



**2009 Care**

**Higher – Paper 2**

**Finalised Marking Instructions**

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## Care 2009 Higher Paper 2

### Section 3: Values and Principles in Care

#### Case Study 2 – Matt

**Read the case study and answer the questions that follow.**

Matt is 15 years old and for the last five years he has been taking care of his Mum who has Multiple Sclerosis. Sometimes Matt's Mum, Carol, appears quite well but at other times her vision, coordination, balance and concentration make it difficult for her to cope with everyday tasks and she is unable to look after Matt and his younger brother.

Matt helps his mother to get washed and dressed every day and makes sure that she takes her medication. Matt also sorts out the shopping, the meals and the laundry. He tries hard to help his younger brother with his homework and makes sure he gets to bed at a reasonable time.

Matt constantly worries about his Mum and also about what the future holds for them all. At times Matt feels that life is passing him by, and the fact that he cannot do what he wants when he wants often annoys him. Matt knows that his Mum can't help being ill, but it really gets to him sometimes. Although he had hoped to go to college or university, he is falling behind in all his subjects and recently stopped attending school altogether. Carol is worried about Matt and has contacted her social worker Tony, to ask if he could re-assess their situation and offer some support to the family. Tony knows that being a carer can have a dramatic effect on a young person's life. Their health can be severely affected due to lack of sleep and the amount of household chores or physical care they undertake. Many young carers can also have serious educational problems and struggle to obtain any formal qualifications. Tony has arranged to visit the family.

- (a) Tony's professional caring relationship with this family is based on **two** core values. Describe these values and explain how Tony can demonstrate **one** of these in his work with this family.

**4 KU**  
**2 App**

*Candidates can achieve a maximum of 3 marks only if they refer to principles rather than the values listed below.*

### **Knowledge and Understanding**

*Up to 2KU marks for each core value accurately described. Only 1 KU mark can be awarded if the value is merely stated but not described.*

- The value of respect for the worth and dignity of every individual (1KU).
- Involves recognising that each human being is a unique person who has a distinctive set of characteristics and their own personality. To show respect is to show regard for the other person by being considerate and courteous. (1KU).
- The value of according social justice and promoting the social welfare of every individual (1KU).
- Refers to the idea that everyone in society has the right to fair and correct treatment. This involves all service users having equal access to fairly shared resources. Promoting social welfare means promoting the wellbeing of a person (1KU).

### **Application**

*Up to 2APP marks for an explanation of how Tony can demonstrate one of the values when working with this family.*

Tony can demonstrate respect for the worth and dignity of each family member by endeavouring to build up a trusting relationship with Carol and her sons. In his interactions and communication with them he should show that he accepts and values them as unique people by finding out about their individual likes, dislikes, dreams or fears. Tony could respect Matt's individuality by asking him about his own needs and how he feels he is coping with life rather than simply accepting Carol's opinion of the situation (2APP).

Or

In relation to according social justice and promoting social welfare, Tony would need to be aware of and prepared to challenge any prejudice and discrimination that could disadvantage any member of the family. For example Tony should not stereotype Carol on the basis of her disability or lone parent status and he should support Carol and her children to access all the resources they are entitled to (2APP).

Or any other valid answer

- (b) Describe the **three** stages of Egan's Skilled Helper model and explain why Tony's ability to communicate effectively with Carol will be important during the **first** stage.

**6KU**  
**4 App**

### **Knowledge and Understanding**

*6KU marks are available for a description of all three stages of the model ie up to 2KU marks for each stage described.*

- **The current scenario** is the stage where the care worker enables the service user to **explore** their situation from their own frame of reference and then to focus on specific concerns. There may be parts of their story that the service user brushes over or ignores and the carer should be alert to these 'blind spots' and help the service user to explore all aspects of the situation (2KU).
- **The preferred scenario** is the second stage where the care worker helps the service user to **understand** and consider all the choices and possibilities available to them. The care worker helps the service user to imagine all the options and to consider the resources that are available to support them to make changes. The care worker should empower the service user throughout this process and support them to focus on a change plan or agenda (2KU).
- **The action strategies** are the third stage of Egan's model. At this point the care worker helps the service user to look at ways of achieving the goals that they have set. Possible **actions** are considered and the advantages and disadvantages of these actions are evaluated. The service user begins to develop a sense of the most appropriate action to take in their situation to help them to achieve their desired goals (2KU).

