

BTEC Level 3 National in Health and Social Care



Health and Social Care

Sample Marked Learner Work

External Assessment- January 2018

Unit 2: Working in Health and Social Care

Question 1a

Case Study Scenario 1: Ill Health

Bill has been diagnosed with dementia and is a resident in a care home. Bill's care worker is Rosin. She knows Bill well and talks to him as often as possible during the day. Bill will sit quietly for long periods of time, but has outbursts of anger and he shouts at the other residents.

Bill is losing weight and has already been diagnosed as having type 2 diabetes. At first, Bill was put onto a special diet. For some time Bill's diabetes was only managed by diet, but he now also needs to take medication in the form of tablets. Rosin is concerned about how Bill will react to the new diabetes treatment because he is becoming increasingly aggressive. Bill's family live in Australia so Rosin will take on the role of his advocate.

Identify **two** other health and social care professionals who could work with Bill.

(2)

Higher scoring response

Social worker
doctor

Both these workers are correct for full marks.

The candidate has addressed the command verb "identify" and just stated the names of the health and social care professionals.

Lower scoring response

Residential social worker
domiciliary care.

The social worker is correct, but domiciliary care is incorrect.

A care worker is already given in the scenario and the question asks for another health and social care worker. There are a number of possible answers such as: doctor, nurse, occupational therapist, care manager, support worker, pharmacist, psychiatrist and consultant.

Q 1b Higher Scoring Response

(b) Rosin has the role of Bill's advocate.

Describe **two** other day-to-day duties Rosin could have in her work as Bill's care worker.

(4)

1 Rosin will make sure Bill has had the right medication everyday and that he has the right dosage each day.

2 Rosin will also make sure that Bill eats the correct food for his special diet & and make sure he is dressed and washed each day.

Firstly, this answer identifies and describes Bill's medication needs.

Secondly, his personal care re food is described correctly (according to the command verb) to meet the special dietary requirement for his diabetes.

Lower scoring response

Rosin can undertake
1 ~~personal care duties~~ personal care duties such as, washing, dressing and cleaning.

(4)

2 Help provide feeding assistance to service user who can't or find it difficult to feed themselves.

The candidate identifies and describes personal care needs re washing in the first paragraph, but then repeats personal care in the second paragraph. The personal care point is stated and could have gained an extra mark by the support with washing to keep Bill clean/hygienic. In order to score two additional marks, the candidate could have made a different point re providing some leisure or creative activities for Bill within a safe and supportive setting.

Question 1c

Higher scoring response:

(c) Explain the responsibilities the care home's management has to make sure their staff are safe.

(6)

The care home management and the care managers have important responsibilities to make sure everyone in the building including staff are safe. They must supply any personal protection equipment (PPE) ^{under the HSWA act.} if appropriate for the job in order to maintain safety and prevent infection. They are responsible for making sure care standards are kept high and all care is delivered to the best standard following policy and procedure. Managers must make sure that policies and procedures that are written in line with the law are set in place clearly and so all staff understand and follow these policies & procedures. This is important to maintain safety and reduce any mistakes or injuries such as cuts / needle stick injuries if policies and procedures are not followed. Additionally risk assessments need to be carried out in health and social care settings to make sure staff and other individuals are safe. i.e. risk assessments help highlight potential risks and then monitor and show ways to prevent these risks through policy and procedures. Without risk assessments staff could fall over cables and injure themselves causing a health risk.

At Level 3, this response is clear and succinct but shows a thorough knowledge and understanding with comprehensive linkages to focus on staff safety. The candidate identifies and describes (according to the correct command verb) the importance of PPE and checking that equipment is safe for staff to use. There is reference to policies and procedures and training to raise staff awareness about safety.

Also the use of risk assessments means that potential hazards can be identified and strategies /actions then put in place to prevent injury to staff.

Lower scoring response

- (c) Explain the responsibilities the care home's management has to make sure their staff are safe.

