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**Examiners' Report
June 2011**

GCSE Health & Social Care 5HS04 01

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Introduction

This was the first time that this double award paper, which forms part of the new GCSE qualification was sat by candidates. It is the synoptic paper. The paper consists of three questions based on a scenario. Each question consists of two different types; short answer questions requiring candidates to apply knowledge and extended writing questions which require candidates to formulate their knowledge and apply it in a coherent, balanced argument which reads logically. Examiners are also required to assess the quality of the candidates written communication. It was pleasing to note the preparation of the candidates for this examination by the centres as they appeared to be well prepared and able to write reasoned extended responses. The paper has been prepared in such a way as to discriminate between candidates, the mark scheme has been devised in such a way as to provide access to all candidates. The paper accurately reflects the unit specification.

Question 1 (a)

This was a recall question, which the majority of candidates scored full marks on. Although the rider of "during the next 20 years" created some confusion for the F/G grade candidates.

Question 1 (b)

This question required the candidates to read the case study carefully and to apply their knowledge of social development in an individual and how it may be affected, in this case by shyness.

Describe how being shy may affect an individual's social development.

(4)

He may not be able to make friend as quickly as he may of hoped. He may also feel lonely and find it hard to trust people and connect with people. ~~He may also~~ He may be scared to go to social events and see himself as an out cast.



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Examiner Comments

4 marks were awarded for this answer. The candidate had stated that an individual may feel lonely and have trust issues, developing their answer further by describing the effects on them of these affects.



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Examiner Tip

This response scored full marks as it provides an accurate explanation of the affects of shyness on an individual's social development.

Question 1 (c)

The focus of this question was how becoming more socially active may affect Greg's emotional development. Many candidates answered this question quite well, scoring marks in level 2.

- (c) Greg has been seeing a counsellor on a regular basis to help him overcome his anxiety. The counsellor is encouraging Greg to go out more and meet new people.

Explain how becoming more socially active may affect Greg's emotional well-being.

(6)

being social can make greg feel more confident and make him have a better self concept. being socially active can stop you from feeling isolated and alone and can make you less stressed as you can have someone to discuss your problems with. If greg becomes more social it will have a positive outcome and due to him being more confident it will help things at university and make him become better with work.



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Examiner Comments

5 marks were awarded to this response. They have explained how Greg's self-concept will positively change and that he will because of this no longer feel isolated or alone. They then go on to explain how stress levels may be reduced because they have someone to discuss problems with and he will become more confident.



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Examiner Tip

This is a level 3 response. The candidate has made some valid points, explained them and then made links.

Question 1 (d)

This question required candidates to write a response in a coherent well-structured manner which accurately reflects the question stem. The majority of candidates achieved a high level two response stating that a sexual relationship would improve how Greg saw himself and that his self confidence would improve, there were very few responses where a conclusion was reached.

- *(d) Greg has met Lisa but is finding it difficult to develop an intimate relationship with her. He has discussed this with his counsellor.

Discuss how developing an intimate relationship may improve Greg's self-concept.

(8)

~~He will not be shy around his because he will understand what he likes for~~

~~He will not be as shy around people because Lisa would of given him confidence, he will now be proud that he has found himself a girlfriend~~

~~He will see himself as a stronger person and not a quite and shy person. He will also be a lot more comfortable and may start to approach different people.~~

~~He will look into the future and see what he would like to be, before he would not do alone this but now he has a girlfriend he will change his view and plan for the future.~~



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Examiner Comments

This is a high level two response, scoring 6 marks. It makes links between the development of an intimate relationship and the improvement of Greg's self-concept. It describes an increase in self-confidence and a clear sense of who he is and what he is good at.



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Examiner Tip

The candidate has identified points - "stronger person" and developed their explanation - "not a quiet and shy person more comfortableapproach different people" for example.

Question 2 (a)

Overall this question was answered well, with candidates clearly understanding the care values and appreciating their importance when establishing a relationship with a service user. Many candidates highlighted the importance of trust and confidentiality.

- 2 Greg's counsellor is called Daniel. He helps to train other counsellors. Daniel emphasises the need for the trainees to promote the care values in their work with service users.

- (a) Explain the importance of applying the care values when establishing a relationship with a service user.

(4)

It is important to apply the care values when establishing a relationship with a service user as they help to build trust between the care workers and service users, as they establish how to perform the job correctly and help to empower the service users. Without the care values the job would not be performed correctly and the service users won't feel safe and secure with their service giver.



