

Paper Code: M-EPA-LACW3006

Level
3

Lead Adult Care Worker

Mock Situational Judgment 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.

This examination consists of **60 multiple-choice** questions.

The exam is worth **60 marks**, with a Pass being **40 marks**, Merit **50 marks**, and Distinction **55 marks**.

The duration of this examination is **90 minutes**.

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

A care worker has recently been promoted to lead care worker. What is the **main** responsibility of their new role?

- A. To be a role model in following policies and to ensure they are reviewed and properly followed
- B. To be a role model in providing safe and person-centred care and to support others to do the same
- C. To lead staff and individuals during care planning and act as an advocate when making decisions
- D. To lead staff in completing tasks and to ensure they prioritise their preferences when making decisions

2

During lunch time at a care home, there are not enough vegetarian sausages for the individuals who do not eat meat. A lead adult care worker overhears a care worker suggest that an individual with advanced dementia is given meat sausages as they will not know the difference. What is the appropriate course of action for the lead adult care worker to take?

- A. Agree that this can happen today only and talk to kitchen staff to confirm it will not happen again
- B. Explain why this is not an appropriate resolution and inform the manager of the comments
- C. Note down the comments and discuss them with the care worker during their next performance review
- D. Take over serving the meal and tell the care worker they will need to complete additional equality training

3

A care worker has several concerns about the behaviour of staff in their setting and they are starting the whistle-blowing process. What is whistle-blowing?

- A. Alerting the media to instances of gross misconduct
- B. Informing all staff of details of incorrect behaviours
- C. Providing individuals with details of unethical or illegal practice
- D. Reporting unethical or illegal practice to the appropriate authority

4

An individual has disclosed to a care worker that they feel overwhelmed and unable to communicate during care review meetings. What is the appropriate way for the care worker to support the individual?

- A. Advise the individual to contact an advocate independently
- B. Ask a family member to act as an advocate in future meetings
- C. Contact a specialist advocacy organisation on behalf of the individual
- D. Request that the care manager acts as advocate in the next meeting

5

A setting has introduced a co-production approach during care plan meetings. Which of the following is a **key** impact of this approach?

- A. It empowers individuals to be open about their opinions
- B. It ensures the setting complies with equality legislation
- C. It reduces the need for ongoing communication
- D. It removes the responsibility for decision making from professionals

6

A lead care worker needs to ensure that staff are promoting the dignity of individuals. What is the appropriate way to do this?

- A. Ask staff to strictly follow protocols regardless of an individual's wishes
- B. Encourage staff to involve individuals in decisions, offer choices and respect privacy
- C. Instruct staff to complete care quickly, independently and without offering choices
- D. Tell staff to prioritise physical care needs over emotional wellbeing

7

A new care worker is unsure what is meant by the concept of duty of care and has asked a colleague to support them. What is the correct explanation of duty of care?

- A. The obligation to ensure that the individual is treated as unique, valued and is involved in decision making
- B. The obligation to provide care in a way that protects the safety, wellbeing and rights of individuals
- C. The requirement to be open and honest with individuals if anything goes wrong with their care
- D. The requirement to offer impartial and independent advice to individuals who lack mental capacity

8

A care worker notices that an individual's speech has become slurred, their face is drooping and they seem confused. What sudden illness do these signs **typically** indicate?

- A. A heart attack
- B. A stroke
- C. An asthma attack
- D. Choking

9

A lead care worker has noticed that a colleague is deliberately not following the correct handwashing policy. They wish to report this but are unsure of the correct whistleblowing procedure. What is the **first** step for them to take?

- A. Discuss the concern with the colleague directly to build trust
- B. Inform other staff to prevent them also following incorrect policy
- C. Pass the observation to a regulatory body immediately
- D. Report the observation to the correct designated person

10

Lead adult care workers are responsible for planning, monitoring and reviewing care plans in response to the changing holistic needs of individuals. Which of the following is an appropriate way to do this?

- A. Collecting information regarding the individual's needs from their family and noting this in their records
- B. Ensuring individuals are regularly monitored, daily notes are completed and the care plan is updated annually
- C. Involving the individual, relevant others and the care team, establishing records and regularly reviewing holistic needs
- D. Obtaining information from the individual's social worker and implementing this into the care plan immediately

11

A member of staff is upset after having cared for an individual at the end of their life for the first time. They feel that they are not cut out for the job and are considering handing in their notice. What is the appropriate response to provide comfort, support and guidance?

