

Mark Scheme (Results)

Summer 2015

Pearson Edexcel GCE in Health and
Social Care (6944/01)

Unit 7: Meeting Individual Needs

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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*

Question Number		Indicative Content
1(a)		<ul style="list-style-type: none"> • To ensure that staff are trained to the highest standards • To ensure that patients are getting top quality care/improves the quality of the service • To ensure that provision and facilities are equal across England / patients get equal access and are not neglected • To ensure that infection control is minimised • To safeguard and protect and work in the interests of patients • To promote good quality care / best standards possible • Identifies staff training needs • Needs of the client are met • Person centred or needs led care is promoted • Patient safety is promoted • Patients are not neglected <p>Accept any other appropriate response</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Weak brief answer
2	3	One point identified and described
3	4	To ensure that staff are trained effectively (1 mark) and therefore clients receive the appropriate care (1 mark). This will ensure that infection is minimised (1 mark) and ensures that standards are consistent across England (1mark)

Question Number		Indicative Content
1(b)		<ul style="list-style-type: none"> • It makes them feel valued / involved in their care • It makes them feel they have a voice / listened to • Patients feel safe • It actively promotes good care e.g. they know something is being done • It reflects a working partnership between the organisation and the service user • Empowers the service user • Builds confidence and reassurance / self esteem • Important part of quality assurance / promotes high standards of care • Promotes service user respect • Issues are addressed • Identifies gaps in provision <p>Accept any other appropriate response and reverse argument can be accepted</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Weak brief answer
2	3-4	One point identified and described
3	5-6	Answer has been comprehensively developed with points fully explained. Accurate knowledge and understanding demonstrated throughout answer. Good linkage/coherence between points. Good use of vocational vocabulary. The level of explanation is thorough and can be reversed reflecting good understanding and application of knowledge.

Question Number		Indicative Content
*1(c)		<p>Pros</p> <ul style="list-style-type: none"> • Monitor overall standards • Providers are kept informed of changes and developments • Identify where improvements can be made • Act as a watchdog for the service users • Protect the interest of service users • Promotes the rights of the service user • CQC can introduce penalties where a provider is at fault <p>Cons</p> <ul style="list-style-type: none"> • Can be influenced by Professionals / sectorial interests • Still doesn't prevent poor practice from occurring • Standards are still variable / inconsistent • Has little legislative power to make changes <p>Accept any other appropriate response</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Answers provided will be brief and vague. May identify points only / no discussion.
2	3-5	Answers provided will describe or explain points. Knowledge base is generally accurate however ability to discuss 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 (d)	<p>1 x 2 for any of the following</p> <ul style="list-style-type: none">• In house training• Bespoke training• Guest speakers• Statutory update training• Team Building• Work Placement/shadowing/experience• Skills training such as NVQ training <p>Accept any other appropriate response</p>

Question Number		Indicative Content
*1(e)		<ul style="list-style-type: none"> • Build skill and knowledge e.g. policy, procedure and legislation • Increases effective communication • Increase in staff morale • Enhances knowledge and professional development of individual • Extends service provision • Increases motivation and confidence • Ensure needs led service • Can reduce complaints • Promotes client wellbeing <p>The opposite of this this can be argued – without continual training patient or service user care declines, skills and knowledge become outdated etc.</p> <p>Accept any other appropriate response</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-3	Answers provided will be brief and vague. May identify points only / no assessment present.
2	4-6	Answers provided will describe or explain points. Knowledge base is generally accurate however ability to assess, if present, will be limited and weak.
3	7-10	Answer has been comprehensively developed with points fully assessed. Accurate knowledge and understanding demonstrated throughout answer. Good linkage/coherence between points. Good use of vocational vocabulary. The level of assessment is thorough and comprehensive.

Question Number		Indicative Content
2(a)		<ul style="list-style-type: none"> • Open access to all sections of society • Full participation by everyone • No one is discriminated / socially excluded • All service users feel a part of the service • No one is turned away or feels left out • Recognises that society is more diverse and some groups do feel left out through legislation • Empowered • Respected • Promotion of self esteem • Normalisation promoted • Choice promoted • Greater rights for individuals • Individual is not judged • Legal requirement to protect and promote rights of certain groups <p>Accept any other appropriate response</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	2 factors identified or 1 factor identified with limited explanation
2	3	2 factors identified and one factor explained
3	4	The importance of diversity and social inclusion means that all individuals will be treated equally (1 mark), they will not be discriminated against on any grounds (1 mark). It means that the individual will be respected for their uniqueness (1 mark) and will feel a part of the service (1 mark).