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Examiner Comments

This is a strong response by the candidate. They have discussed the building of trust with the service-user and empowering them. The response was awarded 4 marks.



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Examiner Tip

To achieve maximum marks candidates need to identify point/s and then develop an accurate explanation for them.

Question 2 (b)

A recall question for candidates on which the majority answered well. However it was noted that the word 'breach' did confuse some candidates as they did not appear to know what it meant.

(b) Confidentiality plays an important role in building a trusting relationship.

Identify **two** reasons when it may be necessary to breach confidentiality.

(2)

- 1 ~~If the client is at danger~~ client is at risk of danger.
- 2 If the client is putting other people at ~~is~~ danger



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Examiner Comments

1 mark was awarded for each correct reason given for why it may be necessary to breach confidentiality.



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Examiner Tip

Candidates should ensure that they give two distinct reasons for the breaching of confidentiality.

Question 2 (c)

This question was answered well by many candidates, they clearly understood what self-esteem includes and were able to consider a range of different ways service-users could be effected by poor care practice.

(c) Daniel is concerned that one of the trainees has been rude towards a service user.

Describe the effects of poor care practice on a service user's self-esteem.

(4)

they may feel quite uncomfortable to tell me trainee anything they will not feel confident to tell them anything private. It will knock the service users confidence because if the counsellor is not listening and being rude when its there job who is going to listen.



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Examiner Comments

The candidate wrote about confidentiality, picking up from 2(b) and describes what would happen but not much on the effects on the service user, they were therefore awarded 2 marks.



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Examiner Tip

For a describe question best practice is to identify point's and then explain them in relation to the stem of the question.

Question 2 (d)

A 6 mark question which required candidates to assess the importance of effective communication with service users when providing them with care.

Many candidates struggled with this question as they did not focus their answer on effective communication, but rather on why the care value base should be implemented.

(d) Assess the importance of effective communication with service users when providing them with care.

(6)

It is important that effective communication is carried out with the service users as the service user needs to understand clearly what the counsellor is telling them. It is also important as the service user feels comfortable and beneficial to the counselling. The service users also needs to feel like they know everything they need to and be confident and feel better about themselves when they walk out of the counselling session.



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Examiner Comments

The candidate has identified a number of points which they have then attempted to explain. They mention the importance of the service-user "understanding clearly" what the counsellor is saying to them and how this will make them feel. 4 marks



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Examiner Tip

For a level 3 answer the examiners were looking for a link between the effective communication that the service user receives and how it affects their care, positively and negatively.

Question 2 (e)

This question was worth 8 marks and required the candidates to write a coherent well-structured response which accurately reflects the question stem. A large number of candidates discussed different elements of the care value base and applied them to a number of relevant situations thereby gaining them marks at the top of level 2.

*(e) Discuss different ways a professional can build a positive relationship with a service user.

(8)

Professionals can inform the service user about their care so they feel empowered. This will build a positive relationship because the service user will be able to put their trust into the health care professional.

Also, the professional can offer extra support and help them find different ways to cope with things that may be troubling them, so they know they are getting the professional's full attention and their care is important.

As well as extra support, the professional can refer the service user to other health care workers and support groups, so the service user knows that they have many choices for support.

Communication is another aspect of forming a positive relationship. Making sure that the service user is confident to speak to the professional is a positive thing and it develops positive relationships.



ResultsPlus Examiner Comments

Bottom of level 3 response with the candidate being awarded 7 marks. They were not awarded the 8th mark as they have not written a relevant conclusion.



ResultsPlus Examiner Tip

Quite a lot of candidates did not answer this question. It appeared that many candidates did not understand the nature of a professional relationship. They talked about the treatment of a service user as a friend /brother/sister/ family etc. They could go out together socially, become 'mates', text each other etc.

Question 3 (a)

This was a recall question on which the majority of candidates achieved full marks. Those candidates that did not do so well on this question did so because they appeared to confuse lifestyle choices with life-course events.

- 3 On Wednesday afternoons Greg attends lessons aimed at preparing students for life after school. It encourages students to make positive lifestyle choices.

(a) Identify **two** lifestyle choices that may affect an individual's health and well-being.

(2)

1 Starting a sexual relationship.

2 Dropping out of school.



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Examiner Comments

2 marks were awarded to the candidate for identifying these lifestyle choices.



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Examiner Tip

Ensure candidates know the difference between lifestyle choices and life-course events.

Question 3 (b)

A straight forward question requiring candidates to identify and explain two aims of health promotion.

- (b) The school has organised a specific health promotion day.

