



*Rewarding Learning*

**ADVANCED SUBSIDIARY (AS)**

**General Certificate of Education**

**January 2011**

---

**Health and Social Care**

**Assessment Unit AS 5**

*assessing*

**Unit 5: Adult Client Groups**

**[A3H51]**

**FRIDAY 14 JANUARY, MORNING**

---

**MARK  
SCHEME**

**1 (a)** Explain the following terms: (AO1)

## Disability

Answers may address some of the following points:

Answers reflect the following:

- Loss or reduction of functional ability
- The lack or loss of ability to carry out activities or functions
- Functional limitations to everyday living
- Anatomical, physiological or psychological; abnormality
- The social disadvantage faced by those people who have impairments

All other valid points will be given credit

[1] for key phrase(s) [2] for full explanation

(1 × [2])

[2]

## Advocacy

Answers may address some of the following points:

- A procedure whereby a health and social care worker can speak or act on a client's or patient's behalf
- The health and social care worker can also represent a group, i.e. client's with learning disabilities
- To represent a client/group
- To promote the rights of self advocacy or others, citizen or group advocacy
- To ensure a client's wishes or feelings are considered
- To ensure that a person's rights and interests are represented

All other valid points will be given credit

[1] for key phrase(s) [2] for full explanation

(1 × [2])

[2]

- (b)** The family have a health and social care team to assess and try to meet Gretta's needs and those of her main carers, e.g. her family. Explain two **different** ways each of the following professionals may contribute to the provision of care needs for clients such as Gretta. (AO1, AO2)

Answers may address some of the following points:

**(i)** General practitioner (GP)

Answers may address any two of the following points:

- Provides advice about health issues and problems
- Diagnoses illness
- Assesses/identifies clients' needs
- Is the gateway to a range of other services and professionals – referral
- Writes prescription for medication
- Provides treatment
- Listens to clients' concerns/counselling role
- Can do home visits where a patient is too ill to come to the practice
- Can provide informal carers with advice and support
- Provides check-ups and preventative care

[1] for key phrase(s) [2] for full explanation

(2 × [2])

[4]

**(ii) Social Worker**

Answers may address any two of the following points:

- Identifying and assessing clients needs, e.g. respite care
- Problems solving
- Competing financial assessments and accessing financial support
- Enabling individuals and families to manage their lives more easily
- Identifying plans of care
- Liaising with the multidisciplinary team
- Liaising with relevant agencies – inter-agency working
- Supporting clients
- Managing care plans
- Writing reports
- Contributes to research
- Advocacy
- Support families

All other valid points will be given credit

[1] for key phrase(s) [2] for full explanation

(2 × [2])

[4]

- (c) Discuss two ways the new peer support group, that Gretta attends every week could help meet her social needs. (AO1, AO2, AO3)**

Answers may address some of the following points:

- Individuals relating to one another – making friends, providing opportunities for social contact
- Be part of a group, to be accepted by others, to be able to fit in without feeling awkward and shy – taking part in activities organised by the support group leaders
- Social role is feature of social relationships – Gretta may be given a role within her support group, asked her opinions, and her thoughts and choices valued
- Recreation needs, provides interests leading to new hobbies – being involved in conversations with other members
- Accepted by the group, which gives her confidence
- Gives pleasure and can be satisfying experience – going on trips and outings with the group
- Should not just be group but individual activities
- Gretta's opportunity to meet new and interact with new people/make friends

All other valid points will be given credit

[1] for key phrase(s) [2] for explanation [3] for full discussion

(2 × [3])

[6]

- (d) Identify two examples of private and voluntary organisations that may support clients with learning disabilities. (AO1)

Examples may include two of the following points:

- Voluntary, e.g. Autism NI, Mencap, Down Syndrome Association, PHAB
- Private, e.g. private hospitals, private care home, private practices

[1] for each example

(4 × [1])

[4]

- (e) Informal carers play a significant role in caring for vulnerable members of our society. Explore the role of informal carers such as Gretta's parents, in providing care services for adult clients. (AO1, AO2, AO3, AO4)

Answers may address some of the following points:

- Carers support vulnerable people to lead independent lives in their local community
- Carers can either live with the person or call regularly throughout the day to provide support (can be 24 hour care)
- Carers may minimise risks to clients, e.g. by making sure their home is safe
- Carers can encourage and facilitate regular social contact with family and friends, e.g. taking clients to visit extended family
- Carers enable clients are likely to be happier as they feel loved and valued
- Carers may act as advocates for clients
- Carers perform a range of tasks to meet a variety of physical needs, e.g. cooking, washing, dressing
- Carers can meet emotional needs, e.g. by spending time with clients and showing how much they care
- Carers can meet social needs
- Carers can help clients with their finances, e.g. banking, shopping
- Carers can meet intellectual needs, e.g. by encouraging activities and interests in current affairs

All other valid points will be given credit

[0] is awarded for a response not worthy of credit

### Level 1 ([1]–[3])

Overall impression: basic understanding

- Displays limited knowledge and understanding of the role of informal carers in providing care services for clients such as Gretta
- Limited exploration of the role of informal carers
- Quality of written communication is basic. The candidate makes only a limited attempt to select and use an appropriate form and style of writing. The organisation of material may lack clarity and coherence. There is little use of specialist vocabulary. Presentation, spelling, punctuation and grammar may be such that intended meaning is lost.

