

2006 Care

Higher Paper 2

Finalised Marking Instructions

© The Scottish Qualifications Authority 2006

The information in this publication may be reproduced to support SQA qualifications only on a non-commercial basis. If it is to be used for any other purposes written permission must be obtained from the Assessment Materials Team, Dalkeith.

Where the publication includes materials from sources other than SQA (secondary copyright), this material should only be reproduced for the purposes of examination or assessment. If it needs to be reproduced for any other purpose it is the centre's responsibility to obtain the necessary copyright clearance. SQA's Assessment Materials Team at Dalkeith may be able to direct you to the secondary sources.

These Marking Instructions have been prepared by Examination Teams for use by SQA Appointed Markers when marking External Course Assessments. This publication must not be reproduced for commercial or trade purposes.

Care 2006 Higher Paper 2

Option 1 – Health Promotion

Answer ALL questions in this option

Read the information below and then answer the questions that follow.

The Health Education Board for Scotland and the Public Health Institute of Scotland joined together in April 2003 to become a new special health board called Health Scotland.

As an organisation, Health Scotland will focus on improving Scotland's health. The board will work with the Scottish Executive and other key partners to take action to improve health and reduce inequalities in Scotland. National Health Service figures show that there are significant inequalities in health between people living in different communities in Scotland.

Some of the findings include:

- (i) the average life expectancy of men in a deprived area of Glasgow was found to be 64 compared to the national average life expectancy of 73 years for males living in Scotland.
- (ii) over 33% of pregnant women from a deprived area of Glasgow smoke compared with 13% from a wealthier neighbouring area.

Smoking is one of the most significant factors contributing to the health divide. In areas where smoking prevalence is high, life expectancy is low and in areas where smoking prevalence is low then life expectancy is high.

Question 1

Explain one possible advantage of working in partnership or healthy alliances, to promote health in Scotland.

2 marks

Advantages may include:

- can reach a wider target group
- can pool resources/funding/co-ordinate campaigns
- greater range of skills and knowledge available.

Any point explained in relation to achieving effective health promotion

Question 2

Health Scotland aims to improve the life expectancy of men, particularly in deprived areas. One available health promotion approach is the community developmental model.

- (a) Explain in detail how this model could be used to improve the health of men in a deprived area. **6 marks**

Full marks can be given to detailed answers that reflect an understanding of empowering individuals **and** tackling wider socio-economic or environmental factors affecting health by using this model. Answers must refer to men in deprived area, eg:

- to involve men in decisions about their own health
- to survey men to find out their social, economic and cultural attitudes to lifestyle choices
- to find out if change is wanted and to ask what kind of facilities are needed
- to empower men to initiate change in their own community eg access to health and social services, employment and leisure facilities.

To achieve a pass mark candidates should suggest at least two appropriate ways of applying the model.

- (b) Evaluate the effectiveness of the community development model of health promotion as an approach to deal with this situation. **4 marks**

To achieve more than 2 marks candidates must demonstrate knowledge of at least one advantage and one disadvantage. For full marks, a strong application or another advantage or disadvantage should be mentioned.

Advantages

- The community development model aims to empower the whole community.
- It recognises the wider determinants of health.

Disadvantages

- The approach is ineffective in the long term if there are no comprehensive changes in the socio-economic structures.
- The model relies partly on medical and educational models and is unable to effect change on its own.

Candidates who make a valid point and justify the advantage or disadvantage can be credited.

Question 3

As a health promoter, your aim is to reduce the number of women who smoke during their pregnancy.

- (a) Explain, in detail, the planning skills that would be required to run a campaign to tackle this issue. **10 marks**

Answers must demonstrate an understanding of the process involved in planning and should include details of a minimum of 3 of the skills listed to achieve a pass mark for this question.

Candidates who express these skills in their own words can be credited.

Up to 8 marks can be awarded for fully explaining 4 planning skills or providing a rationale of what is involved and why – detail will be important in determining marks. The additional 2 marks are awarded for demonstrating an integration of knowledge and a holistic approach to planning and applying this to the issue of smoking in pregnancy.

Planning Skills

- Identifying needs and priorities.
- Setting aims and objectives.
- Deciding best way of achieving aims.
- Identifying resources.
- Planning evaluation methods.
- Setting an action plan.
- Implementing plan.
- Evaluating plan.

