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Pearson
Edexcel GCE

Centre Number

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Candidate Number

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Health and Social Care

Unit 12: Understanding Human Behaviour

Monday 18 June 2018 – 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.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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Answer ALL questions. Write your answers in the spaces provided.

- 1** Carol is a community paediatric nurse. Part of her work involves visiting vulnerable, single mothers who have young children. They are also unemployed, living on benefits and have no close family support. Many of these single mothers are living in relative poverty and have poor self-confidence.

(a) Explain why some single mothers may have poor self-confidence.

(4)

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- (b) Carol is currently working with a young mother called Amanda. She has two children, Michael who has just started nursery and Sean who is six months old. She has little contact with her partner and her family live some distance away.

Michael has started to cry a lot when his mother leaves him at nursery. He has also started to wet the bed. Amanda asks Carol for help.

- (i) Explain **one** reason why Michael has started to cry a lot and wet the bed.

(4)



- (ii) Carol suggests to Amanda that they try a behavioural approach to help Michael, which could involve positive reinforcement.

Explain, using an example, how positive reinforcement might help Michael.

(4)

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* (c) Some of the mothers who Carol visits say that their children have behavioural problems. Carol explains to the mothers that they might try a method that involves the use of 'token economy'.

- (i) Discuss the use of 'token economy' when trying to improve the behaviour of young children.

(8)



Methods, such as positive reinforcement and 'token economy', are part of the behavioural approach to modifying behaviour.

(ii) Evaluate the advantages of a behavioural approach compared with family-centred therapy when working with young single mothers and their children.

(10)

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(Total for Question 1 = 30 marks)



- 2 John is 90 years of age and has just moved into sheltered accommodation. He is independent and can do most of his own shopping and cooking. Carers will be close at hand should he need any help.

John likes company and hopes to make new friends. He likes to play the organ but has stopped playing because his hearing is declining. John keeps in touch with his family by email, but it takes him a long time to type on his computer because his eyesight is failing.

- (a) Using the information given, identify **two** ways in which John could be said to have a positive outlook on life.

(2)

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(b) Explain how John's declining eyesight and hearing could affect his behaviour.

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- (c) Tony is John's neighbour. He believes that John will not like him because their interests are very different and so has decided to ignore him.

The home manager, Pauline, has found out that Tony is unhappy and wants to leave. She decides to talk to Tony, as she thinks that he has dysfunctional beliefs.

- (i) Using all the information given, discuss why Pauline thinks that Tony may have dysfunctional beliefs.

(6)

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- * (ii) When discussing the situation with Tony, Pauline treats him with respect.
Discuss the importance of showing respect when working with service users

(8)

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*(d) Pauline refers Tony to a counsellor for cognitive (cognitive-behavioural) therapy.

Evaluate the use of cognitive (cognitive-behavioural) therapy for someone like Tony.

(10)

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(Total for Question 2 = 30 marks)



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- 3 Lloyd is 47 years of age and lives with his partner Cathy, who is 43. They have been married for 10 years and their relationship has always had its difficulties. Recently, however, things have got worse and Cathy wants them to go to counselling together. It emerges that Lloyd was bullied at school.

(a) Explain why Lloyd may be having difficulties in his relationship with Cathy.

(4)

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(b) Therapists often use a psychodynamic approach when helping people who have problems with relationships. This work was pioneered by Sigmund Freud, who believed that the mind consisted of three interrelated systems, the id, the ego and the superego.

(i) Explain the difference between the ego and superego.

(4)

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- (ii) Eric Berne, an American psychiatrist, extended the work of Freud to include an approach called Transactional Analysis.

Explain how Transactional Analysis could be used to treat relationship problems.

(4)

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- * (iii) Discuss the use of a psychodynamic approach when treating someone who has relationship problems, such as Lloyd.

(8)

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- * (iv) One approach to treating people who have relationship problems is to use family therapy.

Evaluate the use of family therapy with people who have relationship problems.

(10)



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(Total for Question 3 = 30 marks)

TOTAL FOR PAPER = 90 MARKS



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