

Examiners' Report  
June 2016

GCSE Health and Social Care 5HS04 01

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June 2016

Publications Code 5HS04\_01\_1606\_ER

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## **Introduction**

This is the synoptic paper for the Double Award GCSE Health and Social Care course. The specification includes a range of topics from the range of care needs of major client groups, care values, the development of self-concept and personal relationships and promoting and supporting health improvement.

The format of this well established paper has not changed; it consists of three questions based on a scenario. Each question is divided into smaller parts, comprising of two different types; short answer questions requiring candidates to apply their 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. The majority of candidates were well prepared by their centre for this paper as demonstrated by their accurate knowledge of the specification and their extended written responses.

## Question 1 (a)

This was an identify question, the majority of candidates scored two marks.

- 1 Maisie is 54 years of age and lives with her husband Pawel and their two children. She is a part-time health visitor. Maisie was diagnosed with Type 2 diabetes at 50 years of age.

(a) Having a serious illness is a major unexpected life course event.

Identify **two** other unexpected life course events that may have a major impact on an individual.

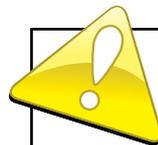
(2)

- 1 ~~Losing your house~~ Death of a Partner.
- 2 Losing your job



### ResultsPlus Examiner Comments

Two unexpected life course events have been identified correctly.



### ResultsPlus Examiner Tip

Ensure that candidates know the difference between expected and unexpected life course events and are able to give at least two examples for each.

- 1 Maisie is 54 years of age and lives with her husband Pawel and their two children. She is a part-time health visitor. Maisie was diagnosed with Type 2 diabetes at 50 years of age.

(a) Having a serious illness is a major unexpected life course event.

Identify **two** other unexpected life course events that may have a major impact on an individual.

(2)

- 1 Being arrested
- 2 Being involved in a serious accident or having a serious injury.



### ResultsPlus Examiner Comments

One mark awarded for being involved in a serious accident. Being arrested was not awarded any marks, if you commit a crime you will be arrested and face criminal proceedings.

## Question 1 (b)

This question asked candidates to describe two ways Maisie's intellectual needs have been met during her life. In general, the majority of candidates were able to answer this question, gaining at least two marks as the scenario gave them relevant information.

- (b) One day a week Maisie volunteers at her local primary school where she works with small groups of children supporting their reading development. She also attends her local college where she has enrolled on an IT course.

Describe **two** ways Maisie's intellectual needs may have been met during her life so far.

(4)

1. By working at the college she on an IT course she has increased her knowledge in the computing sector.

2. Shiela also works with infants this expands her knowledge and broadens her views as to what teachers do.



### ResultsPlus Examiner Comments

Two ways have been identified by the candidate and described.



### ResultsPlus Examiner Tip

To achieve maximum marks candidates need to identify and then describe two ways Maisie's intellectual needs have been met.

- (b) One day a week Maisie volunteers at her local primary school where she works with small groups of children supporting their reading development. She also attends her local college where she has enrolled on an IT course.

Describe **two** ways Maisie's intellectual needs may have been met during her life so far.

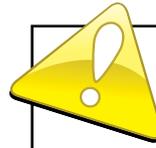
(4)

1. Maisie Maisie may have the confidence to talk to people who are also at the college. This is because then she may want to become friends with them.
2. She would be able to meet new people. This means Maisie would want to go out more and enjoy herself.



**ResultsPlus**  
Examiner Comments

One mark was awarded for identifying college. The answer does not link to intellectual development, more social and emotional.



**ResultsPlus**  
Examiner Tip

Meeting new people has not been credited as it does not link to intellectual development. However, if the candidate had written about learning new ideas and/or an intellectual challenge then marks would have been awarded.

### Question 1 (c)

This question asked candidates to discuss how life course events may affect development. The candidates responded well to the question with many of them answering it through PIES.

- (c) Maisie has experienced a number of life course events during her life so far, some expected and others unexpected.

Discuss how Maisie's **expected** life course events may affect her development.

(6)

Maisie will have fully physically developed through learning to walk, puberty and as she has aged. These expected life events have affected her physical development positively. Other life events such as leaving home and finding a job will have affected her emotional development and made her more independent. Intellectually Maisie's expected life events would mean she developed positively although education may have had a negative effect on her self concept through stress, etc. Socially through certain life events such as starting school, job and making friends Maisie may develop negatively or positively depending on how she is reacted to in social situations.