(6)

A care manager would provide leadership to the other services the service user might have providing co-ordination between the services. A care manager would also provide supervision of the care provided by the services that the service user may have maintaining a standard of care preventing any discrimination or mistreatment towards the service user or other services that the service user may have.

There is no rewardable material. The candidate does not answer the set question and appears to be focusing on service user safety, instead of staff safety.

Question 1d

Higher scoring response

(d) Discuss the possible advantages and disadvantages of partnership working to manage Bill's changing health conditions.

(8)

The advantages of partnership working is that ~~include~~ they are providing holistic approach in order to meet the ~~var~~ Bill's wide range of needs such as helping him to control his diabetes and anger problems. Working in partnership means that they would work in a team to identify gaps when meeting ^{his} needs. In addition to that, they would be able to share enhance ~~with~~ communication and ensure that they have one aim, one goal in order to meet Bill's need. Likewise, it would be beneficial to Bill, because he ~~also~~ doesn't have to repeat himself. Working in partnership promotes individuals to express their needs and preferences and allows them to feel as a whole. Not to be forgotten, professionals would be sharing experience and knowledge between each other, ~~with~~

However, there could be poor communication, professionals could be confused on their roles and responsibilities and not knowing how to provide effective support. Likewise there could be lack of specialisation and different ~~it~~ skills. In regards to confidentiality, professionals would not be sure on who to share information with. This could be the main issue about sharing individuals personal information. Finally, there could **(Total for Question 1 = 20 marks)** be lack of funding and this would break partnerships because they can't afford certain services.

This candidate has a sound understanding of partnership working and provides a balanced response discussing (command verb) both the advantages and the disadvantages. Ideas are explained and developed; as seen in the final sentence where reference to a lack of funding could cause partnerships to fail since certain services are too costly and cannot be provided to support Bill.

Lower scoring response

- (a) Discuss the possible advantages and disadvantages of partnership working to manage Bill's changing health conditions.

(8)

The advantages of services working together include more co-ordination between the services creating less conflict between them and allowing them to solve ~~any~~ his health conditions more efficiently. The disadvantages of services working together include that there may be an increase of conflict due to poor management making ~~Bill's~~ the help of Bill's health conditions become inefficient.

This candidate has some sound basic knowledge and understanding but there is limited development. The answer does provide some balance in providing an advantage and a disadvantage, but it is very brief with limited discussion and only at level 1. In order to move into level 2, the candidate would need to provide more expanded ideas discussed such as for example the advantage of a range of services and specialists providing better and quicker access to treatments for Bill.

Question 2a

Higher scoring response

Answer ALL questions. Write your answers in the spaces provided.

Case Study Scenario 2: Learning Disability

Kiaan is a residential social worker in a residential care home for young people with learning disabilities. A few of these young people have complex needs. Some of them have mental health issues and take prescribed medication.

There are quite a few unqualified staff working in the care home and Kiaan is concerned about the safety of the service users. Last week he overheard a support worker shouting at Tara, an 18-year-old resident.

Tara and her parents are Jehovah's Witnesses. Tara is keen to continue her education and would like to eventually have a job. She loves children and would like to start her own family once she finds a suitable partner with similar views to her, as a Jehovah's Witness.

- 4 (a) Describe how **one** named organisation could regulate this care home.

(2)

CQC, care quality commission could monitor, inspect and then grade this care home against national standards. After regular inspections a report is then given back to the care home manager or with how to improve the standard of care.

Good response: CQC named (1) by inspection (1)

Lower scoring response

- 2 (a) Describe how **one** named organisation could regulate this care home.

(2)

Ofstead could regulate this care home.

0 mark. Incorrect answer.

The correct answer could be the CQC (Care Quality Commission), CSSIW (Care and Social Services Inspectorate) or RQIA (Regulation and Quality Improvement Authority) for 1 mark.

The other mark could be a description of what they do e.g. visit /observe, interview staff, interview service users/relatives, publish a report, follow up complaints for 1 mark.

Question 2b

Higher scoring response

(b) Describe **two** ways that Kiaan could raise his concerns about his work setting.