Candidates may refer to other skills, eg management skills (time, change, quality, information) but an answer which does not contain reference to three of the planning skills listed above should not achieve a pass mark.

- (b) Experts are more persuasive than non-experts in changing people's attitudes. Explain two more factors that can influence attitude change. **4 marks**

For 4 marks, two of the following factors must be explained. A maximum of 2 marks is given for one factor explained.

Factors influencing persuasion and attitude change and their explanation:

- messages that do not appear to be designed to change attitudes are often more successful than ones that seem intended to manipulate us
- attractive communications are more effective in changing attitudes than unattractive ones/media influences
- individuals relatively low in self-esteem are often easier to persuade
- when an audience holds attitudes contrary to those of a persuader it is often more effective for the expert to adopt a two-sided approach, presenting both sides of the argument
- people who speak rapidly are generally more persuasive than those who speak more slowly

- persuasion can be enhanced by messages that arouse strong emotions (especially fear) in an audience. Particularly true when the message provides specific recommendations about how a change in attitude or behaviour will prevent the negative consequences described in the fear-provoking message
- legislation and policy (changing behaviour by compulsion but can influence attitude change)
- family/peer pressure (with justification)
- cost
- enjoyment.

Question 4

Describe two **methods** that could be used to analyse the effectiveness of a health promotion campaign.

4 marks

2 marks should be awarded for accurately describing each appropriate method of analysing the effectiveness of a campaign.

- Surveys – questionnaires using closed questions
- Surveys using open questions to explore attitudes and feelings
- Interviews – formal, structured
- Interviews – informal or semi-formal to explore attitudes and feelings
- Observation – to observe how many times a certain behaviour occurs
- Observation – direct or participant to study attitudes and behaviour, eg groups or in a variety of environments

[END OF OPTION 1]

Option 2 – Interpersonal Skills for Care

Read the case study and then answer ALL the questions that follow in this option.

Aisha is a care student on placement in Parkland, a care facility for young people with autism. Aisha has learned that although each person with autism is unique they will often have impaired communication skills finding it difficult to interact with others. This can present the care worker with some communication challenges. Changes to the young person's familiar environment and routine can cause anxiety. Carers should find out about the young person's needs so that consistency of care can be provided.

The Malik family came to visit the Parkland facility with their 15-year-old son Zak who has autism. Aisha was given permission to be present at the initial assessment meeting to plan care for Zak.

Zak now attends Parkland and Aisha is involved in his care. Parkland is a busy care environment. A range of activities is available every day to meet the different needs that the young people have. Although staff try to maintain a calm environment occasionally it is sometimes hectic and noisy. One aspect of his autism is that Zak can become anxious and upset.

Zak enjoys spending time in the games room and is interested in playing snooker. A fight broke out in the games room and one of the residents assaulted Zak with a snooker cue. Zak was physically unharmed but emotionally distressed. It is difficult for him to express his emotions. The incident was reported and recorded and Zak's parents were informed. One of Aisha's college friends knows Zak's family. Aisha has been telling her about the incident and her friend says the snooker cues are dangerous and should be removed. Aisha says that these things will probably be discussed at a meeting to be held to evaluate Zak's care.

Question 1

Aisha will need to reflect on her caring attributes if she is to become more effective in her work.

- (a) Explain two attributes that Aisha could develop and justify why these would improve her effectiveness in working with Zak. **4 marks**

For a full 4 marks, two appropriate attributes must be identified, explained and justified in terms of working with Zak. Answers that do not justify the attributes in terms of the client should get no more than 2 marks.

For example:

candidates selecting confidentiality are expected to note that Aisha breaks confidentiality.

reliability, patience, acceptance, empathy, respect and flexibility and other attributes can be accepted but must be explained and justified.

- (b) Aisha has had some problems communicating with Zak and needs to develop effective communication skills. Explain what is meant by effective communication. **6 marks**

For full marks candidates should identify in their answer that communication involves both verbal and non-verbal interaction

Up to 4 marks can be awarded for identifying and describing characteristics of effective communication. The remaining 2 marks should be awarded to candidates who explain communication skills in more detail or relate their answers to care situations or the case study.