**ResultsPlus**  
Examiner Comments

A level 3 response. The candidate looked at both positives and negatives. It was not coherent enough to be awarded full marks.

- (c) Maisie has experienced a number of life course events during her life so far, some expected and others unexpected.

Discuss how Maisie's **expected** life course events may affect her development.

(6)

They would affect her because even though the events are expected doesn't mean they will affect Maisie any less.

Because the events are expected they could be causing Maisie to be stressed. This could affect her development because she will be distracted and unfocussed about day to day things.

Physical, intellectual, emotional and social development can be affected by expected life course events.



**ResultsPlus**  
Examiner Comments

A level 1 answer. Two marks were awarded for a generic discussion of life course events and their effects.

### Question 1 (d)

This is the only ten mark question on the paper and as such candidates were required to extend their knowledge base to answer it. The question focused on supportive work relationships and how these will contribute to Maisie's health and well-being.

\* (d) Maisie enjoys her job as a health visitor and finds her work colleagues at the medical practice very supportive.

Discuss how supportive work relationships will contribute positively to Maisie's health and well-being.

(10)

By having a job surrounded with support will help Maisie's well-being as she will have a positive self-concept. If she had a bad work environment she would have a negative self-concept. This could potentially have a negative impact on her health. Studies have shown that people with a negative work force are more likely to have depression. It is a good thing that Maisie is in a positive environment as in her life stage (middle adulthood) she will be coming across unexpected life events. For example; Death of a parent/friend/grandparent and serious or ~~the~~ physically restricting diseases. For example; Arthritis, Cancer or other blood related illness.

Maisie having a positive work surrounding will help her in many ways with her development, here are some

physically- She will feel ready to face the day. Instead of not leaving the house.

Intellectually- She will get a good view on to days society when new, younger people are recruited.

Emotionally- She will be happy at work, therefore there will be no arguments in the work place.

Socially- new friendships will be made and are long lasting, this also helps her emotionally as if she has problems she will be able to confide in her friends



**ResultsPlus**  
Examiner Comments

A level 2 answer. Some points have been identified and briefly discussed.



**ResultsPlus**  
Examiner Tip

Encourage candidates to not wander away from the question, which then leads them to making many irrelevant points.

\* (d) Maisie enjoys her job as a health visitor and finds her work colleagues at the medical practice very supportive.

Discuss how supportive work relationships will contribute positively to Maisie's health and well-being.

(10)

Supportive work relationships will contribute positively to Maisie's health and well-being.

This will have a positive affect on her emotional development as she will feel less stressed from the support provided from her work relationships which will allow her to gain self-confidence and self-concept from her self-esteem rising. The support from her work relationships will contribute to her increase in trust and self-worth. This will all be positive, which will make her feel empowerment. She will feel secure.

This will also contribute to a positive ~~emotional~~ <sup>social</sup> development as she will not feel any sense of social isolation as she will feel a sense of support of always having someone to talk to when at work. She will constantly be socialising and meeting new people in her job. This may also have a negative affect as she may feel as though she has no space.

She will have a positive intellectual development as she will have a high stimulation from meeting new people and constantly socialise which will provide her with knowledge on how to communicate with certain people which would be code-switching.

Her physical health will have improved as her mental development would have also.

Overall, Maisie's health and well-being will be affected in a very positive way from her work relationships. She will feel independent and have self-belief from her support.



### ResultsPlus Examiner Comments

A level 3 answer, 7 marks awarded. A range of points have been discussed and developed. The candidate has attempted a conclusion as seen in their last paragraph, just enough for a level 3 response.



### ResultsPlus Examiner Tip

Encourage candidates to put forward a balanced viewpoint. For the extended writing questions both positive and negative arguments should be discussed.

## Question 2 (a)

A seemingly straightforward recall question that many candidates found difficult.

- 2 Maisie enjoys the weekends when she has time to spend with her family and friends. She is part of a community gardening project, tidying up areas that have been neglected over time.

(a) Identify **two** factors that affect Maisie's self-concept.

(2)

- 1 Angry towards others who have left the garden neglected.
- 2 Much of garden make Maisie feel dirty and that she feels she looks dirty



**ResultsPlus**  
Examiner Comments

No marks were awarded as the candidate did not identify two factors that affect self-concept.

