

Mark Scheme (Results)

January 2013

GCE Health and Social Care (6944)
Paper 01 Meeting Individual Needs

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.*

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Question Number	Answer	Mark
1(a)	<p>1 X 2 marks for accurately identifying:</p> <ul style="list-style-type: none"> • Questionnaires, surveys or other quantitative methods • Satisfaction questionnaires • Policies and procedures • Audits • Inspection • Patient Forums • Complaints box or procedure <p>If they state policies and procedures on the one line only award 1 mark. This is an A2 paper you are looking for 2 separate responses</p>	(2)

Question Number	Indicative Content	
1(b)	<ul style="list-style-type: none"> • Skills base • Knowledgeable • Relevantly qualified • High level of experience • Best possible staff recruited • Increases organisational efficiency • Guarantees good quality care and standards • Become a effective team member • Integrate with other staff • Knowledge base improves • They know the demands of the job • Promotes a professional ethos • Promotes positive organisational culture • Promotes the quality of care – properly cared for • Reduces the level of complain 	
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Weak brief answer
2	3	One point identified and described
3	4	The importance of effective selection and recruitment is that teh right person for the post is recruited (1). This means that they bring with them skills and experience (1) and a knowledge base which makes them effective at their job (1) and in turn this promotes a professional ethos within the organisation (1)

Question Number		Indicative Content
1(c)		<ul style="list-style-type: none"> • People may have a poor perception of org • People have negative comments to say about org • Clients may feel short changed • People are not willing to change • People will be ignored • Clients can be discriminated against • Client could be neglected • Clients could face stereotyping • Lacked of shared goals • Clash of professional opinion /views • Organisational effectiveness is not promoted • Good practice is not promoted / standards drop • Reputation of organisation may be affected • Poor professional/service user relationship developed • Low staff morale/employee/team dysfunctional • Poor staff relationships with management • Poor communication within the organisation • Issues over work routines/uncertainty in job role
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Answers provided will be brief and vague. May identified points only.
2	3-4	Answers provided will explain points raised. Little linkage evident between points. Little overall evidence of a discussion present and the response will lack balance
3	5-6	Well developed answer with points fully discussed and the level of discussion is comprehensive. Good linkage/coherence between points. Good use of vocational vocabulary.

Question Number		Indicative Content
1(d)		<ul style="list-style-type: none"> • Build skill and knowledge / personal and professional development • Brings new ideas to the fore • Enhances knowledge / builds on quality service • Extends service provision • Increases motivation and confidence • Ensure needs led service / promotes standards • Staff are more confident in their roles and practice • Best possible practice is promoted • Promotes the reputation of the service • Become more goal orientated • Builds a team ethos • Builds staff morale • Promotes effectiveness in the organisation • Share the same goals, objectives, work methods • Positive impact on service user – feel valued, respected, empowered • Promotes policies and procedures / roles and responsibilities • Sets expectations and standards • Can reduce complaints • Promotes client wellbeing <p>Candidates may identify some methods of staff training and development but this is irrelevant to the question stem. They might also highlight in their response how quality can be compromised if staff development activities are not organised which is relevant and accurate to the answer.</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Answers provided will be brief and vague. May identified points only.
2	3-5	Answers provided will explain points raised. Knowledge base is generally accurate however ability to examine points, if present, will be limited and weak.
3	6-8	Answer has been comprehensively developed with points fully discussed. Accurate knowledge and understanding demonstrated throughout answer. Good linkage/coherence between points. Good use of vocational vocabulary. The level of discussion is thorough.

Question Number		Indicative Content
1(e)		<ul style="list-style-type: none"> • Safety • Security • Promotes rights / treated equally • Not discriminated against or disempowered • Promotes a quality services • Promotes effectiveness and efficiency • Promotes best practice • Promotes needs led service / client need is met / leads to personalised / individualised care / wellbeing promoted • Ensure individual voice is heard • Right resources are secured • Gaps identified • Risk increases • Self concept affected • Neglect • Complaints increase <p>To evaluate effectively the candidate must highlight how quality assurance is needed to monitor and / or check standards and can therefore be compromised if procedures are not adhered to</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-3	Answers provided will be brief and vague. May identified points only
2	4-6	Answers provided will points raised. Knowledge base is generally accurate however ability to evaluate points, if present, will be limited and weak.
3	7-10	Answer has been comprehensively developed with points fully evaluated. Accurate knowledge and understanding demonstrated throughout answer. Good linkage/coherence between points. Good use of vocational vocabulary. The level of evaluation is thorough.

