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Surname	Other names
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**Edexcel GCE**

Centre Number

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Candidate Number

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# Health and Social Care

## Unit 7: Meeting Individual Needs

Tuesday 22 January 2013 – Morning

**Time: 1 hour 30 minutes**

Paper Reference

**6944/01**

**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.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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**PEARSON**

**Answer ALL questions. Write your answers in the space provided.**

**1** Read the following case study.

The Stonelodge Hospice is a facility which provides both respite care and nursing care for patients who are terminally ill. Staff at the hospice try to control pain and other symptoms so a person can remain as alert and comfortable as possible.

Services are provided by health and social care professionals and volunteers. The range of practitioners at the hospice includes doctors, registered nurses, respiratory therapists, social workers, chaplains and pharmacists. They give medical, psychological and spiritual support. The goal is to help people who are dying have peace, comfort and dignity. The hospice also provides services to support a patient's family.

The manager of the hospice is Scott who has worked there for five years. His primary focus is on patient care but also in promoting high standards of care.

(a) Identify **two** quality assurance measures which Scott could introduce to promote and maintain standards.

(2)

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2 .....

(b) Scott believes that it is important to recruit well qualified and experienced people.

Explain the importance of effective selection and recruitment.

(4)

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(c) The organisational culture within this hospice is very positive. However, this is not always the case.

Discuss how an organisational culture which is negative could act as a barrier to good quality care.

(6)

Area with horizontal dotted lines for writing the answer.



\*(d) Examine how staff development activities might help promote the quality of care.

(8)

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\*(e) Evaluate the importance of quality assurance procedures in promoting good care practice at The Stonelodge Hospice.

(10)

Area with horizontal dotted lines for writing the answer.

Question 1(e) continues on the next page.



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**(Total for Question 1 = 30 marks)**



2 Read the following case study.

One of the workers at The Stonelodge Hospice is Marian who is a volunteer. Marian was a nurse but retired ten years ago. She began volunteering six years ago and visits the hospice twice a week. She also provides some 'home visit' support.

As a volunteer she campaigns and raises money for the hospice. Some of the sponsored events she has organised have included coffee mornings and sponsored walks. This year she and some other volunteers are taking part in a sky dive to raise money for the hospice.

Marian believes that without the contribution of volunteers the care and services provided by the hospice would be severely restricted.

(a) The hospice is a voluntary organisation.

Explain the difference between a voluntary organisation and a statutory organisation.

(4)

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(b) As a retired nurse, Marian knows the importance of promoting good care practice, for example respecting individual beliefs. Other values she promotes include empowerment and anti-discriminatory practice.

Explain what is meant by the terms:

(i) Anti-discriminatory practice

(4)

(ii) Empowerment

(4)





\* (c) Marian and her friends try to network with the wider community to raise awareness of the care and services provided by the hospice.

Discuss how networking may have a positive impact on the care and services of the hospice.

(8)

A series of horizontal dotted lines for writing the answer.



\* (d) Voluntary organisations and the work of volunteers have become increasingly important in the provision of health and social care services in recent years.

Evaluate the contribution voluntary organisations have made to health and social care service provision.

(10)

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Handwriting practice area with 20 horizontal dotted lines.

**(Total for Question 2 = 30 marks)**



**3** Read the following case study.

Cassie is 42 years of age, married and has two teenage children. She was diagnosed with pancreatic cancer two years ago.

Her treatment has now stopped at her request. She decided that she wanted to enjoy the time left with her family and approached the hospice to provide support and pain relief. Until recently she lived at home. Charlie, a nurse from the hospice, visited her twice a week to monitor her condition.

A few weeks ago Charlie advised her to move to the hospice to allow them to provide more specialist care as her condition was deteriorating. After a discussion with her family, Cassie has agreed to move to the hospice.

'Assessing need' is one of the tasks Charlie will carry out when planning Cassie's care.

(a) Define what is meant by care planning.

(2)

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(b) Explain the benefits that moving to the hospice may have on Cassie's well-being.

(4)

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(c) When in the hospice Cassie will have a range of professionals who will monitor and review her care.

Explain why it is important that Cassie's care plan is reviewed and monitored regularly.

(6)

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\* (d) Charlie and his team give feedback to each other on a regular basis.

Discuss the importance of teamwork in a hospice environment.

10

A series of horizontal dotted lines for writing.



\*(e) The range of practitioners at the hospice includes doctors, registered nurses, respiratory therapists, social workers, chaplains and pharmacists.

Assess the importance of multi-disciplinary working in providing effective care.

(10)

Area with horizontal dotted lines for writing the answer.

**Question 3(e) continues on the next page.**



(Total for Question 3 = 30 marks)

**TOTAL FOR PAPER = 90 MARKS**

