



**2008 Care**

**Higher – Paper 1**

**Finalised Marking Instructions**

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## Care 2008 Higher Paper 1

### Section 1

#### Question 1

- (a) Describe the Cognitive Behavioural Approach.

5 KU

*1 mark for a basic point, 2 marks for a developed point.*

Cognitive/Behavioural approach: Overview

- empirical
  - learning theory: stimulus, response and reinforcements
  - social context important for humans: modelling, observing, self-efficacy
  - cognitive processing
- 
- Cognitive/behavioural approach takes the view that human beings have some degree of control and choice over how they behave.
  - Behaviour is essentially a learned response to various stimuli (triggers) which elicit certain responses: thoughts/feelings/actions.
  - The Cognitive Behavioural approach takes into account that human behaviour is the result of the interplay between external influences such as social situation, rewards, punishments, known consequences of behaviour, and internal factors such as behavioural traits, feelings, personal beliefs, etc.
  - Behaviour can therefore be seen to be the individual's response to certain "triggers".
  - A behaviour is more likely to be repeated if it is reinforced by a reward of some kind – either intrinsic (pride, satisfaction) or extrinsic (money, a medal, praise)
  - The social context is important for humans: we observe other people acting and we copy their behaviour, sometimes consciously and sometimes vicariously (without knowing we are doing it).
  - Other people (parents, friends, sports stars, musicians) act as models (consciously or not) and their behaviour is copied by others.
  - Our belief about how good we are at something (self efficacy) will have an influence on how good we actually are.
  - Humans process the information they perceive using past experiences, thoughts, feelings, awareness of current situation, etc and this influences their behavioural responses.

(b) Explain how a care worker can support a service user by applying the Cognitive Behavioural Approach.

**4 App**

- If triggers to negative behaviour can be identified by the service user and/or care worker, then these situations might be avoided, or managed in a different way.
- This approach can help service users to understand their own behaviour in a more objective way and therefore realise that difficulties may be arising from their response to certain situations. The care worker could support the service user to look at their responses.
- Care workers can encourage the client to explore their own behaviour and look for possible alternative ways of thinking and acting: the service user may “learn” to respond in a different way.
- Care workers can discuss what a meaningful reward would be with the service user, and ensure that the service user receives regular extrinsic rewards and recognises the intrinsic rewards that they experience.
- Care workers can recognise the achievements of service users and ensure that progress is highlighted and positive behaviour is reinforced.
- Care workers should be aware that service users will be picking up cues from them all the time about how to act, and may model some of their behaviour. They should therefore act in a way that is appropriate, eg in terms of respecting people and maintaining dignity.
- Self efficacy: if the service user can be supported to become more confident in their abilities and encouraged to develop relevant skills and qualities, then they are more likely to achieve their potential

(c) Describe Erikson’s Lifespan Theory in relation to the older adult.

**4 KU**

- Erikson developed his theory from the psychodynamic perspective of the powerful influence of unconscious mind, taking into account concepts such as Ego.
- Erikson’s Lifespan Theory sees human development as a lifelong process mapped in a series of pre-determined stages from birth through to death.
- Each stage is characterised by a conflict of the ego which has to be resolved. The resolution is largely determined by the circumstances in which the individual finds him/herself in and the social environment in which development occurs.
- The conflict to be resolved by an older adult is that of Ego Integrity Vs Despair. The person who can look back on a happy and fulfilling life does not fear death. There is a discovery of order and meaning in life and an acceptance of what has been. This stage brings a feeling of completion. Those who look back with frustration experience despair, knowing that it is too late to start again.
- The development of the corresponding ego strength at each stage is therefore the result of the successful resolution of the conflict. For an older adult, the ego strength to be developed would be wisdom.
- Experiences at one stage may affect subsequent stages, although unsuccessful resolution of conflict may be resolved at later stages, emphasising the lifelong perspective of development taken by Erikson.

- (d) Using Erikson's Lifespan Theory, explain the importance of the social environment to an older adult's psychological well-being in a care home.

