness • Promotes quality service • Organisations are duty bound to act • Pressure on organisations to change • Complaints process • Ensures standards are met • Organisations have a legal responsibility • Prevents direct discrimination • Society moves towards becoming more inclusive – groups are empowered • Raises tolerance levels • Makes discrimination unlawful • Organisations have 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 Accept any other appropriate response.
Level	Mark	Descriptor
0	0	No rewardable material.
Level 1	1 – 3	Answers provided will be brief and vague. May identify points only or identify 1 point and describe it briefly. Lacks depth and knowledge will be vague.
Level 2	4 – 6	Answers provided will describe and/or explain points raised, however, there will be little linkage or balance between strengths and weaknesses evident between points. In general the work may be one sided negative/positive.
Level 3	7– 10	Well-developed answer with points fully evaluated. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance of strengths and weaknesses and conclusion will be present.