Characteristics of verbal communication might include: pace and tone of voice, clarity of speech, avoidance of jargon, reflecting, summarising.

Characteristics of non-verbal communication might include: eye contact, facial expression, active listening.

Question 2

Choose **one** of the following pieces of legislation and explain how two aspects of the legislation might influence the care that Zak and his family can expect to receive.

- NHS and Community Care Act 1990
- Children (Scotland) Act 1995
- Data Protection Act 1998
- Regulation of Care (Scotland) Act 2001

4 marks

Full marks for explaining the function of any two points from one of the following in relation to Zak’s care.

NHS and Community Care Act 1990

- Promotes Zak’s choice.
- Promotes development of needs-led services – including respite care services.
- Local Authority responsible for assessment of need
- Local Authorities must produce a community care plan – provide services.

Children (Scotland) Act 1995

Zak’s views must be considered:

- when a person is making ‘any major decision’ on the exercise of parental responsibilities/rights
- when someone with ‘care or control’ of the child (but not parental responsibilities/rights) is making ‘any major decision’ in relation to safeguarding the child’s health, development and welfare
- before a local authority makes a decision with respect to a child whom they are looking after, or proposing to look after.

Data Protection Act 1998

- Individual has the right to see personal information held about them (including accident report) – empowers Zak
- Includes all written and computerised records – staff will be vigilant about what they write – must be non-discriminatory.
- Safe and secure storage of information
- One mark can be given for answers that discuss confidentiality as this is implicit in the legislation.

Regulation of Care (Scotland) Act 2001

Sets up:

The Scottish Commission for the Regulation of Care (“The Commission”) which will regulate care services in Scotland. The Commission will undertake the registration and inspection of care services against a set of national care standards (as published by Scottish Ministers) and the taking of any enforcement action – Zak can expect a standard of care.

The Scottish Social Services Council (“The Council”) which will register social service workers and promote and regulate their education and training – accountable for care given to Zak.

Question 3

Compare and contrast the characteristics of a professional caring and helping relationship with the characteristics of a personal relationship or friendship.

10 marks

Up to 6 marks can be awarded to candidates who demonstrate an integration of knowledge and describe a minimum of three characteristics of professional and personal caring relationships and explain the differences.

Professional	Friendship
Purpose and process (structured)	Unstructured
Objectivity – to develop service user’s potential	Subjective – for mutual benefit
Nature of relationship – focus on meeting needs	Focus on friendship/things held in common/shared values
Empowering	Dependence can develop
Accountability to an employer	Not formally accountable
Balance of power – built-in imbalance	Balance of power usually more equal

Other answers relating to training, underpinning knowledge, reflective practice, legislation, supervision, whistle-blowing and professional boundaries may also be accepted.

The additional 4 marks can be awarded for:

- **comparing and contrasting**
- **describing additional characteristics**
- **detail in explanation/use of terminology.**

Question 4

Two needs identified in Zak's care plan are:

- to be more actively involved in decisions affecting his life
- to interact with others more effectively.

Explain a strategy, supported by valid argument, aimed at meeting one of Zak's needs.

6 marks

For full marks candidates should explain a relevant strategy for meeting the identified need. This must be justified with supporting argument.

Strategies in relation to needs can include:

- advocacy – promoting self advocacy/involvement in plan of care. Other forms of advocacy – to empower Zak; involvement in a service user group
- helping Zak to develop social skills; building up trust in carers/others
- promoting Zak's safety; supporting his progress in playing snooker
- develop a role for Zak within the care environment, helping roles, friendship roles
- give a sense of belonging, identify through involvement in games, outings, recreational activities to develop identity, to promote esteem, provides stimulation, release of energy
- goal setting.

The strategy may be explained as short or long term, eg advocacy at the meeting – or in the longer term within a residents' group.

The strategy should be described in some detail, eg advocacy would need to involve Zak in deciding who would speak on his behalf. This person would need to spend time with Zak to find out his feelings about the recent situation and what he would wish to happen.

Candidates must be specific about the need and the strategy.

Vague general answers should get a maximum of 3 marks. Candidates are not expected to know about Autism as a condition but are expected to demonstrate an understanding that sensitivity is required in relation to developing a strategy for this service user.

[END OF OPTION 2]

[END OF MARKING INSTRUCTIONS]