(4)

1. Whistle blowing - Kiaan could raise this issue of misconduct with a higher member of staff for example management. And they should then take appropriate action.
2. Kiaan could also contact CQC or another organisation and explain the situation, they may then come in and inspect the care home and improve anything not up to standard.

Good response: full marks. Whistleblowing (1), issue of misconduct (1), refer to management (1), inspection to improve standards (1)

Lower scoring response

(b) Describe **two** ways that Kiaan could raise his concerns about his work setting.

(4)

1. Kiaan can complain to the care manager about how the unqualified care workers are a risk to the care residents as they ~~may~~ may not be greeting them properly.
2. Kiaan can also talk to the unqualified care workers and try to make them understand the importance of their job and how to treat the care residents.

Poorer response: 2 marks. Complain to care manager (1), service users at risk (1) however, no marks awarded for the second paragraph. The candidate could have gained an additional 2 marks by making reference to the Whistleblowing process made to an external agency such as the CQC or to the media because of concerns about the poor quality of care being offered to the service users.

Question 2c

Higher scoring response

(c) Explain how the care home staff are accountable to professional bodies.

(6)

Care home staff are accountable to the HCPC. They are accountable as they set out their own code of conduct to follow and their guidelines. They are also accountable as they have to ensure that they keep up their registration with the HCPC, which allows them to practise. The HCPC can take away a person's registry which would stop them from being able to work. They put disciplinary procedures in place for if they make errors or misdemeanours. The care worker must reflect on the care they do and do regular training. They are accountable as without the HCPC they can't practise. They must also complete continuing professional development to see how to better their care and follow all the guidelines of the HCPC.

Good response : Level 3 good knowledge and understanding of staff accountability to an appropriate and named professional body(HCPC). The candidate has a good understanding of what accountability means within this context and provides detailed and appropriate evidence which is clearly explained (according to the correct command verb).

Lower scoring response

(c) Explain how the care home staff are accountable to professional bodies.

(6)

The care home are responsible for the staff they let into work with them. So it is important for them to be aware of how they are treating their patients. The patients rights are to be treated with respect and if that is not being given by staff this is unacceptable and should be punishments in place for the staff who break the rules.

Weaker response: no rewardable material.

The candidate does not answer the questions and appears to be unaware about the meaning of the term "professional bodies" (yet stated clearly within the specification). The candidate could have stated reference to the HCPC or NMC in this context and explained the training and education updates required and ongoing professional development and training for revalidation procedures. There could have been some reference to professional codes of conduct and standards, such as the safeguarding regulations, for example.

Question 2d

Higher scoring response

(d) Discuss issues that could arise from the promotion of Tara's rights and choices.

(8)

As Tara has complex needs and mental health problems promoting her rights can cause problems. Tara may want to make a choice which is not safe or for her best interest, without stopping her she may injure herself. Tara may not be able to make the right decision therefore by promoting her choices could endanger her. Tara also may want to do something however due to her learning difficulties may need a carer to go with her, if there isn't funding in place for this then it would not occur. As Tara wants to have a job that is her choice which she is entitled to however she may struggle to find an employer to take her on. Due to her needs she may be discriminated against and not offered jobs. However she may be given a job but not the support she needs in the job. As Tara wants to have children they could be an issue of would the child be safe. They would have to assess whether she could care for herself and her child, if her

Good response: Level 3 response providing an appropriate discussion giving details appropriate to the scenario. The candidate is aware of some possible conflicts between what Tara wants and what is safe for her or for her child, for example. The command verb "discuss" is addressed.

Lower scoring response

(d) Discuss issues that could arise from the promotion of Tara's rights and choices.

(8)

Promotion of Tara's rights and choices will motivate the other care residents to promote their rights and choices which could put a lot of stress on the care workers as they may not have the resources to meet their demands. ~~Also there may be protest~~

The care workers may protest against this as they may not be able to care for all the residents at once due to a loss of staff or high numbers of residents in the care home.

Promoting Tara's rights and choices will improve Tara's self-concept and will allow her to be more confident around others and speak against someone who has discriminated her or other members residents of the care home.

