



Rewarding Learning

**ADVANCED
General Certificate of Education
2015**

Health and Social Care

Assessment Unit A2 9

assessing

Unit 9: Providing Services

[A6H31]

WEDNESDAY 13 MAY, MORNING

**MARK
SCHEME**

General Marking Instructions

Introduction

Mark schemes are published to assist teachers and students in their preparation for examinations. Through the mark schemes teachers and students will be able to see what examiners are looking for in response to questions and exactly where the marks have been awarded. The publishing of the mark schemes may help to show that examiners are not concerned about finding out what a student does not know but rather with rewarding students for what they do know.

The Purpose of Mark Schemes

Examination papers are set and revised by teams of examiners and revisers appointed by the Council. The teams of examiners and revisers include experienced teachers who are familiar with the level and standards expected of students in schools and colleges.

The job of the examiners is to set the questions and the mark schemes; and the job of the revisers is to review the questions and mark schemes commenting on a large range of issues about which they must be satisfied before the question papers and mark schemes are finalised.

The questions and the mark schemes are developed in association with each other so that the issues of differentiation and positive achievement can be addressed right from the start. Mark schemes, therefore, are regarded as part of an integral process which begins with the setting of questions and ends with the marking of the examination.

The main purpose of the mark scheme is to provide a uniform basis for the marking process so that all the markers are following exactly the same instructions and making the same judgements in so far as this is possible. Before marking begins a standardising meeting is held where all the markers are briefed using the mark scheme and samples of the students' work in the form of scripts. Consideration is also given at this stage to any comments on the operational papers received from teachers and their organisations. During this meeting, and up to and including the end of the marking, there is provision for amendments to be made to the mark scheme. What is published represents this final form of the mark scheme.

It is important to recognise that in some cases there may well be other correct responses which are equally acceptable to those published: the mark scheme can only cover those responses which emerged in the examination. There may also be instances where certain judgements may have to be left to the experience of the examiner, for example, where there is no absolute correct response – all teachers will be familiar with making such judgements.

- 1 (a) The voluntary sector is part of the 'mixed economy of care'. Write down the other three sectors. (AO1)

Answers:

- private sector
- statutory sector
- informal sector

(1 × [3])

[3]

- (b) Explain three ways voluntary sector services are funded. (AO1, AO2)

Answers may address any three of the following:

- lottery
- street collections
- bequests
- fundraising events
- government contracts
- sponsorships
- donations
- proceeds from charity shops
- grants from businesses or government

[1] for key phrase/s [2] for explanation

(3 × [2])

[6]

- (c) Explain four different ways voluntary organisations might support service users with mental health problems. (AO1, AO2, AO3)

Answers may address any four of the following points:

- supporting employment opportunities
- providing financial support
- providing equipment
- providing practical help, e.g. shopping and cooking
- providing counselling services
- providing assistance with obtaining benefits
- providing opportunities for service users to socialise, e.g. outings, support group
- providing emotional support, e.g. 24 hour helplines
- supporting service users with making and attending medical appointments
- befriending services
- providing advocacy services
- providing assistance with managing finances
- giving information and advice, e.g. on employment
- may meet nutritional needs through meals on wheels
- respite services/holiday breaks
- providing assistance with transport, e.g. to and from appointments
- providing direct care, e.g. help with maintaining personal hygiene
- provide accommodation
- provide holistic therapies
- run day centres

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- provide skills training/education programmes

All other valid responses will be given credit

[1] for key phrase/s [2] for explanation

(4 × [2])

[8]

- (d) Discuss three advantages and three disadvantages of the voluntary sector providing care and support for service users with mental health problems. (AO1, AO2, AO3, AO4)

Answers may address any three of the following advantages and any three of the following disadvantages.