### **Application**

The first stage of the model is to explore the current scenario. Tony will require to use open and closed questions to find out more about Carol's story. He will demonstrate that he is an active listener by paying attention to Carol, maintaining eye contact, leaning forward and nodding when appropriate. He will paraphrase the story and restate it to Carol to check that he has an accurate picture of her situation. He will also check that he understands her feelings by reflecting back what he thinks she is suggesting about her feelings by being aware of Carol's verbal and non-verbal communication. These communication skills are important as Tony will be looking for blind spots (areas of Carol's story that she is avoiding talking about) and helping her to tell her story and move on to consider the preferred scenario (4APP).

- (c) Describe **two** assessment tools that Tony could use and explain how these could help in reassessing this family's needs.

**2 KU**  
**4 App**

### **Knowledge and Understanding**

*For full KU marks both tools **must** be described and not just named. 4APP marks are available for explaining how these could help in reassessing this family's needs. The question could be answered holistically or in separate parts.*

- Meetings are used to bring people together to facilitate discussion about needs and possible strategies for meeting needs.
- Assessment forms record essential information about the needs of the family members. Forms usually pose a number of questions for the service user to answer. The answers give the care provider an overview of needs.
- Checklists have a number of questions, usually in boxes, and the box is ticked to indicate the service user's situation. This kind of assessment is usually a starting point for a more in depth assessment of need.
- Observation and asking questions can be an effective way of assessing needs. Discussing issues with service users can help to identify needs.
- Diaries and scrapbooks can be used to record significant feelings or events in the life of the service user. This helps to build up a picture of the individual's experience over time and provides insights into the unique life experience of the person.
- Shared activities can be helpful to enable a service user to feel comfortable to discuss likes and dislikes, wants, dreams and nightmares.

### **Sample Answer**

Assessment meetings are one possible tool that could be useful in supporting Carol and her family as they are a useful way of bringing people together to discuss needs and possible strategies for meeting needs (1KU). A meeting could involve Carol, Matt, his brother, Tony the social worker, the family doctor or district nurse and possibly Matt's guidance teacher. This would be helpful in re-assessing needs as these people could discuss the various ways that needs appear to be changing. The meeting may help to build a more complete picture of the family's needs and it is less likely that an aspect of need can be ignored or denied. All those present would be able to contribute their own view as to how they could best support this family (2APP).

Another assessment tool that could be used is to keep a diary, which is a useful way of recording significant feelings or events in the life of the service user (1KU). Tony could suggest to Matt that he keeps a diary for a short time recording not only the activities he undertakes but also his feelings, hopes and fears. The diary could be a written diary or a video diary. Although it would be Matt's right not to share this with Tony, it might help Matt to focus on what his life currently involves and also what is important to him. It is likely to highlight the times in the day/week that are most stressful to the family when extra support could be of benefit to them. Consequently this may result in Matt's unmet needs being easier to identify and meet (2 App).

Or any other valid answer

- (d) Explain **one** feature of the Community Care and Health (Scotland) Act 2002 which is relevant for this family.

**3 App**

*For full marks, the chosen feature of the Act must be applied to the case study.*

Features of the Act that could be explained and applied include:

- **Local joint working** between local authorities and NHS Scotland which should encourage more cooperation between care professionals and results in benefits to service users.
- **Direct payments** for home care services to be extended to enable service users to receive money rather than services from the local authority to enable them to have more choice in paying for someone they have chosen to provide their care at home.
- Informal carers, including young carers have the **right to assessment** of their own needs and local authorities have a duty to ensure that carers are aware of this right.
- Nursing and personal care provided for people over the age of 65 is **free of charge**.

