

CAMBRIDGE TECHNICALS LEVEL 3 (2016)

Examiners' report

HEALTH AND SOCIAL CARE

05830–05833, 05871

Unit 7 Summer 2024 series

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Introduction

Our examiners' reports are produced to offer constructive feedback on candidates' performance in the examinations. They provide useful guidance for future candidates.

The reports will include a general commentary on candidates' performance, identify technical aspects examined in the questions and highlight good performance and where performance could be improved. A selection of candidate responses is also provided. The reports will also explain aspects which caused difficulty and why the difficulties arose, whether through a lack of knowledge, poor examination technique, or any other identifiable and explainable reason.

Where overall performance on a question/question part was considered good, with no particular areas to highlight, these questions have not been included in the report.

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Unit 7 series overview

Overall candidates performed well in this paper with detailed responses including extension to their main points (avoiding list like responses). Most candidates correctly identified types of abuse in Question 1 (a) and how to minimise risks in Question 4. Although less evident compared to other sessions a few candidates did attempt to add extra features to a scenario in order to include a learnt response, e.g. stating an individual might also have dementia (an approach that does not provide creditworthy responses). How an imbalance of power can increase the risk of abuse was well understood by candidates. Only a few candidates needed to use the additional space and very few left questions entirely unanswered.

Candidates who did well on this paper generally:	Candidates who did less well on this paper generally:
<ul style="list-style-type: none">clearly knew the different types of abuse and the importance of institutions having an accessible complaints procedurecould apply risk factors such as an imbalance of power to a given scenariorecognised the need to have a balanced response when asked to evaluate (to gain access to the higher mark bands).	<ul style="list-style-type: none">did not include weaknesses as well as strengths when asked to evaluate (Question 5)listed points and/or gave examples not relevant to the question in longer response questions (6-8 marks).

Question 1 (a)

1

- (a) CenturaCare is a private care company that provides domiciliary care to over 500 service users. Their team of 67 service providers visits clients in their own homes to provide support with personal care, helping them get dressed, as well as preparing meals for them.

Following a complaint to the Care Quality Commission an inspection took place that indicated the following issues:

- The organisation covering up incidents of poor care.
- Service user becoming malnourished.
- Service users' finances being used to buy food for the carers.
- Service providers making fun of service users.

Complete the table below, identifying the different type of abuse for each action.

Action	Type of Abuse
The organisation covering up incidents of poor care	
Service user becoming malnourished	
Service users' finances being used to buy food for the carers	
Service providers making fun of service users	

[4]

Overall, most candidates performed well, but centres might wish to practice reinforcing the distinctions between different types of abuse with students to help enhance their comprehension. The most common error was putting physical instead of neglect for the second action listed in the table. Also highlighting examples of institutional abuse may help improve understanding.

Question 1 (b)*

- (b)*** The report also indicated that CenturaCare did not have an accessible complaints procedure. Justify the importance of an accessible complaints procedure in reducing abuse.

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..... [6]

Many candidates were able to access the Level 2 mark band for this question. Most candidates recognised the significance of accessibility in terms of focusing on the ease of making complaints or reports. Less successful candidates discussed general points about complaints procedures missing the focus on the accessible aspect in the question.

Question 1 (c)*

(c)* Many of the service users who used CenturaCare are socially isolated.

Explain why social isolation makes abuse more likely.

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..... [6]

Higher level responses for this question showed a clear understanding of the concept of social isolation, with creditworthy points linking this factor to increased risk of abuse, e.g. becoming an easy target and/or more limited opportunities to report abuse. However, a few candidates misunderstood the question, explaining what social isolation is, instead of its connection to abuse. Similar to other sessions a minority of candidates incorrectly interpreted social isolation as self-imposed isolation.

Misconception



Some candidates mistook social isolation as something people chose and/or the same as being a shy/introverted individual.

Question 1 (d)

(d) Identify **two** staffing issues that CenturaCare might have.

1

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2

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[2]

The vast majority of candidates achieved full marks for this question, with lack of staff a common creditworthy point.

Question 2 (a)*

2

(a)* Charlie is 13 years old and is a member of an after school running club. They are a talented sprinter and train within a mixed group aged between 12 and 14 years.

The coach is very demanding of the young runners. They control many aspects of the runners' lives, including nutritional guidance, training sessions and their social lives. The coach is abusing a number of the young runners in the club.

There is an imbalance of power between the coach and the young runners.

Discuss why an imbalance of power in this situation makes abuse more likely.

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..... [6]

Candidates did give good quality responses for this question, clearly discussing how an imbalance of power could lead to abuse and linking their responses to the given scenario. Common creditworthy responses focused on the age difference, mistrust, fear and the coach being an authority figure as aspects of imbalance of power that may increase the risk of abuse. Candidates who did not reach MB3 often did not make an explicit link to the scenario.