- A. Advise them that this is part of the role so they will need to toughen up so that they do not let individuals and their colleagues down
- B. Assure them that it is normal to feel upset and remind them that they have helped that person to pass in peace, with dignity and respect
- C. Reassure them that time heals so each death becomes a little easier to cope with and they will forget about the individual soon
- D. Suggest they make themselves a hot drink and explain that it is understandable if they feel they need to hand in their notice

12

A care worker has used a hazardous cleaning chemical. What action **must** they take to ensure it is correctly stored after use?

- A. Ensure the chemical is placed alongside personal protective (PPE) equipment and cloths
- B. Lock the chemical in an unlabelled cabinet with unused equipment
- C. Place the chemical in a locked cabinet away from food and medical supplies
- D. Put the chemical in the general storage room alongside the other cleaning chemicals

13

A lead adult care worker is in the lounge helping an individual complete a health questionnaire in preparation for a hospital appointment. Other individuals are in the lounge watching television (TV). What is the appropriate action to take?

- A. Ask the other individuals to watch TV in their own rooms until the questionnaire is complete
- B. Move to a quiet room so the individual can complete the questionnaire privately
- C. Turn the TV down so the individual can hear the questions clearly
- D. Request that hospital staff help the individual complete the questionnaire at the appointment

14

A care worker has asked why they need to respect diversity. What is the appropriate response to give?

- A. It creates an environment where individuals feel respected and empowered which fosters positive outcomes
- B. It ensures a focus on the medical needs of individuals which allows Care Quality Commission (CQC) requirements to be met
- C. It guarantees that the needs of the majority of individuals are met, which leads to positive feedback
- D. It standardises the care provided to individuals which makes processes easy to remember and follow

15

A lead care worker has identified abuse occurring in their setting. They recognise the need to whistle-blow but are worried about potential consequences. Why is it **key** that the care worker whistle-blows despite these concerns?

- A. Acting on the observation ensures they maintain strong personal integrity
- B. Not acting on their observations will damage the reputation of themselves and the setting
- C. Whistle-blowing ensures that the rights and safety of individuals are protected
- D. Whistleblowing will allow for the completion of an internal review prior to formal investigation

16

A setting uses a digital management system to update individual's care plans and complete fluid input and output charts. What core skills **must** staff have to complete these tasks effectively?

- A. Accurate writing, statistical analysis and artistic skills
- B. Basic numeracy, accurate writing and information technology (IT) competency
- C. Basic numeracy, report writing and coding knowledge
- D. Information technology (IT) competency, advanced mathematics and creative writing

17

A lead adult care worker is reviewing the codes of practice for their setting to ensure they are appropriate. How do codes of practice impact the role of care workers?

- A. They define the minimum qualifications which they must obtain
- B. They establish the minimum requirements for annual leave and overtime pay
- C. They outline the main responsibilities and behaviours expected of them
- D. They provide detailed instructions for all basic clinical tasks

18

A care worker has been told to send an individual's personal data to the local mental health service as part of a referral. To meet the obligations of the current Data Protection Act, the care worker **must** ensure that the information is:

- A. processed transparently and for the specified purpose only
- B. processed quickly and with the individual's consent
- C. sent confidentially and without a specific purpose given
- D. sent openly and on instruction of the individual only

19

A lead adult care worker is becoming more stressed as they are not sleeping properly. They feel tearful, anxious and angry. What are appropriate self-care strategies they can use to manage their stress?

- A. Buy themselves something nice online and increase their alcohol intake
- B. Share their concerns with individuals and increase their social media use
- C. Take part in hobbies they enjoy and ensure they socialise with friends regularly
- D. Work additional shifts and ensure they stick to a strict diet plan

20

Staff at a setting are receiving training on abuse prevention which includes identifying vulnerabilities. Which of the following factors typically increases an individual's vulnerability to abuse?

- A. Alcohol dependency
- B. Emotional sensitivity
- C. Lack of social skills
- D. Temporary illness

21

An individual is hard of hearing. They also have autism and struggle to understand social cues. Which of the following are **both** non-verbal communication techniques that are suitable to use when communicating with this individual?

- A. Body language and tone
- B. Eye contact and pitch
- C. Objects of reference and facial expressions
- D. Pictures and writing

22

A new individual has arrived at a setting and a care plan needs to be developed for them. Which of the following is the appropriate course of action?