Explain **two** aims of health promotion.

(4)

Get the person to understand the risks that may happen if you don't eat healthy; eat too much or not enough.
Also to show them what foods and exercise they should be eating and taking part in to lead a healthy lifestyle.



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Examiner Comments

The candidate was awarded 2 marks. They have identified the health promotion aim of raising awareness and then explained it however they only used this one aim.



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Examiner Tip

Ensure the candidates provide the correct number of responses if they are stated in the question stem.

Question 3 (c)

This question required candidates to explain the health promotion approach of adopting a healthier lifestyle. Many candidates wrote such a long preamble that they did not leave much space to make a valid point.

(c) The health promotion day is to encourage students to adopt a 'healthier lifestyle'.

Explain this approach.

(4)

The reason that they want to encourage students to adopt a 'healthier lifestyle' because if they don't they may end up being obese or having heart failure or other serious medical conditions such as strokes, Diabetes or lung Cancer.

The reason they are encouraging the students instead of anyone else is that young people will live longer and it may be too late for others.



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Examiner Comments

3 marks were awarded to this candidate. They had identified points and were able to provide a limited explanation.



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Examiner Tip

For 4 marks to be awarded an accurate explanation must be present.

Question 3 (d)

Overall this 6 mark question was answered well, with many candidates achieving marks in the top of level 2. Their answers related to topics of exercise and diet, with topics such as housing and jobs being discussed.

(d) Discuss how lifestyle choices can influence health. *many and live a healthy life. (6)*

Lifestyle choices can influence health in a number of ways. For example if someone chooses to smoke, it will influence their health in a negative way and cause a number of health problems such as cancer. Also if a person chooses to drink heavily, this could also lead to health problems such as high blood pressure. However, lifestyle choices can positively benefit a person's health. For example, if a person chose to eat healthy and exercise then they are less likely to become obese and experience health problems that come with that, like high blood pressure.



ResultsPlus Examiner Comments

6 marks were awarded to the candidate. It is a well structured response that reflects the question stem, valid links have been made and a conclusion is present.



ResultsPlus Examiner Tip

Candidates should be encouraged to attempt every question and to read the stem very carefully. A number of candidates did not answer this question at all. Some did not read the question properly and were discussing in their answer not about choices but things that were out of an individual's control which could make them unhealthy.

Question 3 (e)

This 10 mark "assess" question requires candidates to provide a coherent, well-structured response which accurately reflects the question stem. The majority of candidates attempted this question quite well however as it is an assess question they were required to give both positive and negative effects of leaving home.

- *(e) A specific aim of the health promotion day is to prepare students to manage their own finances and cope with the stress of leaving home.

Assess the effects of leaving home on an individual's self-concept.

(10)

Leaving home will have both a positive and negative effect on an individual's self-concept. It will give the individual a feeling of independence and that will make them feel good about themselves, improving their self-concept. They will also feel grown up and responsible, this will also have a positive affect on their self-concept. However, it may also have a negative effect, an individual may feel lonely as they move away from their family and friends, they may also worry that they are not ready or capable to manage their own finances and take on new responsibilities. All of these aspects ~~will~~ may make an individual feel bad about themselves and reduce their self-confidence, having a negative effect on their self-concept. In conclusion leaving home has both positive and negative effects on an individual's self concept, ~~because of~~ ^{the} independence and responsibilities.



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Examiner Comments

The candidate appears to understand the question and understood the idea of self-concept. They have discussed the positives and negatives of leaving home on an individual's self-concept, even attempting a conclusion. 5 marks were awarded here.



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Examiner Tip

A number of candidates wrote about the effects of leaving home but made no real link to self-concept. When there are two aspects to a question as in this case - the leaving home and the self-concept - it is important that both are addressed by the candidate in their answer.

Summary

This is the first time that this double award examination has been sat. The paper questions compared favourably to 5HS01 in terms of quality and standard of expected answers. Candidates appear to have been well prepared for this paper, the questions discriminating well across all levels and calibre of candidate.

The following comments may be beneficial in helping candidates to improve upon their performance:

- Read the case studies and questions carefully.
- Ensure that the candidates answer the question asked and do not digress, writing down everything and anything they know on the topic.
- That candidates have a good knowledge of key terms and specialist language.
- When constructing an extended response candidates should be encouraged to refer back to the question stem, making links and writing a conclusion.
- Practise past exam questions and timings. There were a number of the longer answered questions that had not even been attempted by candidates. Encourage candidates to write something for every question.

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