### **Sample Answer**

One feature of the Community Care and Health (Scotland) Act 2002 that is relevant for this family is the promotion of joint working between health and social care services. This means that it should be easier for the professionals supporting Carol and her family to share information and coordinate services effectively. In turn this should mean that their needs can be assessed and reassessed more efficiently and that the family should then benefit from a better coordinated service which meets not only Carol's needs but also the needs of Matt and his younger brother (3APP).

Or

On account of the fact that the Community Care and Health (Scotland) Act 2002 states that informal carers, including young carers, have the right to assessment of their own needs, Tony the social worker should ensure that Matt is aware of this right and support him to have his own needs assessed and effectively met. Tony should explain this in a way that is appropriate to Matt's age and level of understanding. As a social worker, Tony's role will also involve supporting Matt to express his own views about his needs. When care planning, Tony should consider Matt's needs when decisions are being made about which services are to be provided (3APP).

Or any other valid answer

## Section 4: Integration

Using information from the 'Values and Principles in Care' and 'Sociology for Care' Units:

- (a) Explain the impact of discrimination on people with mental health problems.

**8 KU**  
**9 AE/App**

In your answer you should:

- Explain what is meant by discrimination;
- Explain what kind of discrimination might be experienced by people with mental health problems;
- Explain the effect this might have on people with mental health problems.

*To achieve the full 17 marks an answer must demonstrate:*

- *knowledge and understanding from **both** Values and Principles and Sociology Units*
- *analysis/evaluation/application of the impact of discrimination on people with mental health problems.*

*In order to gain full marks, candidates should make specific reference to some element of sociological theory.*

*Candidates can only achieve a maximum of 12 marks if they discuss discrimination in a general way and do not relate their answer specifically to people with mental health problems.*

### **Values and Principles in Care – Key Knowledge**

- Definitions of different types of discrimination could include direct, unconscious, indirect, institutional etc.
- Explanations of different kinds of discrimination could also include reference to discrimination on the basis of religion, gender, race, age, sexual orientation.
- Explanations of different kinds of discrimination could also include reference to discrimination which results in unequal access to employment, education, leisure facilities or to accessing any service provided in society.
- Discussion may acknowledge that there is a relationship between stereotyping prejudice and discrimination.
- Discussion may acknowledge that there is a relationship between values and behaviour.
- People with mental health problems may be viewed negatively by others.
- People with mental health problems often experience stigma and discrimination.
- Care workers may have stereotyped ideas about people with mental health problems.
- Care workers may need to examine any prejudiced views they hold in relation to people with mental health problems.
- Negative attitudes may be communicated unwittingly/nonverbally.
- Unfair treatment of a person with a mental health problem is discrimination.
- People with mental health problems may be labelled.
- Discrimination is bad care practice and contradicts care values.
- Professional Codes of Conduct help to promote equality by respecting the dignity of individuals and challenging discriminatory practice.

- Stereotyping and labelling are detrimental to individual worth and dignity.
- Discrimination means that a person is disadvantaged and does not have the opportunities to reach their potential.
- Discrimination can occur at an individual or organisational level. Institutional discrimination means that there is collective failure to recognise and deal with any barriers that exist to prevent equality of opportunity for people with mental health problems.
- Discrimination contradicts values of social justice and the promotion of social welfare.
- Legislation recognises that discrimination exists and supports the rights of people with mental health problems.