**Level 2 ([4]–[6])**

Overall impression: adequate knowledge and understanding

- Displays adequate knowledge and understanding of the role of informal carers in providing care services for clients such as Gretta
- Adequate exploration of the role of informal carers
- Quality of written communication is adequate. The candidate makes a reasonable attempt to select and use an appropriate form and style of writing. Relevant material is organised with some clarity and coherence. There is some use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are sufficiently competent to make meaning evident.

**Level 3 ([7]–[9])**

Overall impression: competent knowledge and understanding

- Displays competent knowledge and understanding role of informal carers in providing care services for clients such as Gretta
- Competent exploration of the role of informal carers
- Quality of written communication is competent. The candidate successfully selects and uses the most appropriate form of style and writing. Relevant material is organised with a high degree of clarity and coherence. There is extensive and accurate use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are of a high standard and ensure that the meaning is clear. [9]

31

- 2 (a) Clients such as Sarah often experience stigma. Explain the meaning of the term stigma. (AO1)

Answers may address some of the following points:

The experience of being labelled and feeling undervalued – as a result of prejudice and discrimination, feeling people are afraid of you or will think less of you because of stereotypical views about mental illness

All other valid points will be given credit

[1] for key phrase(s) [2] for full explanation

(1 × [2])

[2]

- (b) Sarah's care is funded by social services. Write down two advantages of services being provided by the statutory sector for adult clients like Sarah (AO1)

Answers may address any two of the following points:

- No payment required at point of need
- Staff properly trained/better quality care
- Specific needs can often be met
- More reliable than informal or voluntary
- Equipment and resources more likely to be available
- Sector well regulated

All other valid points will be given credit

[1] for each advantage

(2 × [1])

[2]

- (c) As Sarah's illness progresses care professionals, family, and friends may find it difficult to communicate with her. Analyse how staff could use the care value base to provide quality care for clients such as Sarah. (AO1, AO2, AO3, AO4)

Answers may address some of the following points:

- Promote anti-discriminatory practice – e.g. staff could challenge any ageist practice by other staff and report it to the manager.
- Promote client's rights and choices – staff continue to involve the client in planning their care, helping them to choose their daily activities; they support the clients right to an individual, their right to privacy
- Maintain confidentiality – records are locked away securely when they are not being used; only authorised personnel has access to their records.
- Respect personal beliefs and identity – encourage the clients to take part in practising their religious beliefs (if this is their wish); respecting them as a unique individual who has a lifetime of experience and getting to know them as a person
- Promote effective communication – uses verbal and non verbal communication to listen and support the client; staff use clear language; other communication techniques such as pictures, sign language to ensure the client takes part in daily care.

Candidates should use examples to demonstrate how staff use each of the care values to promote quality care.

All other valid points will be given credit

[0] is awarded for a response not worthy of credit

### **Level 1 ([1]–[4])**

Overall impression: basic understanding

- Displays limited knowledge and understanding how staff use each of the care values to promote quality care for clients such as Sarah
- At least two aspects discussed to get the top of this mark band
- Limited, if any, attempt understand how staff use each of the care values to promote quality care
- Quality of written communication is basic. The candidate makes only a limited attempt to select and use an appropriate form and style of writing. The organisation of material may lack clarity and coherence. There is little use of specialist vocabulary. Presentation, spelling, punctuation and grammar may be such that intended meaning is lost.

### **Level 2 ([5]–[8])**

- Overall impression: adequate knowledge and understanding
- Displays adequate understanding of how staff use each of the care values to promote quality care for clients such as Sarah
- Evidence of at least four aspects discussed to achieve at this band
- Quality of written communication is adequate. The candidate makes a reasonable attempt to select and use an appropriate form and syle of writing. Relevant material is organised with some clarity and coherence. There is some use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are sufficiently competent to make meaning evident.