**6 AEApp**

*Candidates must use terminology from Erikson's model in order to gain marks in this question. A general discussion of the importance of the social environment is not sufficient.*

- The social environment in the care home will affect the older adult's ability to resolve the conflict which Erikson's theory claims is encountered at this stage: Ego Integrity Vs Despair.
  - A positive environment where the adult is valued, is encouraged to have a positive image of him/herself, has feelings of fulfilment, and a sense of having achieved life goals will tend to move the adult towards Ego Integrity.
  - In a more negative environment where the older adult is lonely, isolated, has little to look forward to and feels unfulfilled, a person is more likely to tend towards Despair.
  - Care workers can therefore contribute to the service user's wellbeing by creating and maintaining positive environments which enable the person to achieve Ego Integrity. This might include organising a range of activities to stimulate the residents and/or involving the service users in decision making.
- (e) Briefly describe the main features of **either** Worden's **or** Murray Parkes' model of loss and evaluate how useful it is in helping a care worker understand the way a service user might respond to loss.

**6 4 KU  
2 AE**

### **Worden**

#### **Task 1: To accept the reality of the loss**

- Some people refuse to believe that the loss is real.
- It is normal to hope for a reunion or to assume that the deceased is not gone. For most people this illusion is short lived and it allows them to move on to Task 2.
- Sometimes they engage in 'mummification', where they retain the possessions of the deceased person, or keep their bedroom exactly as it was when they died.
- This is not unusual in the short term but becomes denial if it goes on for a longer time.

#### **Task 2: To work through the pain of grief**

- Allowing the expression of feelings such as tears, sadness and depression.
- Society can play an important role in this respect. Some societies allow very overt displays of grief, in other societies giving way to grief may be considered unhealthy or feeling sorry for oneself.
- Suppressing pain may prolong the process of grieving.
- This task can be impeded by the denial of feelings, the misuse of alcohol, or by creating and idealising the memory of the dead person.
- People can deny that they feel pain, by having 'thought stopping' procedures or keeping very busy so there is no time to think.

**Task 3: To adjust to an environment in which the deceased is missing**

- Recognising and perhaps taking on roles which the dead person once performed.
- Where the bereaved person's identity was intertwined with the dead person there is a need to find a new sense of self.
- Task 3 can be hampered by not adapting to the loss. This might include a focus on personal helplessness, or withdrawal from the world.
- The task is resolved by the development of the skills needed to cope.

**Task 4: To emotionally relocate the deceased and move on with life**

- Using energy previously invested in mourning for the dead person and using this energy to live effectively.
- This is difficult for some people because they see it as somehow dishonouring the memory of the deceased.
- In some cases, they might also be frightened by the prospect of reinvesting their emotions in another relationship in case it too ends with loss.
- Other family members might also disapprove if they start a new relationship.
- This task is not completed where the bereaved person feels an inability to love or form new attachments due to clinging on to the past.

**Murray Parkes****(1) Numbness:**

- Feelings of detachment and numbness;
- They form a psychological barrier to block the pain of loss
- Allows a person to apparently carry on with normal living

**(2) Searching and Pining:**

- Concentration levels fall
- The individual adopts searching behaviours to try and locate that which has been lost
- Pines for the lost person and develops 'pangs of grief'

**(3) Depression:**

- Realisation that the lost person/object will not return
- Searching becomes pointless
- Anger abates to be replaced by feelings of apathy and despair

**(4) Recovery:**

- Former attachments are put behind the individual
- The individual releases themselves from the lost attachment
- The person can now adopt new thinking, relationships and attachments and normal living

## **Determinants of Grief**

These will affect the extent/depth to which an individual might experience the grieving process:

- the way in which the person died: was it an accident, a suicide, a murder, part of a public disaster such as a train crash?
- the suddenness of the death: was it expected or unexpected?
- the nature of the death: was it painful or prolonged?
- the relationship to the individual: was it an unborn baby, a gay partner that no-one else knew about, a new relationship that you felt had a long future, a life long relationship, a grandchild?
- the age of the people involved
- how their relationship was prior to the death: had they had an argument, was it ambivalent or troubled

### **previous experiences of when a death has occurred**

- personality factors: is the person prone to anxiety or depression, do they have a history of mental health problems, do they tend to depend on other people to do things for them
- other stressful events around the time of the bereavement
- social factors: does the person have a strong social network or are they isolated?