*Other valid KU points may be accepted in accordance with the Unit Specification and using professional judgement.*

Values & Principles in Care <i>EXAMPLES to show analysis/evaluation/application of the impact of discrimination on people with mental health problems.</i>	
<b>KU Knowledge points</b>	<b>AE/APP Impact on person with mental health problem</b>
People with mental health problems may be viewed negatively by others.	If someone is viewed negatively this can be damaging to individual identity, self-worth, equality of opportunities and/or care provision.
People with mental health problems often experience stigma and discrimination.	A person with a mental health problem might be made to feel ashamed of their problem and feel that if they disclose information about their condition they might be treated differently. For example not be employed as a carer.
Care workers may have stereotyped ideas about people with mental health problems.	This will affect the quality of care that a person with a mental health problem receives. It is likely that the care worker will treat the person according to their own stereotyped ideas rather than get to know the individual and their hopes wishes and dreams.
Legislation recognises that discrimination exists and supports the rights of people with mental health problems.	People with mental health problems might find it difficult to get others to listen to their point of view. The Mental Health Care and Treatment (Scotland) Act 2003 protects the rights of a person with a mental disorder and gives them the rights to access independent advocacy services.

## **Sociology for Care – Key Knowledge**

- There is a distinction between common sense explanations for mental health problems and sociological knowledge.
- The ‘private’ experience of a mental health problem can be perceived as a ‘public’ issue in relation to the scale of particular problems (eg eating disorders, self-harming behaviour) amongst certain groups within society.
- Mental health issues can become a ‘public’ issue when public funding is required to set up and deliver services or when campaigns (eg See Me Scotland) highlight particular issues.
- According to functionalist theory people with mental health problems have a role to play in society.
- Some people may, however, perceive the behaviour of people with mental health difficulties as dysfunctional and this may result in discriminatory behaviour towards them.
- Life chances may be limited for a person with a mental health problem.
- People with mental health problems may be marginalised.
- People with mental health problems may face social exclusion.
- According to conflict theory there may be a power differential between people with mental health problems and others eg care workers in society.
- People with mental health problems may be disempowered by care workers.
- People with mental health problems may be coerced or controlled or exploited by others eg care workers or potential employers.
- Discriminatory attitudes towards mental health problems may exist based on gender eg anorexia as a female problem.
- According to the symbolic interactionist theory, people with mental health problems can influence the society in which they live and the care services they receive.
- A person with a mental health problem develops their self-concept from the feedback received from other people during social interactions.
- Language is an important symbol to convey a shared understanding of a person with a mental health problem. Language can convey positive and negative meanings. Language associated with mental health problems is, however, often very negative.
- Labelling can rob a person with a mental health problem of their individual identity.
- People may interact with a person with a mental health problem in accordance with the label and not the individual.
- Persistent labelling can result in a self-fulfilling prophecy.

*Other valid KU points may be accepted in accordance with the Unit Specification and using professional judgement.*

<p>Sociology for Care  <i>EXAMPLES to show analysis/evaluation/application of the impact of discrimination on people with mental health problems.</i></p>	
<p><b>KU</b>  <b>Knowledge points</b></p>	<p><b>AE/APP</b>  <b>Impact on person with mental health problem</b></p>
<p>According to functionalist theory everyone plays a role that contributes to making society work.</p>	<p>People with mental health problems can be seen to be functional but if their behaviour threatens the stability of society they may be considered to be dysfunctional and removed by society eg put in an institution.</p>
<p>Conflict theory considers the power differentials that exist between people in society.</p>	<p>Discrimination of people with mental health problems might mean that they become disempowered and marginalised; even by care workers. They may be less likely to be offered jobs or given responsibility.</p>
<p>Feminism criticises malestream thinking in understanding how society works.</p>	<p>Certain mental health problems may be viewed as male or female problems eg anorexia as a female problem. Some behaviour might reflect these prejudices eg care workers offering women more opportunities to talk or men ignoring their own mental health problems.</p>
<p>Symbolic interactionist theory examines the way that a person becomes a member of society through feedback from others.</p>	<p>A person with a mental health problem might develop a poor self concept because of the negative feedback received from others. This can include being labelled and being viewed by others in terms of the label rather than as an individual.</p>