- A. Arrange a meeting with the individual's family and ask the individual to read the information collected
- B. Ask the care worker assigned to the individual to read their notes and independently complete the plan
- C. Hold private discussions with the individual and their family to find out their specific needs and wishes
- D. Observe the individual during the first week of their stay and then discuss the findings with the care team

23

An individual has raised a complaint to a care worker in a setting. What is the appropriate action for the care worker to take?

- A. Ask the individual to inform their family about their complaint so that they can handle it for them
- B. Encourage them to contact the local authority safeguarding team and record the complaint in their notes
- C. Explain the complaints procedure and inform the individual of the next steps to take to resolve the issue
- D. Suggest that they create a diary of evidence before starting the formal complaints procedure

24

A lead care worker has received feedback from multiple staff members regarding their leadership style. This includes requests for clearer task explanation and delegation. What is the appropriate response to this feedback?

- A. Arrange a team meeting and tell staff that any comments will not be acted on until the following week
- B. Ask the team why they have made these comments and highlight their weaknesses
- C. Implement changes immediately and request continued feedback from all staff
- D. Reflect on the feedback and implement the necessary changes to improve team cohesion

25

An individual has Type 1 diabetes. To maintain their independence, they wish to administer their medication themselves. What equipment **must** be provided to ensure safe disposal of their insulin needles?

- A. A clinical waste bin
- B. A hand sanitiser dispenser
- C. A medication fridge
- D. A yellow sharps bin

26

A lead adult care worker is completing an online training course on the subject of safeguarding. One of the questions asks them to define the term 'neglect'. What is the appropriate answer?

- A. A pattern of controlling, threatening, restricting and degrading behaviour
- B. An intentional act causing bodily harm, injury or physical suffering
- C. Exposure to behaviours that may result in psychological or emotional trauma
- D. Failure of care to meet an individual's basic needs by acts or omissions

27

A group of care workers are receiving training about overcoming barriers to communication. Which of the following are **all** environmental barriers to communication?

- A. Lighting, disability and emotions
- B. Space, aggression and mental capacity
- C. Temperature, stress and health conditions
- D. Time, distractions and location

28

A care worker has been helping an individual with personal tasks such as collecting their pension which are not part of the care package. What is the appropriate course of action for a lead adult care worker to take?

- A. Explain to the care worker that professional boundaries must be maintained for the safety of all parties
- B. Inform the care worker that these extra services cannot be provided as others do not have time to complete them
- C. Reassure the care worker that as long as the safety of everyone is ensured they can continue to provide the extra care
- D. Tell the care worker they can provide the additional care but consent must be gained to ensure regulatory compliance

29

A newly employed lead adult care worker is due to complete their pre-employment safeguarding checks. What **must** these include?

- A. A completed care certificate and details of the bank account their salary will be paid into
- B. A disclosure and barring service (DBS) check and a physical health screening questionnaire
- C. A disclosure and barring service check and confirmation of all employment history
- D. A reference from a person they have known for over 3 years and a completed care certificate

30

Two lead adult care workers are the only carers working a night shift. On a routine check, they find an individual on the floor of their room. They are in a lot of pain and it is suspected that their hip may be broken due to the position of their leg. What actions **must** they take?

- A. Assist the individual back to bed using the hoist, make them comfortable and call their family
- B. Do not move the individual, give them lots of reassurance and call for an ambulance
- C. Give the individual a hot drink, offer reassurance and put their leg in a more comfortable position
- D. Press the emergency buzzer, ring the service user's GP and complete an accident form

31

A lead care worker is mentoring a new care worker. They have been asked to complete a risk assessment on an individual and decide to delegate the task to the new worker. The worker responds by saying they have never completed a risk assessment before. The appropriate action for the lead care worker to take is to:

- A. reassure the care worker that risk assessments are simple and can be completed with common sense
- B. complete the risk assessment themselves while the new care worker shadows them and request further training for them
- C. explain that this is part of the job description and on-the-job learning is the best way to develop their skills
- D. reassure them that they are not expected to get it right the first time and they can learn quickly from their mistakes

32

A lead adult care worker is developing some training for new staff members to inform them on correct procedures in the setting. Which of the following statutory standards **must** be included in this training?