Weaker response at level 1. There are some isolated elements of knowledge and understanding, but not always with a focus on the set question. Conflict between the promotion of Tara's right and health and social care staff is stated which could have been developed further in terms of funding issues and the availability of the required resources. Also there could be a key issue related to Tara's right to her confidentiality conflicting with her right to safeguarding such as if for example, she became in danger of abuse.

Question 3a

Higher scoring response

3 (a) Identify **two** issues that could affect Melanie's access to additional service support.

(2)

1 Melanie struggles with getting anxious and isolated so she may be too scared / worried to access further support

2 melanie finds it hard to communicate with strangers so she may struggle with trying to communicate with new or professionals

Good response: full marks: for scared/anxious, an additional mark for identifying her communication difficulties.

Lower scoring response

3 (a) Identify **two** issues that could affect Melanie's access to additional service support.

(2)

1 The service care organisation she is currently with may not have the ^{resources} ~~money~~ and staff to meet her additional support.

2 The service care organisation

Weaker response: 1 mark for a lack of resources. However, the candidate has highlighted given facts on the scenario text which could have gained marks such as "hearing impairment", "difficult to communicate" and "anxious".

Question 3b

Higher scoring response

(b) Describe how health and social care professionals should communicate within the team, without compromising Melanie's right to confidentiality.

(4)

The Data Protection Act of 1998 states that every individual has the right to confidentiality and this personal information must be kept secure. Staff only involved specifically in Melanie's care should be sharing vital information under the circumstances that it must be shared to either protect her or improve her quality of care. Meetings should be held in private rooms where no other individuals can hear, to avoid people over hearing. Finally only information that is important to her care should be shared between staff. No other information should be talked about.

Good response: full marks: Data Protection Act (1), Keeping information secure (1), staff involved on a need to know basis (1) and meetings held in private rooms (1).

Lower scoring response

(b) Describe how health and social care professionals should communicate within the team, without compromising Melanie's right to confidentiality.

(4)

The team should meet up at a place where they are sure the information will not be heard by another person such as the G.P.'s office. The team should also talk in person as it will be easier for them to express Melanie's issues and also prevent the leakage of Melanie's personal information.

Weaker response: Private place for meetings e.g. GP's office (1)

Additional marks could have been achieved by reference to:

Communicate with only those on a need to know basis (1) by adhering to legal and requirements specified by codes of practice (1).

Safe and secure storage and retrieval of medical and personal information (1) by applying

The requirements of the Data Protection Act (1).

Question 3c

Higher scoring response

- (c) People working in health and social care organisations have responsibilities to prevent discriminatory practices in caring for Melanie.

Explain these responsibilities.

(6)

Staff must be made aware of the Equality Act of 2010 and Anti-discriminatory Act 1998 which both set standards that staff should respect each service user with equal respect and don't discriminate based on Age, Sex, disability, race or religion.

As Melanie has a hearing impairment and struggles with speech she may be very vulnerable to discrimination to avoid this staff should ensure she is given a chance to share her opinions and needs and staff should act appropriately to fit these.

Melanie should also be treated no differently due to her needs, she shouldn't be ignored or laughed at.

The staff have a responsibility to report any discrimination they see towards Melanie in order to prevent it.

Finally Melanie should have a chance to sit one on one with a key worker and share any worries she may have to do with her care.

Good response: A high Level 2 response with accurate knowledge and understanding applied appropriately to the scenario. The responsibilities have been explained so the correct command verb has been addressed.

Lower scoring response

- (c) People working in health and social care organisations have responsibilities to prevent discriminatory practices in caring for Melanie.

Explain these responsibilities.

(6)

Health and care organisations have to prevent leakage of patients personal information ^{by the staff members} to prevent discrimination against the patient as as if the information is leaked then the organisation will be seen as less trusty and there less people will attend to request for support and can then lead to patient having to travel far to receive medical help.

The organisations have to update the NPS profile that is only accessible by the professionals caring for the patient to prevent the leakage of information. The NPS organisation has to ensure that the profile is unaccessible by the professionals once they have completed their part of the treatment and also have consequences ~~the~~ so the professionals are sure their actions will be dealt with.