- 2 Maisie enjoys the weekends when she has time to spend with her family and friends. She is part of a community gardening project, tidying up areas that have been neglected over time.

(a) Identify **two** factors that affect Maisie's self-concept.

(2)

- 1 her confidence
- 2 her looks



**ResultsPlus**  
Examiner Comments

Two marks were awarded for correctly identifying two factors that affect self-concept.

## Question 2 (b)

This question asked candidates to discuss how self-concept develops in an individual. The candidates responded well to this question, in particular with their understanding of self-esteem and self-image. The level of discussion varied between candidates with the majority being awarded marks in level 2.

Candidates were familiar with the term self-concept and its associated terms and consequently the question was well answered.

\*(b) Discuss how self-concept (self-image + self-esteem) develops in an individual.

(8)

In an individual, it depends on the environment and the people that they hang out with. If throughout their lives, the individual has ~~to~~ positive friends and a good environment, they will develop a good self-concept. Therefore, the individual will more likely be able to feel confident and their self-esteem will be high. They will value themselves more as they grow older and it will enable them to develop a positive self-image if friends encourage them.

On the contrary, having a negative environment and friends will have the opposite effect. The individual may have a very low self-esteem and they are not able to fully express themselves. For example, they may develop conditions such as anorexia from constant negative comments and perhaps bullying. As a result, the individual will not feel

good about themselves as they develop  
and it may become a harmful factor  
to their lives if they already have a  
negative self-concept.



**ResultsPlus**  
Examiner Comments

A level 3 response. The candidate has written a good balanced answer.

\* (b) Discuss how self-concept (self-image + self-esteem) develops in an individual.

(8)

Someone who views themselves badly and doesn't think they have the courage to make friendships has a negative or bad self concept.

Having a bad self concept can be resolved, all it takes is someone to reach out. If no one does reach out it makes the person feel worse and worthless. Because of this they won't want to learn because they'll have a narrow mind.

They won't want to eat as they think they have to be 'skinny' to be pretty.



**ResultsPlus**

**Examiner Comments**

A level 1 response, two marks awarded. A weak answer that only identifies points and does not go on to discuss how self-concept develops in an individual.

## Question 2 (c)

This question was not well answered by the majority of candidates, even though it may be answered through the care values. Many candidates proposed that Maisie should tell Harry's mother even though she is acting as a volunteer at the school and therefore has no authority to do so.

- (c) Whilst volunteering in the primary school Maisie finds Harry in tears because his teacher keeps shouting at him for being slow in completing his work. Harry asks Maisie not to tell his mother.

Describe how Maisie should act in this situation.

(2)

In this situation, Maisie should use the care values to guide her actions. Also, she should approach the teacher and discuss the situation.



### ResultsPlus Examiner Comments

There is more information provided than is needed for the two marks. One mark is awarded for approaching the teacher and the second mark for discussing the situation. Using the care values to guide her actions is also correct.



### ResultsPlus Examiner Tip

To achieve maximum marks candidates need to identify the point(s) and then develop a detailed description of them.

- (c) Whilst volunteering in the primary school Maisie finds Harry in tears because his teacher keeps shouting at him for being slow in completing his work. Harry asks Maisie not to tell his mother.

Describe how Maisie should act in this situation.

(2)

Maisie should tell Harry's mother because this means his care <sup>values</sup> ~~needs~~ are not being met at his <sup>school</sup> ~~nursery~~.



### ResultsPlus Examiner Comments

No marks were awarded as no rewardable material was seen in the answer.

## Question 2 (d)

Care values is a topic that is regularly seen on this paper and the majority of candidates therefore answered this question well.

(d) Describe **two** care values that may be used when interacting with a primary school child.

(4)

- 1 Promoting dignity and individual personal beliefs to all children within the school. This means supporting them with their own beliefs and treating them with respect.
- 2 Promoting anti-discriminatory practice. Not discriminating towards any children, and encouraging them not to do it towards their class mates too.



**ResultsPlus**  
Examiner Comments

Full marks awarded for the description of two of the care values.



**ResultsPlus**  
Examiner Tip

Encourage candidates to apply their knowledge of the care values to different care settings with particular emphasis on how they may be used in them.

(d) Describe **two** care values that may be used when interacting with a primary school child.

(4)

1

if the child has a disability they may have their carer with them.