Overall, Candidates showed a solid grasp of how an imbalance of power can contribute to abuse, but making explicit connections to the specific scenario could enhance their responses.

Question 2 (b)*

- (b)*** At the end of the running club sessions, the coach helps Charlie to perform the physiotherapy exercises Charlie has been given. This is an example of an invasion of privacy.

Explain why invasion of privacy in this situation may make it easier for the coach to sexually abuse Charlie.

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..... [6]

Compared to Question 2 (a) overall candidates performed less well in their responses to this question. Responses did often have appropriate key terms but did not link their responses to invasion of privacy/ the scenario and/or chose to repeat points from 2 (a). Top band level candidates often articulated well how the physiotherapy given by the coach could make the abuse easier to 'cover up'.

Exemplar 1

The fact the coach helps Charlie to perform the physiotherapy sessions at the end of the running club makes it easier for the coach to sexually abuse Charlie. This is because they're both together without any other people to stop the coach touching Charlie in an inappropriate way. Furthermore, Charlie is in the age range between 12 - 14 which means they ~~is~~ are most likely going to be quite naïve and not understand that this behavior absolutely isn't okay from their coach ~~the coach~~. This factor also increases the likelihood of the coach being able to sexualise them and minimises Charlie being able to know what to do when a trusted ^[6] adult (his coach) is touching him.

This exemplar demonstrates a high-level response to the question. The candidate has explained the points made and made explicit links to the scenario in the question.

Question 2 (c)

- (c) Recently one of Charlie's school teachers observed sexualised behaviour from Charlie.

Define what the term **sexualised behaviour** means.

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..... [2]

Not many candidates gave a clear definition in their response instead giving examples of sexualised behaviours or signs of abuse instead. Very few made reference to age or situation (to potentially gain full marks).

Question 2 (d)

- (d) Identify **four** other signs, apart from sexualised behaviour, that Charlie may have been sexually abused.

1

2

3

4 [4]

A wide range of signs of sexual abuse were provided by candidates. Common creditworthy responses included; blood in underwear; bruises on genitals; reluctance to undress; STIs and pregnancy. Other creditworthy responses indicated a change in behaviour not just a behaviour.

Question 3 (a)

3

- (a) Amaya works at a day centre for adults with learning difficulties. A service user discloses to her that they are being abused by a care worker.

Describe the importance of Amaya following the actions of not judging and protecting self when responding to this disclosure of abuse.

Not judging

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Protecting self

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[8]

The importance of not judging when responding to abuse was responded to in a more effective way compared to protecting self. For both actions candidates responses needed to focus on the importance rather than describing how the actions can be applied. Common credited worthy responses for not judging focused on service users not giving a full disclosure and/or the user feeling more trusted/valued.

While there were some good responses for 'protecting self', many candidates focused on how to apply this rather than the importance of it. More common creditworthy responses related to protection from accusations/disciplinary actions.

Exemplar 2

Not judging

It is important for Amaya not to judge the service user as this could lead to the service user regretting that they disclosed the abuse and becoming even more disempowered. Judgement could also lead to a decline in the service users mental health as they may feel to blame and therefore ashamed about the abuse that occurred. In future, the service user may be less likely to disclose any abuse, or may not disclose abuse at all in fear of being judged again.

This candidate's response focuses on the importance of the action of not judging with clear describing and points that are relevant to the scenario. A high-level response.

Question 3 (b)

- (b)** The day centre has policies and procedures for dealing with disclosures of abuse. Describe why it is important that Amaya follows the policies and procedures.

[3]

Candidates tended to focus on reporting correctly or ensuring safety or preventing further abuse (gaining credit for this). Few candidates made links to the legal side or disciplinary action if not doing so. Some errors were made when candidates made links to policies not relevant to disclosure of abuse.

Question 4

- 4 Complete the table below by deciding whether each statement about minimising risk is **True (T)** or **False (F)**.

Statement	True (T) or False (F)
Effective record-keeping includes keeping details up to date.	
Effective communication ensures that organisations and professionals don't share safeguarding information.	
A duty of care to keep people safe is a moral responsibility not a legal one.	
Person-centred planning empowers service users to make decisions about their lives.	
Continued professional development is only required where professionals have failed to act on safeguarding concerns.	

[5]

Generally good responses given here with very few not gaining at least 3 marks. A common error was stating True for the second statement.

Question 5*

- 5*** Under the Safeguarding Vulnerable Groups Act 2006 organisations that work with vulnerable individuals are required to check whether any potential employees or volunteers are on the barred list.

Evaluate the effectiveness of the Disclosure and Barring Service in preventing abuse in situations like this.

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..... [8]

Higher band responses for this question included relevant terminology and gave both strengths and weaknesses. Many responses had several strengths that were detailed, but weaknesses were often less clear or poorly linked to abuse. While candidates understand the protective role of DBS checks, a balanced evaluation including both strengths and weaknesses would have enhanced the quality of their responses.

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