### **The usefulness of the model in helping a care worker to understand the way a service user might respond to loss.**

- Helps anticipate the variety of ways someone might respond to a loss.
- Introduces the notion that there is a process and many people will move through a phase, no matter how painful and difficult it is at the time.
- Helps people understand that there are ups and downs in the process of coming to terms with a loss. People can remain at one phase for varying lengths of time; there is no 'minimum' or 'maximum' time that people should stay in any phase. It only becomes a problem for the person if they feel stuck at a stage and need help to move forward, or if they are not able to carry out their daily activities.
- Murray Parkes didn't want to over simplify the complex process of grief. His model helps care workers understand that people may be going through more than one phase at a time.
- Care workers can use different skills when they recognise that people are in a new phase: empathy may be most suitable when the person is upset or angry, whilst encouraging and motivating is useful when the person is ready to move on.
- This model can help people understand how they might react, before the loss actually occurs and this might help them have insight to their behaviour when they are going through the process.

## **Section 2**

### **Case Study**

**Read the case study and answer the following questions.**

In 2007, Shelter Scotland, the housing and homelessness charity, highlighted statistics indicating that the number of people living in temporary accommodation was continuing to rise. They wanted to bring attention to the fact that the statistics were about real people who are living in situations where they are unable to feel safe and be secure. The following story describes one person's experience of homelessness.

#### **Mischa's story**

Mischa is 18 years old. For most of her early childhood Mischa lived fairly happily at home with her mum. She can't really remember her dad who left the family home when she was 3 years old. Mischa's mum remarried when Mischa was 11 years old. Since then Mischa and her step-dad have had a very stormy relationship. The tension in the family became unbearable for Mischa and she started to spend most of her free time out of the house. She began drinking quite heavily, and became involved in using drugs. By the time Mischa was 15 her mum and step-dad could no longer cope with her unruly behaviour. Mischa had always resented the amount of power that her step-dad appeared to have over her mum and refused to show him any respect. After a very heated argument during which Mischa tried to 'stick up' for her mum, Mischa swore at her step-dad and told him that they had been perfectly happy until he arrived in their lives. After this Mischa was horrified when her mum told her that her step-dad wanted Mischa to leave the house and not come back. Mischa pleaded with her mum to let her stay and promised that things would improve. Although her mum was upset, she told Mischa that her step-dad's word was final as he was the boss of the house.

Initially Mischa went to live with her aunt, but when that didn't work out she started sleeping on friends' floors. One of them told her to get in touch with the local housing department and Mischa put her name on a waiting list. At that time there were no vacancies in the local homeless unit, but the social work department were able to fix her up with some Bed and Breakfast accommodation. It was while she was living in the B&B that Mischa met her boyfriend Jake.

Mischa and Jake don't really like the set-up in the B&B and are planning to move in to a squat very soon. Jake, who is 26, spent many years in the care of the local authority when he was younger and also recently spent some time in prison for drug related offences. He has lived in squats before and has told Mischa that they'll be much happier when they move to a squat he knows which is in a disused factory.

## Question 2

- (a) Explain how sociology helps us to understand the relationship between private problems and public issues, making reference to the case study.

7 **4 KU**  
**3 App**

- Sociology helps us to understand that there are many issues which people face in society that although personal to them may also be shared by many other people in society. This means that as well as being a 'private problem' it is also likely to be a 'public issue'.
- Sociology equips us to examine and understand these situations objectively, rather than to use 'common sense' explanations which are often based on personal experience, assumption or opinion rather than on research and examined study.
- Research has highlighted that people who experience homelessness are amongst the most vulnerable people in our society. Many have experienced family difficulties, have alcohol or drug dependency issues and have been involved in criminal behaviour. Many also become excluded and marginalised from wider society and can in turn put their physical and emotional health at risk. These are clearly issues which should be of public and not only personal concern.