- A. British Standards for Care
- B. NICE Quality Standards
- C. The Care Quality Commission Fundamental Standards
- D. The National Health and Social Care Services Standards

33

Part of a lead adult care worker's role is to ensure that staff are aware of equality, diversity and inclusion. What is inclusion?

- A. Arranging specific access and support for everyone
- B. Ensuring equal access and respect for everyone
- C. Recognising and celebrating the differences between people
- D. Supporting and welcoming people regardless of differences

34

A new care worker is struggling to maintain clear and respectful interactions with individuals which is causing misunderstandings. The appropriate way for a lead care worker to support them is to:

- A. advise that it would be best to adopt a single communication method and become confident using this in all situations
- B. observe them and make notes on their mistakes to discuss in their annual appraisal
- C. provide feedback, role-play opportunities and encourage active listening
- D. reassure them that their communication will improve over time and implement a personal development plan

35

A care worker has raised concerns that an individual could be experiencing emotional abuse. Which of the following are **all** signs of emotional abuse?

- A. Fear of physical touch, anxiety and unexplained cuts
- B. Irritability, extreme hunger and financial changes
- C. Low self-esteem, isolation and mood swings
- D. Unexplained debt, depression and frequent infections

36

A colleague is completing their assignment for the lead adult care worker apprenticeship. They are working on the infection control section and need to identify the causes of various illnesses. Which of the following illnesses are **all** caused by a virus?

- A. Chickenpox, salmonella and tetanus
- B. Hepatitis B, scabies and shingles
- C. Impetigo, tuberculosis and mumps
- D. Influenza, measles and covid-19

37

A care worker is supporting an individual who is refusing to take their medication. How **must** the care worker respond to the individual's refusal?

- A. Ask a family member to visit to try and convince them to take the medication
- B. Arrange a GP appointment and review meeting to discuss other medication options
- C. Inform them of the consequences of not taking the medication but also respect their choice
- D. Tell them that the consequences of refusing medication are severe so they have no choice in the matter

38

Lead adult care workers must display high levels of personal hygiene. Which of the following actions demonstrates this?

- A. Being bare below the elbows at all times
- B. Keeping fingernails long
- C. Wearing any comfortable footwear
- D. Wearing disposable gloves at all times

39

An individual has come to live in a supported living setting. They have been diagnosed with a personality disorder which is not something that the care workers are familiar with. What is the appropriate way for the care workers to understand and support the individual's needs?

- A. Ask a friend who also has care experience for advice on best practice
- B. Ask their manager if they can attend a training course on the subject
- C. Read resource books from the manager's office during breaks
- D. Research the condition on social media sites with colleagues

40

The lead adult care worker at a setting notices that staff are not following infection prevention and control procedures. What is the appropriate action to take?

- A. Explain the risks of not adhering to policy to staff and provide additional training if needed
- B. Inform staff that they are breaking the law and they will face disciplinary action
- C. Provide staff with a written copy of the policies and test them on this weekly
- D. Tell staff to observe the actions of each other and report all mistakes to management

41

A lead adult care worker receives a call from an angry family member who is upset due to their concerns about a recent invoice they have received for care service fees. What is the appropriate way to manage this situation?

- A. Agree with the caller that the charges are unacceptable and quickly reassure them that the invoice can be ignored for now
- B. Advise the caller to calm down and in an aggressive, firm tone tell them that the call is going to be terminated immediately
- C. Calmly listen to the caller and in a confident, gentle tone advise them that the appropriate person will call them back soon
- D. Tell the caller that charges have increased for all service users and immediately pass the phone to a manager

42

A lead care worker is developing a new training programme focused on dealing with dilemmas between the rights and safety of individuals. Which of the following dilemmas is appropriate to include in the training?

- A. An individual refusing to take a prescribed medication due to a known allergy
- B. An individual wanting to end life-sustaining treatment against their family's wishes
- C. A worker needing to support an individual despite disagreeing with their religious beliefs
- D. A worker's shift is ending but they have not completed all their administrative tasks

43

A lead care worker is completing a risk assessment in preparation for a new individual joining the setting. What is the **main** purpose of completing a risk assessment?

- A. To confirm that staff are following exactly the same procedures with all individuals
- B. To ensure that individuals are never involved in an accident while receiving care
- C. To identify and assess hazards that have potential to affect an individual's safety
- D. To identify and implement the quickest way to provide care to the individual

44

A lead adult care worker notices that a colleague is becoming withdrawn, easily frustrated and seems overwhelmed. What is this **typically** a sign of?