Advantages

- voluntary organisations are usually quite responsive to need – they can set up and provide support for service users with mental health problems in a short space of time
- voluntary organisations are less bureaucratic and so can meet needs of service users more quickly
- voluntary organisations are quite flexible – less need to rigorously check if service users with mental health problems are entitled to access services provided as is the case in the statutory sector
- voluntary organisations provide valuable opportunities for service users with mental health problems to get support the statutory sector is unable to provide because of cost – social outings, support groups, hobbies, breaks, training and employment opportunities and various activities, e.g. swimming, exercise
- voluntary organisations can provide 24 hour emotional support for service users with mental health problems who may be feeling desperate, e.g. a personal contact who can be telephoned
- voluntary organisations are often staffed by volunteers who have personal experience of the range of issues affecting service users and so they are usually very sympathetic to the needs of service users and their families
- voluntary organisations can provide specialised information, e.g. in leaflets or on their website which supports service users to develop an understanding of their condition and of the treatment and support available
- usually local provision, meaning easier access for many service users with mental health problems and so getting the care they need in their own community
- voluntary organisations strive to reduce stigma and increase acceptance of service users with mental illness in the community, so service users may be more likely to seek help
- voluntary organisations can provide highly specialised care and support for specific conditions, e.g. for eating disorders
- service users with mental health problems can enjoy additional services such as holistic therapies which they might otherwise not be able to afford as these are usually free or for a very nominal cost in the voluntary sector
- voluntary organisations have a key role to play in supporting service users through advocacy

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Disadvantages

- volunteers who work in voluntary sector organisations may not be trained or have only basic training and this can be a problem particularly when dealing with service users who have mental health problems – they may not pick up on key indicators of well-being that trained staff in the statutory sector may pick up on, e.g. indicators of potential to self-harm
 - voluntary organisations may be unreliable because of funding difficulties or because of personnel difficulties and so may be available one month but not the next and this can leave people with mental health problems feeling very let down
 - there can be a lack of accountability in some voluntary sector organisations because they are subject to less scrutiny than public sector services and this can mean that services may not be properly managed so service users' needs may not be met
 - provision of services by voluntary sector organisations may be “patchwork”; this means the service may be available in some areas but not others and this is unfair for those who live in the areas not serviced
 - service users may be at greater risk of being abused as a result of accessing voluntary sector organisations which are not as closely regulated as services in the statutory sector might be
 - voluntary sector may not be able to meet the needs of service users with serious mental illnesses
 - some people may feel there is a stigma to using the voluntary sector, e.g. concerned about volunteers being people they know
- All other valid responses will be given credit.

Level 1 ([1]–[4])

Overall impression: basic

- displays limited knowledge of the advantages and disadvantages of the voluntary sector providing care and support for service users with mental health problems.
- there is 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 not clear.

Level 2 ([5]–[8])

Overall impression: adequate

- displays adequate knowledge of the advantages and disadvantages of the voluntary sector providing care and support for service users with mental health problems.
- answers which focus **only** on the advantages **or only** on the disadvantages of the voluntary sector providing care cannot achieve more than six marks
- 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 ([9]–[12])

Overall impression: competent

- displays good knowledge of the advantages and disadvantages of the voluntary sector providing care and support for service users with mental health problems
- there must be clear application to the service user group to achieve in this band
- there is competent discussion
- at the top of this mark band candidates should discuss three advantages and three disadvantages of the voluntary sector providing care and support for service users with mental health problems
- quality of written communication is competent. The candidate successfully selects and uses the most appropriate form and style of 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.

[0] will be awarded for a response not worthy of credit

[12]

29

- 2 (a) Explain four reasons for the increase in the number of people with mental health problems in Northern Ireland. (AO1, AO2)

Answers may address any four of the following points:

- improvements in diagnosis and treatments, e.g. improvements in diagnosing children & adolescents
- the economic recession and effects of same on employment, housing etc
- increase in drug and alcohol abuse leading to mental health problems
- less stigma so more people coming forward for help
- increase in PTSD linked to Northern Ireland coming out of conflict
- increased life expectancy is a factor as many older people suffer from mental illness, e.g. dementia, depression
- increased knowledge and understanding amongst professionals and the public, leading to increased referrals for assessment and diagnosis
- increase in immigrant communities – increased susceptibility to mental health problems linked to poor living conditions and employment conditions, isolation, discrimination etc.
- increase in use of social media linked to supporting behaviours

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associated with eating disorders or bullying causing mental health problems

Other valid responses will be given credit.

