



Rewarding Learning
ADVANCED
 General Certificate of Education
 January 2011

Centre Number

71

Candidate Number

Health and Social Care

Assessment Unit A2 9

assessing

Unit 9: Providing Services

[A6H31]



WEDNESDAY 19 JANUARY, AFTERNOON

TIME

2 hours.

INSTRUCTIONS TO CANDIDATES

Write your Centre Number and Candidate Number in the spaces provided at the top of this page.

Write your answers in the spaces provided in this question paper.

Answer **all three** questions.

INFORMATION FOR CANDIDATES

The total mark for this paper is 100.

Quality of written communication will be assessed in questions **1(d)** and **3(c)**.

Figures in brackets printed down the right-hand side of pages indicate the marks awarded to each question or part question.

For Examiner's use only	
Question Number	Marks
1	
2	
3	
Total Marks	

TASK

Carry out an investigation of service provision in relation to clients with *mental health* problems. Your investigation should address the following:

- The needs of clients with mental health problems and how they may be met.
- The advantages and disadvantages of the voluntary sector providing care for clients with mental health problems.
- The funding arrangements related to service provision for clients with mental health problems in the “mixed economy of care”.
- How effective professional codes of practice are in ensuring appropriate care and treatment of clients with mental health problems.
- The importance of charters of rights in helping to ensure appropriate care and treatment of clients with mental health problems and the range of stipulations which may be contained in a charter of rights.
- The role of policies in raising the standards of care for clients with mental health problems.
- The consequences of ineffective team working for clients with mental health problems and the staff who are responsible for their care.
- The importance of legislation – The Care Standards Act 2000, The Mental Health Order 1986 (amended 2004) in promoting the health and well-being of clients with mental health problems.
- The roles of health and social care practitioners who provide care and support for clients with mental health problems.
- Barriers to accessing health and social care services faced by vulnerable clients with mental health problems.

1 Mental health problems can range from schizophrenia and bipolar disorder to drug addiction and eating disorders. Services which cater for clients with various mental health problems are provided by a range of sectors within the “mixed economy”. The number of voluntary and private organisations providing support for clients is significant. These organisations meet a wide range of needs and play a very important role in our communities, nevertheless, some of the most vulnerable clients experience difficulties accessing these invaluable services.

(a) Identify one example of each of the following needs of clients with mental health problems and explain how it may be met by a voluntary organisation.

An emotional need

Example

_____ [1]

Explanation of how need may be met

_____ [2]

A social need

Example

_____ [1]

Explanation of how need may be met

_____ [2]

Examiner Only	
Marks	Remark

A physical need

Example

_____ [1]

Explanation of how need may be met

 _____ [2]

(b) Explain three different types of barriers clients with mental health problems may experience when accessing health and social care services.

1. _____

 _____ [2]

2. _____

 _____ [2]

3. _____

 _____ [2]

Examiner Only	
Marks	Remark

(c) Write down two **different** ways services for people with mental health problems in the following sectors may be funded.

Voluntary sector services

1. _____ [1]

2. _____ [1]

Private sector services

1. _____ [1]

2. _____ [1]

Examiner Only	
Marks	Remark

[Handwriting practice lines consisting of 30 horizontal lines for student answers.]

[12]

Examiner Only	
Marks	Remark
[Blank area for marking and remarks.]	

2 Clients with mental health problems often attend day care settings where they get the opportunity to meet others and to pursue interests and hobbies. They also receive support and advice which aims to empower them and promote their independence. Settings such as these are managed by professionals such as social workers and nurses and often promote clients' rights through charters and policies.

(a) Use the table below to identify three stipulations which might be contained in a "charter of rights" in a day care setting for clients with mental health problems and their benefits for the clients. One example has been completed for you.

<u>Stipulation in Charter of Rights</u>	<u>Benefit to clients</u>
Right to complain	Gives clients a route for redress if care is poor
[1]	[1]
[1]	[1]
[1]	[1]

Examiner Only	
Marks	Remark

(b) Explain two **different** ways each of these three practitioners could provide care for clients with mental health problems.

Psychiatric nurse/mental health nurse

1. _____

_____ [2]

2. _____

_____ [2]

Psychiatrist

1. _____

_____ [2]

2. _____

_____ [2]

Examiner Only	
Marks	Remark

Social worker

1. _____

_____ [2]

2. _____

_____ [2]

Examiner Only	
Marks	Remark

(c) Discuss how the following policies can contribute to the provision of quality care in day care settings for vulnerable clients with mental health problems.

Staff training policy

[3]

Confidentiality policy

[3]

Protection from abuse of vulnerable clients policy

[3]

Examiner Only	
Marks	Remark

Whistle blowing policy

[3]

Examiner Only	
Marks	Remark

3 In 2007 a Community Psychiatric Nurse (CPN) was “struck off” the nursing register for engaging in an inappropriate relationship with a client who had a history of depression. The regulatory body for nurses, the Nursing and Midwifery Council, decided the conduct of the nurse was unacceptable and that he had abused his position. Legislation requires all professionals and all agencies to be accountable for their actions and to work together to ensure vulnerable clients, such as those with mental health problems, are properly cared for.

(a) Discuss two ways each of the following pieces of legislation promotes the care of clients with mental health problems.

The Care Standards Act 2000

1. _____

_____ [3]

2. _____

_____ [3]

Examiner Only	
Marks	Remark

The Mental Health Order 1986 (amended 2004)

1. _____

_____ [3]

2. _____

_____ [3]

Examiner Only	
Marks	Remark

(b) Codes of practice ensure standards in relation to care provision.
Evaluate the reality of this statement.

Examiner Only	
Marks	Remark

[15]

Examiner Only	
Marks	Remark

THIS IS THE END OF THE QUESTION PAPER