In relation to the information provided in Mischa's story, it is clear that homelessness is a very 'real' and personal issue for Mischa and Jake as they are currently living in temporary accommodation. A 'common sense' opinion may suggest that Mischa and Jake have 'brought their problems on themselves'. However, it is clear that the social problems and life experiences they have had (tensions in step-families, leaving care without adequate support) are shared by many vulnerable individuals and groups in contemporary society and that the housing problems that Mischa and Jake are experiencing is therefore an issue which requires a public response.

(b) Analyse Mischa's experiences of family life and homelessness using **either**

- Functionalist **and** Feminist theory

**or**

- Conflict **and** Symbolic Interactionist theory.

**10 4 KU  
6 AEApp**

*In general, 5 marks should be allocated to each theory, with a 2KU/3App/AE split within each. However if a candidate answers one theory more thoroughly, a maximum of 6 marks could be allocated to that theory.*

### **Functionalist and feminist theory**

- Functionalist theory adopts a macro-sociological view of society and examines how society is structured and made up of inter-related institutions that are interdependent on each other in order to ensure the stability of society. Functionalist theory is essentially a consensus theory which believes that there is a shared agreement (value consensus) within society about the accepted values and norms which serve to shape the behaviour of members of society. Those who do not appear to conform to the accepted norms of behaviour are often perceived as being dysfunctional.
- In relation to the issue of homelessness in the case study, functionalist theory could be used to illustrate how Mischa and Jake are not conforming to the accepted norms of society by being homeless and choosing to live in a squat. In general terms it might be perceived by functionalists that homeless people therefore present a threat to the stability of society.
- Functionalist theory would suggest that there is shared agreement that the nuclear family is the ideal family unit for contemporary society as it provides well for not only the members of the family but also contributes positively to the effective functioning of society as a whole.
- Feminist theory is by contrast a more conflict based theory and as such it emphasises that there are fundamental power differentials built into the structures of society which serve to disadvantage women because they have significantly less power than men. Feminist theory has been very influential in highlighting the extent to which women have been oppressed within families and wider society through the process of socialisation which has taught them to be accepting of their subordinate position within families and wider society.
- Functionalist theory would suggest that it is the accepted ideal (or the norm) for children to grow up in a two parent family, where at least one parent (usually the father) is employed and able to be an effective breadwinner while at least one parent (usually the woman) assumes responsibility for ensuring that the practical (eg housework) and emotional (eg care and support) aspects of the daily lives of all family members are catered for.
- The information in the case study shows that although Mischa did live as part of a nuclear family for some of her early life, she was also part of a lone parent family and a reconstituted family before being made homeless. Therefore the functionalist perspective's emphasis on the positive 'ideal' of the nuclear family would suggest that Mischa's family experience has not been the accepted 'norm'. Also, from a functionalist perspective it could be argued that Mischa's mother may have conformed to the accepted norm of the female, housewife role.

- However, feminist theory would suggest that her behaviour is more likely to have been shaped by ongoing processes of subordination, subjugation and even coercion. Feminist theory would therefore highlight that Mischa's experience within her reconstituted family was characterised by male dominance and female subordination whereby her step-father used his power and authority to try to exert control over her mother and herself.
- The feminist perspective would criticise the functionalist view of the family as not being truly representative of many people's experience of family life. Whereas functionalist theory portrays an 'idealised' family type, feminist theories are effective at acknowledging the 'darker side' of family life.