[1] for key phrase/s [2] for explanation

(4 × [2])

[8]

(b) (i) Explain two ways the community psychiatric nurse (CPN) might support service users with mental health problems living in the community. (AO1, AO2)

- can provide acute/emergency care and out-of-hours cover
- may act as an advocate for the service user
- may be responsible for care planning. Accept discussion of separate aspects of care planning (assessing, planning, implementing, monitoring, review, evaluation)
- may liaise with other health care practitioners, e.g. GP, psychiatrist, psychologist
- may administer medication or prescribe if a specialist nurse practitioner
- may provide support for and give advice to informal carers who help to look after/live with service users in the community
- may support service users to become more independent, e.g. life skills development activities
- may refer service users to other professionals and/or agencies
- may attend case conferences
- may arrange for a service user to attend a day centre
- may provide therapeutic interventions
- may run support groups for service users or carers
- may provide information leading to detention
- conducts home visits to check service users are coping, e.g. eating well
- may carry out risk assessments, e.g. on how well a service user is coping living independently

Other valid responses will be given credit.

[1] for key phrase/s [2] for explanation

(2 × [2])

[4]

(ii) Discuss two **other** ways a mental health social worker supports service users with mental health problems. (AO1, AO2, AO3)

Answers may address two of the following:

- may be involved in the process of compulsory admission to hospital – detention
- supervise admission to hospital for service users who are detained
- produce evidence of need for detention of service user having consulted other relevant professionals and individuals
- may liaise with police and/or ambulance personnel if need

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arises – if there is a danger of physical harm to service user or others

- liaise with other health care workers, e.g. occupational therapist, CPN, GP, psychiatrist
- may organise case conferences
- may be involved in seeking guardianship
- may give advice or information on range of relevant issues, e.g. benefits
- may make referrals to other agencies such as PRAXIS for social support for service users
- organise a care plan/care package
- may liaise with informal carers/nearest relative regarding care provision for service users
- may liaise with training colleges to find appropriate courses for service user with mental health problems
- may write reports for courts/legal hearings and attend with service users
- may arrange for advocacy services or act as an advocate
- may provide direct emotional support/counselling
- may organise appropriate housing for service users
- may support the service user to find employment in the community

All other valid responses will be given credit.

[1] for key phrase/s [2] for adequate discussion, [3] for fuller discussion

(2 × [3])

[6]

- (c) Discuss four advantages and four disadvantages of care in the community for service users with mental health problems. (AO1, AO2, AO3, AO4)

Answers may address four of the following advantages and four of the following disadvantages

Advantages

- promotes a sense of normalisation/avoids effects of institutionalisation
- promotes social integration which is positive for service users with mental health problems
- reduces stigma associated with mental illness/hospitalisation
- promotes independence and self-esteem in service users
- sustains family and social contacts for service users with mental health problems
- promotes empowerment
- promotes a sense of belonging
- means service users with mental health problems are able to stay at home in family environment

Disadvantages

- patchwork provision can mean provision of care is piecemeal and

- so needs of service users may not be met
 - lack of funding has meant that implementation of community care has been poor and so needs of service users often not met
 - lack of support for service users in the community due to problems with implementation – failure to support service users in the community – too many service users and not enough staff
 - poor risk assessment leading to problems for service user and wider community
 - lack of adequate support and monitoring when service users move into the community from hospital to supported living
 - not suitable for service users with severe mental health problems
 - service users with mental health problems may experience isolation
 - many service users have to deal with discrimination, stereotyping and stigma and this can contribute to their mental health problems
 - living in the community can lead to increased vulnerability to physical or financial abuse
 - family may be burdened with caring role so service users may feel guilty
 - cost of community care for Trusts
- All other valid responses will be accepted.

Level 1 ([1]–[4])

Overall impression: basic

- displays limited knowledge of the advantages and disadvantages of care in the community for service users with mental health problems
- there is 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 not clear.

Level 2 ([5]–[8])

Overall impression: adequate

- displays adequate knowledge of care in the community for service users with mental health problems
- there is adequate discussion
- answers which focus **only** on the advantages **or only** on the disadvantages of the voluntary sector providing care cannot achieve beyond this band
- 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 ([9]–[12])

Overall impression: competent

- displays very good to excellent knowledge of the advantages and disadvantages of care in the community for service users with mental health problems
- there is competent discussion
- at the top of this mark band candidates should discuss three advantages and three disadvantages
- quality of written communication is competent. The candidate successfully selects and uses the most appropriate form and style of 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.

