

Paper Code: M-EPA-SHCSWAP02AHP3002
Level 3

Senior Healthcare Support Worker - Allied Health Professional - Multiple-Choice Test

EPA Mock Test

Information for registered centres

The seal on this examination paper must only be broken by the candidate at the time of the examination. Under no circumstances should a candidate use an unsealed examination paper.

Information for candidates

Under no circumstances should you, the candidate, use an unsealed examination paper. The duration of this examination is 90 minutes and consists of **60 multiple-choice questions in 2 parts.**

Part A is the core multiple-choice questions, this contains 40 questions worth a total of **40 marks.**

Part B is the pathway multiple-choice questions, this contains 20 questions worth a total of **20 marks.** the overall exam is worth **60 marks**, with a pass being **24 marks** and Distinction **45 marks.** You must achieve at least **16 marks** for part A and at least **8 marks** for part B.

You are **NOT** allowed any assistance to complete the answers.

You must use a pencil to complete the answer sheet - pens must **NOT** be used.

When completed, please leave the **examination answer sheet (EAS)** on the desk.

EXAMINATION ANSWER SHEET (EAS) INSTRUCTIONS:

For each question, fill in **ONE** answer **ONLY**.

If you make a mistake, ensure you erase it thoroughly.

You must mark your choice of answer by shading in **ONE** answer circle only.

Please mark each choice like this:

01 A B C D **ANSWER COMPLETED CORRECTLY**

Examples of how NOT to mark your examination answer sheet (EAS). These will not be recorded.

01 A B C D **DO NOT** partially shade the answer circle
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** use ticks or crosses
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** use circles
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** shade over more than one answer circle
ANSWER COMPLETED INCORRECTLY

All candidates **MUST** sign the Examination Answer Sheet (EAS) in the bottom right-hand corner of the page before leaving the examination room.

1

You are with a patient who has undergone routine surgery. You are conducting a wound check and note the patient is bleeding. You see blood on the treatment table. The **most** appropriate immediate course of action is to reassure the patient and:

- A. clean the table with warm water
- B. get the blood spillage kit
- C. call for help
- D. stop the bleeding

2

A Waterlow score is a tool used for:

- A. pressure ulcer risk assessment
- B. pain assessment
- C. obesity assessment
- D. mobility risk assessment

3

You have observed a support worker repositioning an overweight individual using their own strength. In your role as the worker's supervisor, you check the wellbeing of both the individual and the staff member. Your **next** immediate action is to:

- A. ensure a hoist is positioned next to the individual's bed
- B. remind the worker about the agreed ways of working to move individuals safely
- C. update the individual's risk assessment as it must be out of date
- D. put notices by the individual's bed to remind staff of what to do

4

You are assisting the nurse to compile a history of Mrs Wentworth for her care plan. The key information needed is:

- A. current conditions and medication including significant past medical history
- B. next of kin, past medical history and home care needs
- C. next of kin, history of wounds and medication
- D. religion, telephone number of next of kin and number of children

5

You are admitting a lady on to a surgical ward for routine minor surgery. On arrival she is anxious and concerned about how she will get home once the surgery is complete. The **most** appropriate immediate action is to:

- A. provide her with the details of local taxi companies and a telephone
- B. reassure her and advise that you will find the most suitable transport
- C. ask if she has any family or friends that can collect her and take her home
- D. provide her with a copy of the local bus timetable

6

Senior healthcare support workers must follow guidance on how to provide safe and compassionate care, and these standards are **most** likely to be outlined in the:

- A. confidentiality code of practice and e-safety policy
- B. self-assessment report and code of conduct
- C. code of conduct and Care Certificate
- D. health and safety policy and e-safety policy

7

An individual has started forgetting to do everyday tasks relating to their own personal care and is struggling to recall names of staff and relatives. This **most** likely indicates a change to their:

- A. functional mobility
- B. social interactions
- C. cognitive functioning
- D. behaviour

8

The decision to undertake CPR when an individual goes into cardiac arrest is provided:

- A. on the DNAR
- B. by the GP
- C. by the family, if the individual lacks capacity
- D. by anyone who knows the individual

9

While traveling home from work you overhear 2 people chatting on the bus, and you notice that it is 2 colleagues from work. You hear the name of the individual that you cared for that day and also confidential information that was shared with the 2 colleagues. The **most** appropriate course of action would be to:

- A. do nothing as you are not at work and your duty of care does not apply
- B. join the conversation as you too have looked after the patient and have insights to share
- C. advise that they have the incorrect information
- D. speak to your manager when you return to work the following day

10

You have observed a support worker using ineffective communication when providing personal care to an individual. In your role as their supervisor, the **most** appropriate immediate action to take is to:

- A. speak to the worker immediately so the individual they are supporting is aware that you are undertaking your tasks effectively
- B. wait until all individuals are up, washed and dressed, then undertake a formal supervision with the worker
- C. stop the worker when appropriate, making sure the individual is safe and comfortable, and then retire to a private area with the worker and clearly outline the issues observed
- D. leave a request for the manager to deal with it when they are next on duty

11

Being open and honest when something goes wrong with an individual's treatment or care, or when something has the potential to cause harm or distress, is known as:

- A. demonstrating your duty of care
- B. demonstrating your duty of candour
- C. a safeguarding precaution
- D. offering equality and inclusion

12

The **most** appropriate source of information about your own role and responsibilities in relation to protecting individuals from all types of abuse is the:

- A. NHS's health and safety policy
- B. local safeguarding policy
- C. organisation's policy on e-safety
- D. national helpline for modern slavery

13

Makaton is a method of communication that uses:

- A. British Sign Language
- B. written language
- C. technological aids
- D. gestured signs and symbols

14

You have been completing a care plan with an individual. The individual is struggling to make decisions and loses interest in your conversation. The **most** appropriate action to take to ensure the individual is engaged is to:

- A. speak to your manager for advice on what to do next
- B. adapt your communication method according to their preferences
- C. stop the interaction, leave for a while and try again when you are next on shift
- D. see if another colleague can communicate more effectively with the individual

15

Patients have a legal right to request that their information is not shared and must be informed that if they make this choice it may affect their care or treatment. This is **most** likely stated within the:

- A. confidentiality code of practice
- B. accessible information and communication policy
- C. cybersecurity policy
- D. clinical audit code of practice

16

You are supporting the discharge of a long-term patient from the ward. You have been trying to contact a family member to plan the discharge but the number on file is not working. Thinking about professional boundaries, the **most** appropriate way to contact the family is to:

- A. search on social media and private message 2 people with the same name
- B. locate their contact details in the patient's records, visit their address and speak to a family member directly
- C. find their contact details in the patient's records and arrange for a letter to be sent to them
- D. continue organising the discharge and hope the family visit before the discharge date

17

You have been asked to mentor a new member of staff. You used to work with this person and they tended to ignore instructions. The **most** appropriate action to take in response to this request is to:

- A. refuse to be the person's mentor as you do not like their approach
- B. ask one of the other senior members of staff to be their mentor
- C. mentor the staff member but enforce stricter instructions to ensure they follow procedure
- D. mentor the individual and maintain professional boundaries

18

The **most** important reason for moving and positioning individuals and equipment according to legislation and agreed ways of working is to:

- A. avoid harm or injury to the individual, yourself and others
- B. decrease the risk of litigation
- C. increase patient satisfaction
- D. demonstrate that procedures are implemented

19

You sustain a needle stick injury from a used needle. You have bled and cleaned the area. The **most** appropriate action is to:

- A. report to the nurse in charge and complete an untoward incident report
- B. complete an untoward incident report and keep this for your own CPD records
- C. follow guidelines, report to the nurse in charge and seek occupational health advice
- D. inform the patient whom you were assisting

20

An individual is displaying signs of depression and anxiety. The **most** appropriate service the individual should be referred to is the:

- A. local drug and alcohol misuse service
- B. psychological therapies service through their GP
- C. occupational therapy and physiotherapy service
- D. Samaritans

21

You are caring for an individual who is in constant pain and is taking pain relief medication. You notice that the pain relief medication does not appear to be effective as the individual cries out in pain when moved. The **most** appropriate immediate action is to:

- A. record all information in the care plan
- B. contact their GP or consultant with their agreement
- C. talk to the individual about it
- D. report it to the family

22

An individual whose mobility is deteriorating and requires aids to mobilise in their own home, would be assessed by the:

- A. physiotherapist
- B. occupational therapist
- C. care manager
- D. general practitioner

23

You are supporting an individual who has limited speech. You need to obtain their consent to re-dress a wound. The **most** appropriate way to establish consent is to:

- A. ask if they are happy for you to re-dress the wound and observe their non-verbal response
- B. assume consent has been given already as the wound has been dressed previously
- C. use non-verbal communication to ask questions and await their response
- D. ask a colleague to distract the individual while you change the dressing

24

An individual explains that the available food options are not meeting their religious needs. Responding to this feedback and ensuring the menus are more diverse shows that the service is adhering to the:

- A. Health and Safety at Work etc. Act 1974
- B. Food Safety Act 1990
- C. Equality Act 2010
- D. Care Standards Act 2015

25

The setting is short staffed and a senior colleague asks you to undertake a task that you are not trained to undertake. The **most** appropriate action is to:

- A. refuse and report to your manager
- B. complete the task as you used to do it in your previous employment
- C. refuse and explain that you are not yet competent to perform the task
- D. complete the task as it shows that you are eager

26

You are unsure how to support an individual who has a condition you are unfamiliar with. The **most** appropriate action to take is to:

- A. request to have further training, information or guidance
- B. ask the individual about the condition
- C. observe the individual, identifying any care needs
- D. speak to the family as they have been looking after the individual

27

You have been mentoring a new healthcare worker and they are struggling to understand their role and responsibilities. The **best** way to support their development is to:

- A. advise that they read their job description again until they understand their role
- B. recommend that they talk to other colleagues about their roles and responsibilities
- C. suggest that learning on-the-job is the best way to understand and learn from mistakes
- D. report to your manager to express your concerns about the new worker

28

You have noticed a cleaner not wearing PPE when using a chemical to clean. The risk of harm in this situation is to:

- A. nobody
- B. both you and the cleaner
- C. everyone
- D. you

29

You notice that chemicals have been left out. The **most** appropriate way to store chemicals is:

- A. according to the manager's instructions
- B. above the cupboards, out of general reach
- C. in a cupboard accessible to all
- D. according to COSHH requirements

30

A method of finding out if local healthcare practice is in line with national standards and benchmarks is known as:

- A. clinical audit
- B. contingency planning
- C. clinical governance
- D. commissioning

31

An individual on the ward is unable to mobilise and is becoming increasingly uncomfortable in the chair they are sat in. The **most** appropriate action to take is to:

- A. wait until family support is available to move the individual
- B. move the individual yourself, carefully and slowly to avoid any further discomfort
- C. speak to a colleague and wait until they are able to support you to move the individual
- D. contact a physiotherapist to assist with moving the individual

32

You are supporting an individual to mobilise and need to gain consent. The individual has limited verbal communication. The **most** appropriate way to obtain consent in this situation is to:

- A. adapt your communication using alternative, suitable methods
- B. ask the family if they can consent on the individual's behalf
- C. assume they are happy to mobilise and that you do not need consent
- D. ask the physiotherapist if they have already consented to mobilising

33

You receive a call from someone asking for information on a patient. You explain that you are not allowed to give information to a third party. This is stated in the:

- A. General Data Protection Regulation 2018
- B. Freedom of Information Act 2000
- C. Human Rights Act 1998
- D. Care Act 2014/16

34

Being decisive and confident about your actions, demonstrating calmness under pressure and showing positive leadership to others are characteristics **most** associated with:

- A. an authoritarian
- B. a support worker
- C. an individual needing support
- D. a role model

35

A patient with severe hearing problems and learning disabilities is becoming increasingly anxious and is struggling to understand the complex procedure that has been outlined by the specialist. The **most** appropriate action to take in order to support this individual is to:

- A. ask the specialist if they can explain the procedure to the individual again
- B. ask their carer to explain the details of the procedure to the individual
- C. reassure the individual and work with them and their carer to describe the procedure without using jargon
- D. provide the carer with a leaflet that they can give to the individual to read

36

You are supporting an individual who has dementia with their daily tasks. The individual seems to struggle to understand what you are verbalising. The **best** way to support them to understand is to:

- A. ask others to be involved in the conversation to see if they can help the individual understand
- B. adapt your communication method by using verbal and non-verbal communication, using hand gestures, pictures and simple words
- C. continue with their care as they will realise how you are trying to support them
- D. repeat what you are saying without adapting your techniques, they may understand eventually

37

You are caring for an individual who appears to have a low mood, feels hopeless and is becoming socially withdrawn. These symptoms are often associated with depression. Depression can be classified as:

- A. an eating disorder
- B. a mood disorder
- C. a psychotic disorder
- D. a type of dementia

38

Patients' information may be accessible electronically to unauthorised others if staff members:

- A. send an encrypted email
- B. leave devices logged in and unattended
- C. have their own log-in details for the shared drive
- D. only work in secure and private office spaces

39

A rare cause of infection is:

- A. chlamydia
- B. staphylococcus aureus
- C. clostridium difficile
- D. leprosy

40

The **most** appropriate way to establish consent to transfer an individual in severe pain is to:

- A. avoid transferring the individual until the pain is managed
- B. assume consent is not needed as the individual is in severe pain
- C. use their preferred method of communication and check their understanding of the move requirements
- D. use sign language with the individual as they will not listen when in pain

41

You are monitoring an individual who is undertaking their exercises. They have now met their exercise goal and are asking for more help to improve their walking ability. The **most** appropriate immediate action is to:

- A. provide additional exercises you think would be helpful to improve their walking ability
- B. continue with the current exercise programme as this will eventually improve their walking ability
- C. refer the individual to the physiotherapist for review and assessment of their walking ability
- D. provide the individual with a walking aide to improve their walking ability

42

You are checking an individual's ability to walk safely up and down stairs before discharging them from an orthopaedic ward. The **most** appropriate action to undertake to perform this process safely is to:

- A. question the individual on whether they will be able to manage stairs once discharged home
- B. ask for someone to help you take the individual to the stairs on the ward and see how the individual manages the activity
- C. accompany the individual to the stairs on your own and see how they manage going up and down the stairs
- D. consult the physiotherapist to ask for support in checking the individual's ability to manage the activity

43

You have been asked to send a sputum sample for testing. The **most** appropriate department for the sample to be sent to is:

- A. microbiology
- B. pharmacology
- C. radiology
- D. phlebotomy

44

You have been asked by the physiotherapist to help hoist an individual on the neurological ward out of bed and into a chair. The **most** appropriate immediate action is to:

- A. bring the hoist and sling to the bed side in preparation to hoist the individual
- B. position the individual in bed in preparation to hoist them into the chair
- C. check that the hoist is fully charged and operable with an up to date PAT test and battery charger
- D. move the furniture around and draw the curtains in preparation to hoist the individual

45

You have been asked to provide an individual on the orthopaedic ward with elbow crutches. They have been walking independently with a wheeled Zimmer frame and on re-assessment can transfer to elbow crutches. The **most** appropriate action is to:

- A. alter the height of the elbow crutches of the patient adjacent to the individual's bed as this would be the quickest solution
- B. consult with the physiotherapist to ascertain whether 2 walking sticks would be more appropriate for the individual
- C. give the individual a pair of returned elbow crutches that you have located behind the nurses station
- D. check that the elbow crutches are fit for use and measure the height of the elbow crutches against the individual, adjusting accordingly

46

You have been asked to do a home visit with the occupational therapist to monitor an individual's exercise programme. The individual was recently discharged home following a lower limb amputation. While on the ward he did his daily exercises and was advised to continue with these on his discharge home. The **most** appropriate action to support this process is to:

- A. research the guidance for the exercise programme and use this to support you on the home visit
- B. run through the exercises with the physiotherapist prior to the visit so you know what the individual should be doing
- C. go on the home visit and review the exercises, adapt the exercises if they seem too easy for the individual
- D. ask the occupational therapist for advice on whether to continue using the same exercises with the individual

47

You have been asked to support an individual to get out of bed. He is on the fourth day after a total right hip replacement. This will be his third day getting out of bed and you have been shown the correct procedure by the physiotherapist. To support the individual to undertake the task, the **most** appropriate action is to:

- A. raise the bedhead so that the individual is in a long-seated position and then ask him to get out of bed on the right side of the bed
- B. raise the bedhead so that the individual is in a long-seated position and then ask him to get out on the left side of the bed
- C. keep the bed flat and then ask the individual to get out on the right side of the bed
- D. keep the bed flat and then ask the individual to get out on the left side of the bed

48

You have been asked to supervise stair practice with an individual who has had a total left knee replacement. You have been shown the correct procedure by the physiotherapist. The **most** appropriate way to support the individual to complete this task is to:

- A. climb the stairs one at a time, leading with the right leg. Then when coming down lead with the left leg
- B. climb the stairs one at a time, leading with the left leg. Then when coming down lead with the right leg
- C. face the banister and climb the stairs leading with the right leg. Then when coming down face the banister leading with the left leg
- D. climb and descend the stairs one at a time leading with the leg they prefer to use

49

The quadriceps muscles at the front of the thigh consist of:

- A. 4 muscles that extend the hip and flex the knee
- B. 4 muscles that flex the knee
- C. 4 muscles that extend the hip
- D. 4 muscles that flex the hip and extend the knee

50

The **most** appropriate description of pulmonary rehabilitation includes:

- A. undertaking respiratory lab tests to assess levels of oxygen in the blood
- B. using manual respiratory techniques
- C. the use of postural drainage to remove mucus
- D. exercises, education and support for individuals with lung conditions

51

Postural hypotension is **most** appropriately defined as:

- A. an increase in blood pressure on standing from sitting or lying down
- B. a decrease in blood pressure on standing from sitting or lying down
- C. a decrease in blood glucose levels on standing from sitting or lying down
- D. an increase in blood glucose levels on standing from sitting or lying down

52

On a home visit to an individual discharged from an oncology ward, they tell you they have not left the house since returning home 2 weeks ago. Your **most** appropriate response is to:

- A. change the subject as you do not want them to become distressed. Record in their care plan
- B. talk to the individual and signpost them to local support groups or specialist services. Record and report back to the physiotherapist
- C. advise the individual to start walking short distances initially as this will help them to feel motivated
- D. not discuss this further with the individual but report back to the multi-disciplinary team for their information

53

You have been asked to deliver a group exercise session for a small group of individuals with lower back pain. You have received full training on how to deliver the class. The **most** appropriate immediate action prior to the class is to ensure:

- A. there are sufficient refreshments available for all visitors
- B. there is enough equipment for the number of participants
- C. all the participants sign into the class before it starts
- D. the environment is clean and safe and that a clinical risk assessment has been completed

54

You have been asked by the physiotherapist to place an individual, who is 3 days post-operative after a total knee replacement, on to the continuous passive motion (CPM) machine. The machine has been tested and is ready to use. The **most** appropriate action initially and throughout the procedure is to:

- A. ensure the individual consents to the treatment, has had adequate pain relief. Monitor them to ensure they are comfortable throughout
- B. bring the CPM machine to the individual and leave them to use it. Return once the session has ended for feedback
- C. assist the individual onto the CPM machine and leave them to control the settings
- D. assist the individual onto the CPM machine and monitor them throughout the session

55

The **most** appropriate walking aid for an individual aged 75, who has been admitted for a fall, would be a:

- A. pair of elbow crutches
- B. walking stick
- C. Zimmer frame
- D. single elbow crutch

56

You are walking a young, fit individual on an orthopaedic ward, using a frame, following an external fixation for a fractured tibia. They are struggling to mobilise without catching the frame. Your **most** appropriate action is to:

- A. locate a pair of elbow crutches for the individual to try instead and report back to the physiotherapist for their agreement
- B. return the individual safely to their bed and speak to the physiotherapist about the use of elbow crutches as an alternative
- C. continue supporting the individual with the frame, instructing the individual to take smaller steps
- D. leave the frame and let the individual hold on to you while returning to the bedside

57

The triceps muscles located at the back of the arm work to:

- A. extend the elbow and wrist when contracted
- B. extend the shoulder and elbow when contracted
- C. extend the shoulder, elbow and wrist when contracted
- D. extend the elbow when contracted

58

You have been asked to walk an individual on the orthopaedic ward following surgery for a broken tibia. The **most** appropriate immediate action is to:

- A. use a walking aid and support the individual on your own to see how they manage
- B. walk the individual without a walking aid to see how they manage
- C. look at the individual's care plan to find out if the individual is able to put weight safely on their leg
- D. request help from a colleague to support the individual to walk to see how they manage

59

When supporting someone with postural hypotension to stand, without taking precautions, the **most** likely initial symptom to occur is the individual experiencing:

- A. nausea
- B. fatigue
- C. breathlessness
- D. light headedness

60

The **most** important principle to consider when helping an individual to mobilise on a ward is to:

- A. monitor the individual's and your own safety throughout the session
- B. decide whether their footwear is suitable
- C. decide whether to include the use of walking aids
- D. request for assistance from a colleague



Level
3

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