Question Number		Indicative Content
2(b)(i)		<p>'Advocacy'</p> <ul style="list-style-type: none"> • Someone agrees to speak on another person's behalf e.g. family member • Normally used when the person can't speak on their own behalf • Promotes the service users voice • Ensures that service user's needs are met • Lessens the opportunity for discrimination • Service users has a voice and can express concerns <p>Accept any other appropriate response</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Explanation poor, some coherence/accuracy but very weak

Question Number		Indicative Content
2	3-4	A fuller explanation which reflects knowledge and understanding

Question Number		Indicative Content
2(b)(ii)		<p>'Normalisation'</p> <ul style="list-style-type: none"> • the individual is treated the same as everyone else / individual will be treated as ordinary • individual differences are taken into account when planning care • ensures that the individual is not discriminated against • empowers the individual / needs led • adapting society to fit the individuals needs e.g. home adaptations • measures put in place to promote individual living <p>Accept any other appropriate response DO NOT ACCEPT BEING TREATED AS NORMAL</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Explanation poor, some coherence/accuracy but very weak
2	3-4	A fuller explanation which reflects knowledge and understanding

Question Number		Indicative Content
*2(c)		<ul style="list-style-type: none"> • recognizes the individuality of the individual • ensures needs are met • they are not discriminated against • self-esteem/self-concept/self-image • promotes confidence in service • empowers the individual / individuality • diversity is celebrated • feel valued / respected • increases self-worth • less stereotyping • promotes being treated fairly • equal access to services <p>Opposite can also be argued in that service user's needs will not be met, they will feel under-valued, it may affect their self-esteem etc</p> <p>Staff need to have an awareness of cultural identity.</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Answers provided will be brief and vague. May identify points only / no discussion.
2	3-5	Answers provided will describe or explain points. Knowledge base is generally accurate however ability to discuss 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
*2(d)		<ul style="list-style-type: none"> • mutual understanding is promoted / greater accountability • reduces duplication of service • individual will feel included • individual will be empowered • promotes a team ethos • everyone is aware of their roles and responsibilities • openness and transparency is promoted • service user has confidence in the service • promotes good quality care • resources are used efficiently and effectively • manpower is deployed effectively • service user needs are met <p>Accept any other appropriate response and remember the opposite can be argued</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-3	Answers provided will be brief and vague. May indentify points only/no evaluation.
2	4-7	Answers provided will describe or explain points. Knowledge base is generally accurate however ability to evaluate points, if present, will be limited and weak.
3	8-10	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 and comprehensive.

Question Number	Answer	Mark
3(a)	<p>1 x 2 for correctly stating</p> <ul style="list-style-type: none"> • private sector • voluntary sector <p>Do Not Accept Informal</p>	(2)

Question Number	Indicative Content
3(b)	<ul style="list-style-type: none"> • Someone who is a relative, friend, neighbour (1 mark) and who undertakes to look after someone who is vulnerable (1 mark) takes the strain of the state (1) • Someone who is a relative, friend, neighbour (1 mark) and who provides care which is outside the normal realms of the relationship (1 mark) not qualified carers or medical practitioners (1) provides a wide range of care services in the home (1) <p>Accept any other appropriate response</p>

Question Number	Indicative Content
3(c)	<p>1 x 4 for accurately stated</p> <ul style="list-style-type: none"> • Assessment of individual needs e.g. PIES • Care plan devised • Implementation of care plan • Monitoring of care plan • Reviewing of care plan • Evaluation of care plan

Question Number		Indicative Content
3(d)		<ul style="list-style-type: none"> • Needs will not be met • Conditions may deteriorate • Leads to increase in complaints • Dissatisfaction with service • Client care will decrease • May not get the services they require • Increase risk of further infection • Leads to a lack of choice • Individual is disempowered • Affects the individual's self esteem, depression • Leads to a shortage of equipment and resources • Increase in individual burden e.g. individual may have to travel • Increase pressure on staff and services <p>Accept any other appropriate response</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	2 factors identified or 1 factor identified with limited explanation
2	3	2 factors identified and one factor explained
3	4	A reduction in resources may have an adverse impact on client care such as their needs may not be met (1 mark), their condition may not improve (1 mark). In addition can lead to greater dissatisfaction (1 mark) and clients may be turned away (1 mark).

Question Number		Indicative Content
3(e)		<ul style="list-style-type: none"> • Individuals needs are met • Tailored packages of care • Holistic care is provided • Resources are used effectively • Multi-disciplinary care is employed • Service user is fully involved • Greater levels of satisfaction guaranteed • Promotes independence • Individual feels empowered • Improves overall health and wellbeing <p>The opposite can also be discussed in that if the service user's needs are not planned it means that service users are fitted into existing care, leads to greater frustration, needs are not meet, the service user can be discriminated against etc.</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-2	Answers provided will be brief and vague. May describe/explain one-two points with no discussion.
2	3-5	Answers provided will describe or explain points. Knowledge base is generally accurate however ability to discuss 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
3(f)		<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 • Individual feels valued • Impact on self-concepts • Promotes anti-discriminatory practice etc • Prevents mass increase in numbers being put into residential care <p>Accept any other appropriate response</p>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-3	Answers provided will be brief and vague. May describe/explain one point with no assessment.
2	4-7	Answers provided will describe or explain points. Knowledge base is generally accurate however ability to assess points, if present, will be limited and weak.
3	8-10	Answer has been comprehensively developed with points fully assessed. Accurate knowledge and understanding demonstrated throughout answer. Good linkage/coherence between points. Good use of vocational vocabulary. The level of assessment is thorough.