Question Number		Indicative Content
2(a)		<ul style="list-style-type: none"> • Voluntary org are manned by volunteers/state sector paid • Relies on community for donations • Part of independent sector • Funded out of taxation • Publicly funded • Voluntary sector is independent from state • Voluntary sector is commissioned by the state to provide services • Voluntary sector relies on volunteers <p>Examples of both voluntary and statutory organisations are acceptable and should be marked. This is a knowledge question.</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	2 factors identified or 1 factor identified and described
2	3	2 factors identified and one factor described
3	4	A voluntary organisation is one which relies on the contribution from the local community and /or volunteers which is often given in their own time (1). A voluntary organisation will also rely on donations to supports its work (1) whereas a statutory organisation is one established by law (1) and funded out of general taxation (1).

Question Number		Indicative Content
2(b)		<p>ANTI-DISCRIMINATORY PRACTICE</p> <ul style="list-style-type: none"> • Same or fair treatment • Promoting rights • Not treating people less favourably • Challenges direct and indirect discrimination • Professional puts their personal beliefs to the one side <p>EMPOWERMENT</p> <ul style="list-style-type: none"> • Inclusion • Choice • User has a voice • Help themselves • In control of their care • Active participant
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Definition poor, some coherence but very weak and vague
2	3-4	<p>ANTI-DISCRIMINATORY PRACTICE</p> <p>This is where the individual is respected for their gender, sexuality, age, colour, sexual orientation, culture, religion (1) and where the care practitioner does not make stereotypical judgements or prejudice (1). The service user is treated equally (1) and their experiences of the service provided will be positive not negative.</p> <p>EMPOWERMENT</p> <p>Giving individual information to allow them to make independent decisions and judgements regarding their care (1). Information must be communicated effectively and promotes independence (1). Empowerment promotes the concept of individualised, personalised care (1) whilst at the same time giving ownership to the service user (1).</p>

Question Number		Indicative Content
2(c)		<ul style="list-style-type: none"> • People become more involved / feel valued • People will give of their time • People can share their experiences • Raises the profile of the organisation / broadcasting of the organisation • Can meet individual needs more fully • Organisation becomes an integral part of the community • Community has a positive regard towards the organisation • Level of empathy towards the organisation • Raises money and in doing so there is the potential for more services • Improves standards / quality of care • Leads to more service users participating in services • Links up different community and professional groups which then develop <p>This question focused on community networking NOT technical, computer networking</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Answers provided will be brief and vague. May identified points only
2	3-5	Answers provided will explain points raised. Little linkage evident between points. Little overall evidence of a discussion present and the response will lack balance
3	6-8	Answer has been comprehensively developed with points fully discussed. Accurate knowledge and understanding demonstrated throughout answer. Good linkage/coherence between points. Good use of vocational vocabulary. The level of discussion is thorough.

Question Number		Indicative Content
2(d)		<ul style="list-style-type: none"> • Societies conscience • Fills gap in state provision • Good at providing locally • Relies on volunteers • They bring skills and experience • Can reach remote areas • Have come under strain • Many have closed because they can't compete • Some are locally based and find it difficult to compete effectively in a market climate • Cost effective • Takes the strain off the state • Can act as a pressure group • Can organise themselves effectively • Sustains good care and provision through their fundraising • Keeps services going through volunteering • Research and development of some vol org can lead to development in treatments • Can improve the quality of life of the service user <p>Evaluation will focus on the benefits of the voluntary sector in comparison to state services</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-3	Answers provided will be brief and vague. May describe/explain one point
2	4-6	Answers provided will points raised. Knowledge base is generally accurate however ability to evaluate points, if present, will be limited and weak.
3	7-10	Answer has been comprehensively developed with points fully evaluated. Accurate knowledge and understanding demonstrated throughout answer. Good linkage/coherence between points. Good use of vocational vocabulary. The level of evaluation is thorough.