2

if the child is in a wheelchair they provide a ramp into the school for easier access



**ResultsPlus**  
Examiner Comments

No rewardable material was seen in this answer as it does not describe any of the care values, no marks were awarded.

## Question 2 (e)

This question asked candidates to assess the effect of poor care practice on a service-user. Whilst many candidates struggled with the idea of poor care practice they attempted the question, as very few blank pages were seen.

\*(e) Assess the effect that poor care practice may have on a service-user.

(8)

If there was poor care practice such as poor communication, the service-user will feel incredibly upset and disrespected because there is no mutual trust in their relationship. Also, the service-user will find it hard to respond clearly to the service-provider and their needs may not have been met. In addition, the service user may feel disempowered as they may not have a choice when working with the service provider and this might make them feel unworthy as a result.

If there was poor confidentiality of information, the service-user may lose their dignity because they are not being fully respected by the service-provider. Furthermore, this might form a relationship of distrust and the service-user will not want to be with the service-provider because of this. Therefore, care practice plays a ~~ate~~ huge role on the service-user and upholding the values up to a good standard will make the service-user more happy and comfortable.



## ResultsPlus

### Examiner Comments

This is a level 3 response. The answer is well-structured and coherent. A conclusion is present.



## ResultsPlus

### Examiner Tip

Encourage candidates to use the stem of the question as a checklist to help them structure their answer.

\*(e) Assess the effect that poor care practice may have on a service-user.

(8)

Poor care practice can affect a service user and their self concept very negatively as they won't feel respected. Without good care practice the service users aren't treated with dignity, individuality respected of their beliefs or made to feel in a safe environment. Poor care practice can lead to stress, bad health, bad self esteem and even depression in a service user. It also affects them negatively as they need the care services but if they aren't being treated nicely they will feel worthless and overpowered if they aren't using empowerment themselves, and contributing to the decision making towards their own body. This can highly frustrate a service user and ~~lose~~ a good relationship will not be shown between service user and staff.



**ResultsPlus**

**Examiner Comments**

A level 2 answer, five marks awarded. Points have been identified by the candidate however the development of them is one sided. Assessment is present but again is one sided.

### Question 3 (a)

This question was a straightforward recall question relating to the ways an individual may change their lifestyle in order to improve their health. Generally the question was answered well.

3 Maisie often feels stressed after work. To help her relax she cycles three times a week.

(a) Identify **two** other ways an individual may change their lifestyle in order to improve their health.

(2)

- 1 May eat ~~healthier~~ healthier
- 2 may walk to work.



**ResultsPlus**  
Examiner Comments

Two ways have been identified by the candidate and described.  
Four marks awarded.

3 Maisie often feels stressed after work. To help her relax she cycles three times a week.

(a) Identify **two** other ways an individual may change their lifestyle in order to improve their health.

(2)

- 1 ~~Maisie could~~ join a gym to get fit and make friends
- 2 ~~she could~~ improve diet choices / eat better



**ResultsPlus**  
Examiner Comments

A good answer, two marks awarded.

### Question 3 (b)

The majority of candidates answered this question well. They were able to describe two positive effects of cycling on Maisie's health.

(b) Describe **two** positive effects that cycling three times a week might have on Maisie's health.

(4)

1 It will improve her physical health as she will physically be keeping fit.

2 It will also improve her social needs as she may meet new people on her bike rides and can interact with them.



#### ResultsPlus Examiner Comments

The first response was awarded one mark as the description is vague. However, the second response was awarded two marks for a good description.



#### ResultsPlus Examiner Tip

Develop the question to use as a class activity by changing the word 'describe' to 'discuss'.

(b) Describe **two** positive effects that cycling three times a week might have on Maisie's health.

(4)

1 This will improve her physical development, she will have a positive self-concept and will reduce morbidity, free from illness

2 This will reduce mortality and increase longevity.



**ResultsPlus**  
Examiner Comments

Four marks were awarded for a good answer.

### Question 3 (c)

Most candidates found this question challenging as they were unable to explain how exercise may affect an individual emotionally and socially.

(c) Exercise is a positive lifestyle choice.

Explain how exercise may affect an individual emotionally and socially.

(6)

Emotionally, the individual will feel a sense of confidence building up as exercising releases a lot of stress and improve her body line. Therefore, she will be positively affected as she will feel empowered and happy. However, if the individual didn't exercise, they may be at risk of developing large amounts of fat which can lead to obesity. This can cause them to constantly feel insecure about their looks, creating a negative self-concept.