## Sample Answer

- The impact of discrimination on people with mental health problems is usually negative. This is because people with mental health problems are often stereotyped (1KU) resulting in them being treated unfavourably by others (1AE/App). A stereotype is an image of what a person is like based on assumptions about their characteristics (1KU). This can often lead to labelling. Most of the labels associated with people with mental health problems are negative eg 'psycho' or 'loony' and these are damaging to the individual's self worth (1AE/App).
- Labelling is also examined in Sociology as a feature of Symbolic Interactionist theory (1KU). This theory looks at the importance of language as a symbol and the effect that language can have on shaping a person's identity (1KU). A person with a mental health problem may be robbed of their individual identity because others interact with them on the basis of the label eg 'psycho' rather than the person (2AE/App). This is one reason why the 'see me' campaign is important in trying to remove this kind of discrimination (1AE/App).
- Discrimination in a care setting is bad practice and means that a person will not be able to fulfil their potential (1KU). A person with a mental health problem may not be given opportunities, for example trusting a person with a mental health problem as a carer (1AE/App).
- Functionalist theory looks at the roles that people play to make society work (1KU) but people with mental health problems might find their life chances limited because they are considered to be dysfunctional by others in society. They may be removed from society and put into care (2AE/App). This might be done without their permission (1KU). Conflict theory would state that they are disempowered (1KU). Mental Health and Equality legislation attempts to prevent this disempowerment and discrimination and protects the rights of people with mental health problems (1KU).

- (b) Explain how professional codes of conduct help to promote equality for people with mental health problems.

You should refer to key points from the Scottish Social Services Council (SSSC) **or** The Nursing and Midwifery Council (NMC) in your answer.

**4 KU**  
**4 AE/App**

*Candidates can be awarded KU marks for correct identification of key points from either of the codes of conduct outlined below. However, to attract AE/App marks, candidates must explain how the codes of practice promote equality for people with mental health problems.*

**Key Points: SSSC Code of Practice**

1. Protect the rights and promote the interests of service users and carers.
2. Strive to establish and maintain the trust and confidence of service users and carers.
3. Promote the independence of service users while protecting them as far as possible from danger or harm.
4. Respect the rights of service users while seeking to ensure that their behaviour does not harm themselves or other people.
5. Uphold public trust and confidence in social services.
6. Be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills.

**Key Points: NMC Code of professional conduct**

- A. Respect the patient or client as an individual.
- B. Obtain consent before you give any treatment or care.
- C. Co-operate with others in the team.
- D. Protect confidential information.
- E. Maintain your professional knowledge and competence.
- F. Be trustworthy.
- G. Act to identify and minimise the risks to patients and clients.

EXAMPLES to show analysis/evaluation/application of key points in promoting equality for people with mental health problems.	
<b>Key Point</b>	<b>AE/App to promote equality</b>
Protect the rights and promote the interests of service users and carers.	Care workers have to ensure that people with mental health problems are treated fairly and have equal access to services. They should be prepared to challenge prejudice and discrimination and work towards removing barriers that may prevent individuals from fulfilling their potential or participating fully in society.
Obtain consent before you give any treatment or care.	Care workers should involve the person with a mental health problem in their own plan of care. The individual should be empowered to make decisions and the care worker should provide the person with all the necessary information to make informed choices.

### Sample Answer

Professional codes of conduct help to promote equality for people with mental health problems by setting down standards of behaviour that care workers must follow (1KU). Care workers are accountable for their actions and if they break the code they may face disciplinary action from the professional organisation.

### Partial answer using SSSC

(1KU) One point from the Scottish Social Services Council states that care workers should protect the rights and promote the interests of service users (1KU). They should be prepared to challenge prejudice and discrimination and work towards removing barriers that may prevent individuals from participating fully in society. For example there is sometimes opposition to people with mental health problems living in the community and the care worker should promote self advocacy or advocate on behalf of the person to promote their social inclusion and improve their life chances (2AE/App).

### Partial answer using NMC

One point from the Nursing and Midwifery Council states that the care worker should obtain consent before giving any treatment or care (1KU). A care worker should not abuse their power but involve the person with a mental health problem in their plan of care, empowering them to make decisions and providing information needed to make informed choices (2AE/App).

[END OF MARKING INSTRUCTIONS]