### **Level 3 ([9]–[12])**

- Overall impression: competent knowledge and understanding
- Displays a very good knowledge and understanding of how staff use each of the care values to promote quality care
- Evidence of five aspects discussed to achieve in this mark band
- Quality of written communication is competent. The candidate successfully selects and uses the most appropriate form of style and writing. Relevant material is organised with a high degree of clarity and coherence. There is extensive and accurate use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are of a high standard and ensure that the meaning is clear. [12]

- (d) Clients, like Sarah, who suffer from dementia, can be treated under the Mental Health (NI) Order 1986 as they can become a risk to themselves or others. Discuss how the Order affects the care of adults such as Sarah. (AO1, AO2, AO3, AO4)

Answers may address some of the following points:

- The Order details the rights of people who have a mental disorder and the procedure that must be followed in order to provide them with appropriate care so safeguarding clients such as Sarah
- Ensures assessment of mental health needs is completed
- Emphasises the rights of clients to be treated voluntarily
- Gives powers to health professionals to detain/section someone in the interests of their own safety and the safety of others
- Defines mental disorder in legal terms so clients such as Sarah cannot be detained unless they are diagnosed, i.e. dementia or alzheimer's disease so protecting them from being detained illegally
- Makes it clear what criteria should be used to compulsorily detain clients for observation and/or treatment – this helps to ensure equal/consistent/appropriate treatment for clients
- Protects clients rights by ensuring only specified people can complete forms for detention, e.g. GP, Approved Social Worker, nearest relative
- Mental Health Review Tribunals allow clients to challenge decisions related to compulsory detention
- The Order places a responsibility on local authorities/area boards for securing the treatment and care required with mental health problems – this means they are more likely to have their need met
- Developed a code of practice for mental health staff, thus improving quality of care
- Introduced guardianship to help clients such as Sarah to move back into the community after hospital admission
- Introduced Approved Social Workers to support the rights of people with mental illness, like Sarah, and her relatives
- Established the Mental Health Commission to review the care and treatment – so trying to ensure that Sarah care in hospital would meet the required standards

All other valid points will be given credit

[0] is awarded for a response not worthy of credit

### Level 1 ([1]–[3])

Overall impression: basic understanding

- Displays limited understanding of how the Mental Health Order affects the care of clients such as Sarah
- Limited discussion
- Quality of written communication is basic. The candidate makes only a limited attempt to select and use an appropriate form and style of writing. The organisation of material may lack clarity and coherence. There is little use of specialist vocabulary. Presentation, spelling, punctuation and grammar may be such that intended meaning is lost.



**Level 2 ([4]–[6])**

Overall impression: adequate knowledge and understanding

- Displays adequate knowledge and understanding of the ways the Mental Health Order affects the care of clients such as Sarah
- Adequate discussion
- Quality of written communication is adequate. The candidate makes a reasonable attempt to select and use an appropriate form and style of writing. Relevant material is organised with some clarity and coherence. There is some use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are sufficiently competent to make meaning evident.

**Level 3 ([7]–[9])**

Overall impression: competent knowledge and understanding

- Displays a competent knowledge and understanding of how the Mental Health Order affects the care of clients such as Sarah
- Competent discussion
- Quality of written communication is competent. The candidate successfully selects and uses the most appropriate form of style and writing. Relevant material is organised with a high degree of clarity and coherence. There is extensive and accurate use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are of a high standard and ensure that the meaning is clear. [9]

25

- 3 (a) Social Services have a duty to assess people who are referred with illness or disability and who may benefit from receiving community care services. Analyse how the care planning cycle is applied to these service users. (AO1, AO2, AO3, AO4)

Answers may include the following:

- Clients' needs are assessed as an individual's 'needs-led' assessment
- Package of care delivered which is tailored to the individual client
- Plan is monitored so if client's needs are not being met changes can be made
- Plan is flexible – things can change quite easily
- Plan is reviewed – revision can be made
- Clients must prove eligibility for services – if they don't fall into certain categories they may not get care needed
- Clients and families can contribute to the process
- Keeps clients and families informed

All other valid points will be given credit

[0] is awarded for a response not worthy of credit

#### **Level 1 ([1]–[4])**

Overall impression: basic understanding

- Displays limited understanding of how the care planning cycle is used in health and social care.
- At least two aspects of the care planning cycle are discussed to achieve at the top of this band
- Limited analysis
- Quality of written communication is basic. The candidate makes only a limited attempt to select and use an appropriate form and style of writing. The organisation of material may lack clarity and coherence. There is little use of specialist vocabulary. Presentation, spelling, punctuation and grammar may be such that intended meaning is lost.

#### **Level 2 ([5]–[8])**

Overall impression: adequate knowledge and understanding

- Displays adequate knowledge and understanding of how the care planning cycle is used in health and social care provide care.
- At least four aspects of the care planning cycle are discussed to achieve at the top of this band
- Adequate analysis
- Quality of written communication is adequate. The candidate makes a reasonable attempt to select and use an appropriate form and syle of writing. Relevant material is organised with some clarity and coherence. There is some use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are sufficiently competent to make meaning evident.