Level 4 ([13]–[15])

Overall impression: highly competent

- displays very good to excellent knowledge of the advantages and disadvantages of care in the community for service users with mental health problems
- there must be clear application to the service user group to achieve in this band
- there is highly competent discussion
- at the top of this mark band candidates should discuss all four advantages and all four disadvantages in detail
- quality of written communication is excellent. The candidate successfully selects and uses the most appropriate form and style of writing. Relevant material is extremely well organised with the highest degree of clarity and coherence. There is extensive and accurate use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are of the highest standard and ensure that meaning is absolutely clear.

[0] is awarded for a response not worthy of credit [15]

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3 (a) (i) Explain what is meant by the term “detention”. (AO1, AO2)

Answers should include the following:

- detention is when a patient with a mental disorder who is a risk to themselves or others, is admitted against their will to a psychiatric unit for compulsory assessment and/or treatment.

[1] for key phrase/s [2] for explanation [2]

(ii) Identify three persons who may be involved in the process of “detention”. (AO1)

Answers may include any three of the following:

- GP
- approved social worker

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- nearest relative
- psychiatrist (in emergency only)
- hospital doctor (in emergency only)
- hospital nurse (in emergency only)

Also accept PSNI, ambulance personnel, responsible medical officer (RMO), CPN, psychiatric/mental health nurse, a doctor not involved in the initial assessment

(3 × [1])

[3]

- (b) Discuss how the Mental Health (NI) Order 1986/amended 2004 aims to safeguard the rights of service users. (AO1, AO2, AO3)

Answers may include the following points:

- it clearly defined mental disorders, thus protecting some service users from detention, e.g. alcohol and drug users
- it identified named professionals who have to be specifically trained to safeguard service user's rights in the detention process
- it identified the concept of nearest relative to protect the patient's interests
- it set up the Mental Health Commission to check that the procedures followed were fair to the patient
- it introduced admission and treatment without compulsion as a key principle, giving patients the right to admit themselves for treatment by choice
- it sets out clear grounds and time periods for compulsory admission so that patients can't be unnecessarily detained
- it sets out conditions for appeal
- it provided service users with the right to a tribunal
- it makes provision for guardian ad litem which should mean better protection for service users
- it authorises the appointment of a financial officer to oversee service users' finances to ensure prevention of exploitation

All other valid responses will be given credit.

Level 1 ([1]–[3])

Overall impression: limited

- Displays limited knowledge and understanding of how the Mental Health (NI) Order 1986/amended 2004 aims to safeguard the rights of service users
- There is 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 not clear.

Level 2 ([4]–[6])

Overall impression: adequate

- Displays adequate knowledge and understanding of how the

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Mental Health (NI) Order 1986/amended 2004 aims to safeguard the rights of service users

- There is 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

- Displays good to excellent knowledge and understanding of how the Mental Health (NI) Order 1986/amended 2004 aims to safeguard the rights of service users
- There is competent discussion
- Quality of written communication is competent. The candidate successfully selects and uses the most appropriate form and style of 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

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

[9]

- (c) Discuss how the following policies should protect patients in a psychiatric hospital. (AO1, AO2, AO3, AO4)

Answers may discuss some of the following points

Whistle blowing policy

- providing staff with a framework for reporting practice which is not appropriate, protects patients so that it can be dealt with and prevented from recurring
- gives staff the confidence to report poor practice of colleagues, including staff senior to them
- helps to create a safer environment for service users
- helps to eliminate bad practice and so service users are much more likely to experience appropriate care and treatment
- staff know inappropriate behaviour may be reported and risk losing their job and so this helps to protect patients by acting as a deterrent
- provides a route for disciplinary action against those who are guilty of misconduct so they can be dismissed from their job consequently this helps to protect vulnerable service users
- creates an awareness among staff of the need to provide appropriate care and treatment at all times

All other valid points will be given credit.

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Level 1 ([1]–[2])

Overall impression: basic

- displays limited knowledge of how the policy should protect patients in a psychiatric hospital
- there is limited discussion.