Question Number	Answer	Mark
3(a)	<ul style="list-style-type: none"> • A care plan identifies the individual care needs of a service user (1) and is designed to promote normality through the provision of services (1) • A care plan identified the specific needs of the individual (1) and will involve a number of different tasks e.g. assessment, review, monitoring and evaluation (1) • A care plan identified the holistic care needs of a service user (1) and is designed to promote normal functioning (1) • A care plan is a process of intervention through treatment, therapy or practical support services (1) which involves the tasks of assessment, review, monitoring and evaluation (1) 	(2)

Question Number		Indicative Content
3(b)		<ul style="list-style-type: none"> • Needs will be met • Well being is closely monitored • Can be given pain relief as required • Specialist care on hand • Physically more comfortable • Spiritually time to reflect • Eases the pressure on family/stress is reduced/burden • Can talk to professionals in her own time / get advice • Talk to other similar patients • Emotionally may feel happier/comfortable and confident
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Answers provided will be brief and vague. May identified points only.
2	3-4	In the hospice Cassie can be provided with 24/7 specialist care (1) which will help stabilise her condition (1). She can talk to other people with similar conditions (1) and by moving into the hospice she is reducing the burden on her family (1)

Question Number		Indicative Content
3(c)		<ul style="list-style-type: none"> • Needs will be met more precisely through the review • Needs could change so importance of update plan • Condition may deteriorate/worsens • Medication may need to be changed and updated • She may be reacting negatively to the medication • Family may be emotionally unable to cope • Changes in her PIES e.g. physically make need more support • Safety and risk – particularly with medication • Allows client to raise questions over care • Allows professional to see how effective care plan is
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Answers provided will be brief and vague. May identified points only.
2	3-4	Answers provided will explain points raised. Little linkage evident between points. Little overall evidence of a explanation present and the response will lack balance
3	5-6	Well developed answer with points fully discussed and the level of explanation is comprehensive. Good linkage/coherence between points. Good use of vocational vocabulary.

Question Number		Indicative Content
3(d)		<ul style="list-style-type: none"> • Effective communication is promoted • Ideas are shared / opinions and view given • Staff feel supported and more confident • Greater level of co-operation • Resources and roles are shared • Skills, expertise, experience used for common good • Greater effectiveness and efficiency • Professionals are have better working relationship • Identify and resolve issues collectively • They have a common shared value base • Good practice is promoted / quality of care improved • Common goals and objectives <p>Discussion may focus on the positive of teamwork which is acceptable</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Answers provided will be brief and vague. May describe/explain one-two points
2	3-5	Answers provided will explain points raised. Little linkage evident between points. Little overall evidence of a discussion present and the response will lack balance
3	6-8	Answer has been comprehensively developed with points fully discussed. Accurate knowledge and understanding demonstrated throughout answer. Good linkage/coherence between points. Good use of vocational vocabulary. The level of discussion is thorough.

Question Number		Indicative Content
3(e)		<ul style="list-style-type: none"> • Range of needs can be met • Prevents gaps from emerging • Promotes a needs led approach • Cost effective • Resources used effectively • More efficient • Relies on good communication skills • Relies on partnership • Relies on common understanding • Skills experience expertise # • Increase public perception and level of confidence in agencies • Greater professionalism brought to the caring of service users • Solution focused so service users conditions are treatment • Problems of professional rivalry <p>Assessment should also consider the problems associated with multi-disciplinary approach.</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-3	Answers provided will be brief and vague. May describe/explain one-two points
2	4-6	Answers provided will points raised. Knowledge base is generally accurate however ability to evaluate points, if present, will be limited and weak.
3	7-10	Answer has been comprehensively developed with points fully evaluated. Accurate knowledge and understanding demonstrated throughout answer. Good linkage/coherence between points. Good use of vocational vocabulary. The level of evaluation is thorough.