Socially, the individual will be happier as they may start to become more socially active around other people as they have exercised. Furthermore, exercising can lead to new friendships formed as there might be people who are similar to the individual and this will provide motivation and encouragement. To conclude, exercise is a vital factor in every individuals' life and their emotional and social needs.



**ResultsPlus**  
Examiner Comments

An excellent answer, level 3.



**ResultsPlus**  
Examiner Tip

It is important for candidates to know how the PIES are affected by different situations.

(c) Exercise is a positive lifestyle choice.

Explain how exercise may affect an individual emotionally and socially.

(6)

Exercise can be a positive impact on a individual because they could start to look better and feel better and would become a lot happier. This can also means they would want to go out more with there friends and family.

This could have a good impact on the individual because they would want to go out more and they would feel happy the way they look and they would know that no one would judge them on the way they had been before.



**ResultsPlus**  
Examiner Comments

Three marks were awarded for this level 2 response. Points have been identified with some explanation. However the second paragraph tended to be a repeat of the first paragraph.

### Question 3 (d)

The topic of health promotion appears on this paper every year and a question on the aims is seen regularly. For some reason the candidates found this question particularly challenging, maybe it was because they were given one aim of health promotion and had to describe two other aims.

(d) Health promotion supports individuals undertaking regular exercise.

Describe **two** other aims of health promotion.

(4)

1. To improve longevity - the average life span

2. To improve mortality rates.



**ResultsPlus**  
Examiner Comments

The point is identified, to improve longevity, however it is not described. The second point is a repeat of the first.



**ResultsPlus**  
Examiner Tip

Encourage candidates to use the stem of the question as a checklist to help them structure their answer.

(d) Health promotion supports individuals undertaking regular exercise.

Describe **two** other aims of health promotion.

(4)

1 Raising awareness of health promotion, improving ~~ex~~ health.

2 Reducing mortality, increasing longevity.



**ResultsPlus**  
Examiner Comments

Two marks were awarded. The points have been identified but not described.

### Question 3 (e)

This question was answered very well by candidates. They were able to discuss how adopting a healthy lifestyle may improve health and well-being.

**\*(e) Discuss how adopting a healthy lifestyle approach may improve health and well-being.**

(8)

A healthy lifestyle approach will help health and well-being because exercise and healthy eating will have a positive affect on your health and well-being.

By adopting a healthy lifestyle it will automatically help improve well-being and health. A healthier lifestyle will mean a happier life style. Both well-being and health will be improved hugely by adopting a healthy life style.



**ResultsPlus**  
Examiner Comments

A level 1 response. The first paragraph is irrelevant but some points have been identified in the second.



**ResultsPlus**  
Examiner Tip

Advise candidates to read the questions carefully and to look for any helpful hints in either the scenario or the question stem.

\*e) Discuss how adopting a healthy lifestyle approach may improve health and well-being.

(8)

~~One of the individuals will feel empowered. This will mean that they will have more confidence in participating in exercise programmes.~~

They will have a more energy during the day. This means that they will be able to focus properly when dealing with tasks and problem solve effectively. This will also help to reduce stress levels as they won't feel tired and down due to the amount of work. Also, a healthy lifestyle will help to reduce diseases. This is because the individual will have a stronger immune system so they will be able to fight viruses and bacteria more effectively than before. However, this will have a positive impact on their emotional development as they will feel more optimistic ~~at~~ but also physically they will during the year. Financially, a healthy lifestyle may help them to establish a relationship with others as they could join health groups. This in will positively impact on their social development as they will develop better communication skills.

In conclusion to this a healthy lifestyle has a positive impact on an individual's health and well-being.



**ResultsPlus**  
Examiner Comments

A level 2 response with 6 marks awarded. There is some discussion but the conclusion is weak.

## Paper Summary

Based on their performance on this paper, candidates are offered the following advice:

- Read the case studies and question stems carefully.
- Recall knowledge accurately.
- When constructing an extended response, candidates should be encouraged to refer back to the question making links and writing a conclusion.
- Encourage candidates to answer the question being asked and not to digress by writing down everything that they may know about the topic area.
- Practise past exam questions and timings. A number of the extended writing questions were not attempted by candidates.
- Encourage candidates to write something for every question.

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