A detailed explanation of the one issue of confidentiality to achieve level 1.

The candidate could have gained more marks from reference to some other ideas such as putting Melanie at the centre of service provision and promoting individualised care for her education and training in preparation for her future career preparation.

Question 3d

Higher scoring response

(d) Discuss how health and social care staff could empower Melanie in preparing for her future.

(8)

Firstly, the health and social care staff could provide advice and guidance for her future to empower her and to not let her impairment get in the way. They could provide Melanie with a guidance councillor or social worker to talk to her about her future and help her to get to where she wants.

They could look into further treatments for Melanie in the future to see if there is anything that could help more with the impairment and her communication. They could recommend Melanie to attend a support group where other people are in the same situation. Here she will be able to talk to people who know what she is going through and could provide more personal and informal advice of what Melanie could do in the future.

The health and social care staff could also talk to Melanie's family to discuss how they can be helping her and supporting her in preparing for her future.

The teachers at the school could provide one on one teaching for Melanie so she does not get behind in work and is able to complete her education without the impairment impacting her. They could also provide her with a private and quiet working area where she can do her work without being disturbed.

Good response: A high Level 2 detailed response providing appropriate evidence directly related to the scenario.

Several ideas have been identified and developed such as the additional teaching support to be provided so that Melanie does not fall behind with her educational progress. The command verb has been addressed appropriately.

Lower scoring response

(d) Discuss how health and social care staff could empower Melanie in preparing for her future.

(8)

Melanie could be empowered by letting
hearing the Health and social care staff
allow her to make decisions for herself.

The health and social staff also need
to make Melanie realise that she can
still do things and have her dream
future, even with her disabilities.

A low level 1 response with limited knowledge or understanding. The candidate is aware of the need to involve Melanie in decision-making to assist her empowerment. However, the response is generic and lacks specific examples of what could be done for Melanie.

Question 4a

Higher scoring response

Case Study Scenario 4: Early Years

You are working as a trainee nurse on a local hospital ward. The children on the ward are aged from 0 to 6 years. This children's ward has been poorly equipped and understaffed. A few weeks ago, a nurse miscalculated the dose of a drug needed to slow down a baby boy's heart rate. She gave the baby 10 times the dose he needed and he became seriously ill.

You think that this hospital ward has not been providing effective care for the babies, young children and their families.

4 (a) Identify **two** essential skills you need to become a nurse.

(2)

1 Communication skills - you should be able to communicate effectively and appropriately with both the patients and other professionals in order to provide the best care.

2 preparing and planning skills - you should be ready for any situation and procedures^{and decisions} should be fully planned before they go ahead.

Good response: full marks. Communication skills (1), organisational skills (1).

4a Lower scoring response

(a) Identify **two** essential skills you need to become a nurse.

~~the one I think you need to be a nurse is to be a good listener (2)~~
You would need to be ~~empathetic~~ know ~~of~~ health
and safety procedures like CPR

~~you would need to be careful~~

You would need to know how to properly treat patients
and care for their needs.

No rewardable material.

Not answering the set question.

Skills identified could include:

Compassion/empathetic/caring, confident, patience, maths skills, record keeping
/note taking, observational skills, problem-solve, adaptable/flexible,
communication/listening skills, competent to carry out procedures, can follow
instructions/good attention to detail, organisational skills.

4b Higher scoring response

(b) Describe **two** hospital policies that you should follow as a nurse.

(4)

- 1 As a nurse you should always follow the confidentiality policies. Information about a patient should only be shared with the relevant professionals and no one else. If information is to be shared with another professional the service user should know. The Data Protection Act should always be followed.
- 2 Another policy that should be followed is the safeguarding policy. Service users should always be safe and protected and if the nurse feels they are in danger concerns should be raised.

Full marks. Two appropriate policies named (Confidentiality and Safeguarding policies) and explained.

4b Lower scoring response:

(b) Describe **two** hospital policies that you should follow as a nurse.