**Level 3 ([9]-[12])**

Overall impression: competent knowledge and understanding

- Displays competent knowledge and understanding of how the care planning cycle is used in health and social care
- Answers at the top of this band should discuss all aspects of the care planning cycle
- Competent analysis
- Quality of written communication is competent. The candidate successfully selects and uses the most appropriate form of style and writing. Relevant material is organised with a high degree of clarity and coherence. There is extensive and accurate use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are of a high standard and ensure that the meaning is clear. [12]

- (b)** Explain how four principles of codes of conduct/practice help to promote high standards for clients. (AO1, AO2)

Answers may address some of the following points:

Answers may address any three of the following points:

- Code of conduct sets standards - promotes good quality of care
- Code of conduct informs clients about what they can expect to receive – allows action to be taken against poor practice
- Code of conduct regulates practice within a profession – promotes high standards
- Code of conduct informs and guides practice – promotes standards
- Failing to follow codes of conduct may lead to disciplinary action
- Code of conduct help to ensure fair treatment for all individuals
- Code of conduct improves the quality of care provided
- Code of conduct helps to define roles and responsibilities of professional workers

Accept specific examples found in codes of conduct, e.g confidentiality and anti-discriminatory practice, if linked to provision of quality care award

All other valid points will be given credit

[1] for key phrase(s) [2] for full explanation

(4 × [2])

[8]

- (c) Services provided by health and social care professionals often come from a range of sectors. Explain two **different** ways the following sectors are funded. (AO1, AO2)

Answers may address two of the following points:

Private

- Private payment
- Private health insurance
- Contracts, e.g. with NHS or social services
- Business/bank loan

(2 × [2])

[4]

Voluntary

- Fundraising – sponsored walks, coffee mornings etc.
- Commercial sponsorships
- Contracts with government agencies
- Donations made by individuals, companies or churches
- Bequests/wills
- Street collections
- Lottery funding

[1] for key phrase(s) [2] for full explanation

(2 × [2])

[4]

Statutory

- System of national taxation controlled by central government – Chancellor of the Exchequer identifies available funding
- National Insurance contributions
- Payments by clients, e.g. for meals
- Donations

(2 × [2])

[4]

- (d) Evaluate the mixed economy of care approach to the provision of care services. (AO1, AO2, AO3, AO4)

Answers may address some of the following points:

Strengths of mixed economy of care

- Higher standards of care due to competition
- Greater choice for clients
- Greater flexibility
- Competition means better value for money
- Sense of community strengthened
- Allows social services to have a more focused role
- Less expensive for government

Weaknesses of mixed economy of care

- service provision can be patchy
- quality may be lowered as services outside the statutory sector are not as well regulated
- increased costs – private needs to make a profit

- unreliability – private and voluntary organisations can go out of business or may disappear
- dismantles the welfare state
- clients using voluntary sector services may feel stigmatised
- critics argue that clients who have paid tax and national insurance have the right to be cared for by state

All other valid points will be given credit

[0] is awarded for a response not worthy of credit

**Level 1 ([1]–[4])**

Overall impression: basic understanding

- Displays limited knowledge of the ‘mixed economy’ approach to providing services for adult clients
- Little or no evidence of analytical writing – only strengths or only weakness may be discussed
- Quality of written communication is basic. The candidate makes only a limited attempt to select and use an appropriate form and style of writing. The organisation of material may lack clarity and coherence. There is little use of specialist vocabulary. Presentation, spelling, punctuation and grammar may be such that intended meaning is lost.

**Level 2 ([5]–[8])**

Overall impression: adequate knowledge and understanding

- Displays adequate knowledge of the ‘mixed economy’ approach to providing services for adult clients
- At least two strengths and two weakness of the ‘mixed economy’ to providing services for adult clients should be discussed to achieve at the top of this mark band
- Quality of written communication is adequate. The candidate makes a reasonable attempt to select and use an appropriate form and syle of writing. Relevant material is organised with some clarity and coherence. There is some use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are sufficiently competent to make meaning evident.

**Level 3 ([9]–[12])**

Overall impression: competent knowledge and understanding

- Displays a very good knowledge of the ‘mixed economy’ approach to providing services for adult clients
- Good evidence of analysis – more than three strengths and three weaknesses of the ‘mixed economy’ approach to providing services for adult clients should be discussed to achieve in this mark band
- Quality of written communication is competent. The candidate successfully selects and uses the most appropriate form of style and writing. Relevant material is organised with a high degree of clarity and coherence. There is extensive and accurate use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are of a high standard and ensure that the meaning is clear. [12]

**Total**

AVAILABLE  
MARKS

44

**100**