Level 2 ([3]–[4])

Overall impression: adequate

- displays adequate knowledge of how the policy should protect patients in a psychiatric hospital
- there is adequate discussion.

Level 3 ([5]–[6])

Overall impression: competent

- displays very good knowledge of how the policy should protect patients in a psychiatric hospital
- answers at the top of this mark band will discuss in detail how the policy should protect patients in a psychiatric hospital

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

[6]

Safeguarding vulnerable adults policy

- sets out clear lines of responsibility and reporting so that staff know exactly what to do if they suspect an adult with a mental illness is being abused – protects patients from danger
- defines abuse – gives staff a better understanding of what constitutes abuse in order to minimize the chances of it occurring
- requires staff to be checked by police and social services in order to avoid exploitation and abuse of vulnerable adults – Access NI vetting prior to employment can protect patients from being cared for by inappropriate staff
- identifies signs and symptoms of abuse so staff can recognise if it is happening and take action to protect patients
- may include aspects of security related to safeguarding, e.g. exit and entry

All other valid points will be given credit.

Level 1 ([1]–[2])

Overall impression: basic

- displays limited knowledge of how the policy should protect patients in a psychiatric hospital
- there is limited discussion.

Level 2 ([3]–[4])

Overall impression: adequate

- displays adequate knowledge of how the policy should protect patients in a psychiatric hospital
- there is adequate discussion.

Level 3 ([5]–[6])

Overall impression: competent

- displays very good knowledge of how the policy should protect patients in a psychiatric hospital
- there is competent discussion.

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

[6]

- (d) Discuss how staff in a psychiatric hospital may meet the needs of patients. (AO1, AO2, AO3, AO4)

Answers may include the following points:

- physical needs such as nutrition, medication, mobility and safety needs and personal hygiene needs may be met through providing regular meals, medication, assistance with walking, assistance with washing and dressing and feeding, safety and security in the setting
- intellectual needs such as need for stimulation or knowledge can be met through providing activities like reading or hobbies based on patients' preferences, opportunities for games, availability of IT, learning new skills, provision of information about condition, involvement in discussions regarding own care and treatment where practicable, providing access to newspapers, television
- emotional/psychological needs such as the need for positive self-esteem, a sense of belonging, or emotional well-being, sense of safety and security can be met by personalising own spaces, showing respect through communication, supporting patients to make decisions about clothing, activities, food etc., reassuring patients with regards to safety and security of the building, positive reinforcement of progress, e.g. in learning new skills, facilitating worship to meet spiritual needs where appropriate, listening to service users who want to talk, provision of prescribed care, e.g. counselling
- social needs such as the need for communication and friendship can be met by providing patients with opportunities to socialise, have regular contact with own family and friends, e.g. through visiting policy, provision of opportunities to interact with others and develop friendships, provision of IT equipment and access to communication systems where appropriate

All other valid responses will be given credit.

Level 1 ([1]–[3])

Overall impression: basic

- displays limited knowledge of how staff in a psychiatric hospital might meet the needs of patients
- there is 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 not clear.

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Level 2 ([4]–[6])

Overall impression: adequate

- displays adequate knowledge of how staff in a psychiatric hospital might meet the needs of patients
- there is adequate discussion
- to achieve at this level candidates should discuss how staff can meet at least two types of needs
- 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

- displays very good to excellent knowledge of how staff in a psychiatric hospital might meet the needs of patients
- there is competent discussion
- to achieve at this level candidates should address at least three types of needs
- quality of written communication is competent. The candidate successfully selects and uses the most appropriate form and style of 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.

Level 4 ([10]–[12])

Overall impression: highly competent

- displays very good to excellent knowledge of how staff in a psychiatric hospital might meet the needs of patients
- there is highly competent discussion and clear application to the service user group
- to achieve at this level all four types of needs must be addressed
- at the top of this level candidates should discuss in detail how staff can meet the physical, intellectual, emotional and social needs of the service users
- quality of written communication is excellent. The candidate successfully selects and uses the most appropriate form and style of writing. Relevant material is extremely well organised with the highest degree of clarity and coherence. There is extensive and accurate use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are of the highest standard and ensure that meaning is absolutely clear.

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

[12]

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Total**100**AVAILABLE
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