### **Conflict and symbolic interactionist theory**

- Conflict theory adopts a macro-sociological approach that examines the way in which society is structured and how wider social forces have an impact on how individuals live their lives. Symbolic interactionist theory adopts a more micro-sociological approach by examining the small scale interactions that shape the society we live in.
- Conflict theory believes that there are fundamental power differentials built into the structures of society which serve to disadvantage those with least power. Conflict theory would suggest that society can be best explained in terms of competition over scarce resources.
- In relation to the issue of homelessness in the case study, conflict theory would highlight the scarcity of affordable housing resources as being an underlying problem contributing to homelessness in the UK and would emphasise that those with least wealth and power are in a much weaker position to compete for such scarce resources. As the Shelter information suggested, this can result in some people living outwith the law in order to survive. Conflict theory would argue that the laws that do exist are devised and overseen by those with most power to protect their own interests.
- Due to its macro-sociological outlook, conflict theory can examine the impact of large scale social issues such as poverty, abuse or homelessness. However, conflict theories are frequently criticised by other theoretical approaches that adopt a more social action (micro-sociological) approach, such as symbolic interactionism, where the focus would be much more on the meanings, interpretations and real life experiences of people who live in poverty, experience abuse or who are facing homelessness.
- Conflict theory would be likely to make effective use of statistics by highlighting the increasing social inequalities in health and wealth based on class or by conducting large scale research into social problems related to lone parenthood, homelessness or poverty. Symbolic interactionists, by contrast, would be more likely to carry out unstructured interviews, case studies or participant observation as a means of trying to gain a more in-depth insight into the 'real life' experiences of people living through these social problems.
- In relation to the case study material conflict theory would be interested in interpreting the statistics highlighted by the Shelter organisation. However, symbolic interactionist theorists would be more interested in how people in society interact with Mischa and Jake based on the labels attached to them such as being 'homeless', 'squatters', 'drug-users', 'ex-convict', etc. They would also examine the extent to which these symbols can become part of Mischa and Jake's self-concept. In relation to Mischa's home life, they might focus on how different 'roles' within the family had been negotiated. Symbolic interactionist theory would also be interested in examining the extent to which people who have had experience of homelessness or abuse or disability, can themselves become influential in shaping services and policy through becoming involved with support or pressure groups that campaign for change and improvement.

- (c) With reference to the case study, explain the reasons why the guiding values underpinning care provision are helpful in addressing issues of social inequality. **8 4 KU**  
**4 AE**

*Up to 8KU/AE marks can be awarded holistically providing that candidates demonstrate **both** knowledge and understanding of the guiding values **as well as** an ability to analyse and evaluate them in relation to issues of social inequality. Candidates should not be awarded a pass mark if they have merely listed the guiding values without explaining their relevance to social inequality.*

- The guiding values underpinning care provision include empowerment, valuing diversity, social inclusion and social justice.
- Each of these values is important when trying to address issues of social inequality that could lead to vulnerable people in society facing discrimination, oppression or deprivation which can in turn result in people becoming marginalised or excluded from mainstream society.
- Restricted life chances can be related to a range of issues such as poverty, abuse, disability or discrimination and individuals who have these experiences may require the support of care services to improve their life chances.
- It is therefore helpful for all staff involved in the support of vulnerable individuals or groups in society to not only have this awareness but also to ensure that these guiding values are embedded in their work practices and organisational policies.
- Embracing these values should also help to ensure that any care service an individual receives does not further discriminate against them but instead supports them, values them and empowers them to improve their life chances thereby promoting social justice and equality of opportunity.

In Mischa's case she and Jake are becoming socially excluded from mainstream society. By living in a squat they will in effect be living 'on the margins' of society. Their general health and well-being is likely to deteriorate and despite Jake's optimism, it is likely that their life chances will continue to deteriorate. It would be beneficial to Mischa and Jake if they were able to access the services of an organisation such as Shelter who support homeless people like Mischa and Jake to get back on their feet, find a home and know their rights. Such organisations are also influential in putting pressure on local councils and central government to campaign for new policies and legislation to tackle the housing crisis in the UK. Organisations such as Shelter promote the values of empowerment, valuing diversity, social inclusion and social justice and, by having them at the core of their service delivery they are fundamental in addressing issues of social inequality.

[END OF MARKING INSTRUCTIONS]