(4)

- 1 Health and Safety at Work Act?
- 2 Confidentiality?

Weaker response: 1 mark awarded for reference to the Health and Safety Act (producing a named policy). The candidate could have achieved another mark by clarifying that the "confidentiality?" was a Confidentiality Policy. This candidate could have achieved full marks if there was a description of these two policies.

A range of policies could have been stated such as the Medication Policy, the Complaints/Whistleblowing Policy or the Clinical Guidance Policy.

4c Higher scoring response

(c) Explain **two** ways that the work of hospital staff can be monitored.

(6)

The work of hospital staff can be monitored by the complaint policy. If a member of staffs care is not good enough some may make a complaint against them. They would then have to be reviewed if they are fit to work in this setting. Another way is through inspection from the regulating bodies such as the CQC. They see if the work of staff is meeting guidelines and that care is to a high standard. They work of hospital staff can be monitored be reviewing feedbacks and look at area which need work by their line manager. The whistleblowing policy highlight poor practise in care and looks at if a person care meets standards. The Nursing and Midwifery council would look at the care of the nurses by asking for portfolios ~~of~~ of the continuous professional development and reflections.

Higher scoring response: Level 3 response explaining two ways by internal and external monitoring. The candidate demonstrates accurate and thorough knowledge and understanding with clear reference and linkage to the scenario with appropriate explanation to address the command verb.

Lower Mark response

(c) Explain **two** ways that the work of hospital staff can be monitored.

(6)

Observation is one way in which the work of hospital staff can be monitored. This can be done by having some higher up than the staff members themselves, eg manager, watch and analyse the work the staff member does on a shift. This means that the manager, or whoever carries out the observation, can see exactly what the staff member does and doesn't do effectively. This then gives them the opportunity to develop the skills and qualities they need.

Weaker response: Level 1 with only one way of monitoring by the manager has been briefly explained. The candidate could have explained about staff appraisal systems and the need to provide additional training /CPD in order to support skills training.

This candidate could have raised their marks by identifying and explaining another way to monitor such by using service user feedback or by external inspection by the CQC to see that staff know and understand how to implement the hospital's policies.

4d Higher scoring response

(d) Discuss the possible effects of poor working practices on the children and their families in the hospital setting.

(8)

~~2/2~~ Poor working practices on the children's ward endangers their lives. If medication is given at too high of a dose it can kill them. Poor care will mean that relations will be poor with families and they will not recommend the hospital. The poor care will cause mistrust between the ~~the~~ families and the health care workers, as the parents will want to protect their child. Poor care practise will also mean that the children are less likely to improve and could possible develop worse health conditions. The families of the children will become angry with poor working practices that are occurring. Due to the understaffed ward children would not receive the amount of care they deserve. In addition things may be missed as they will be so busy that patients getting worse or developing something else may be missed. If the staff do not inform the parents of the care that is being given they will feel helpless and that no one is helping their child. The relations with the community would worsen as they families would talk about the poor care.

(Total for Question 4 = 20 marks)

Higher level 2 response answering the set question providing a balanced response for both children and families, giving appropriate evidence linkages explanation and some discussion to address the command verb.

4d Lower scoring response

(d) Discuss the possible effects of poor working practices on the children and their families in the hospital setting.

(8)

Poor working practices will affect the children and their families negatively as it means that the service they are using is not of a high standard.

This could mean that the care given to the children is not the best it could possibly which means if the children will not be getting any better.

Also, this could cause a lot of stress on the families as their child is not progressing and not receiving the care they should. This will also make them feel very anxious & worried as this is their health we are talking about.

This response at level 1 presents some appropriate knowledge and understanding, but with little development, exemplification or discussion relevant to the set question. The candidate could have made reference to the causes of the negative effects such as from poor hygiene control leading to infection and superbug diseases such as MRSA leading to increased morbidity and mortality rates. Therefore the children may have to stay in hospital longer with effects on their families to cause additional stress and even the extra costs of transport and even hospital car parking which may put the families under financial pressure.