- A. Boredom
- B. Complacency
- C. Laziness
- D. Stress

45

An individual in a setting speaks limited English and also struggles to understand complex English. They are due to have a care plan review meeting soon. What is the appropriate way to overcome this language barrier?

- A. Arrange for a translator to attend the meeting
- B. Complete the review using written rather than verbal communication
- C. Invite a family member to the meeting to translate
- D. Use the communication method that is preferred by staff

46

A lead care worker is reviewing care plans to ensure that they follow a person-centred approach. Why is a person-centred approach key for care planning?

- A. It accounts for the opinions of the individual's close friends
- B. It allows for the individual's preferences to be reflected
- C. It ensures that plans are standardised for consistency
- D. It prioritises medical opinion for guaranteed positive outcomes

47

An individual with dementia has disclosed that they do not want family to make decisions on their behalf when they no longer have mental capacity. They have asked a care worker to provide them with alternative options. The appropriate suggestion for the care worker to make is for the individual to contact:

- A. an independent advocate
- B. an occupational therapist
- C. citizen's advice
- D. social services

48

A lead adult care worker works nights in a nursing home. Part of their role includes conducting safety checks and implementing measures to prevent fires from starting or spreading. Which of the following actions are **all** included as part of these measures?

- A. Carrying out a fire drill and checking that all individuals are in their rooms
- B. Emptying bins, closing fire doors and switching off electrical appliances
- C. Locking doors and windows, recording all checks and cleaning communal areas
- D. Testing the fire alarms and tidying emergency exit routes

49

A lead care worker has been asked to mentor staff who support individuals with advanced dementia. What specialist knowledge **must** the lead care worker hold to be able to effectively support these staff?

- A. Advanced knowledge of all health and equality legislation and behaviour management techniques
- B. Basic knowledge of specific dementia care strategies and behavioural triggers
- C. Detailed knowledge of specific dementia care strategies and ways to manage challenging behaviours
- D. General knowledge of health legislation and behaviour modification strategies

50

A lead care worker has noticed that an individual is beginning to become withdrawn and anxious around certain staff members. They suspect that the individual is experiencing abuse. What is the appropriate action to take?

- A. Ask the individual why their mood has changed and note the response for discussion in the staff meeting
- B. Confront the suspected abuser directly and inform them they will receive strict disciplinary action
- C. Document the concerns according to safeguarding procedure and report them to the supervisor
- D. Provide the individual with a copy of the safeguarding procedure and suggest they report the abuse

51

An individual in a setting enjoys gardening but has started to experience frequent falls which is preventing them from doing this safely. What is the appropriate action to take?

- A. Allow the individual to continue as they are as gardening is the only thing that brings them happiness
- B. Inform the individual that they must stop gardening and update their risk assessment to reflect this
- C. Review the individual's risk assessment and implement measures to prevent them being harmed while gardening
- D. Tell staff that the individual must be under one-to-one supervision at all times while gardening

52

A care worker has asked a colleague to explain the purpose of independent advocacy to them. What is the appropriate explanation to give?

- A. An advocate helps the care team to develop care plans according to ethical and legal guidelines
- B. An advocate helps individuals to express their opinion and ensures their rights are respected
- C. An advocate supports an individual with financial and property management
- D. An advocate supports the care team with risk and health assessments

53

A care worker is reviewing health and safety legislation. They are familiar with the content of the legislation but are unsure how it impacts their role. How does health and safety legislation influence the role of care workers?

- A. It alleviates personal responsibility related to any safety breaches from the care worker
- B. It ensures that responsibility for any harm caused is assigned to the correct person
- C. It gives guidelines for the actions care workers should take to ensure dignity is maintained
- D. It provides clear guidelines for everyone to follow to reduce the risk of harm occurring

54

During a lead adult care worker's induction, they are told that an individual's emotional needs must always be considered. Emotional needs refer to the:

- A. basic needs for food, water and regular participation in social activities
- B. need for personal interests and meaningful life events such as marriage
- C. need to build meaningful relationships and be involved in social activities
- D. psychological needs, such as the need to feel safe, valued and cared for

55

A lead care worker is running a team meeting to discuss how to maintain the safety of individuals. The team is asked to identify behaviours that may put individuals at risk. Which of the following is 1 correct example for the team to provide?

- A. Completing risk assessments after an incident has occurred
- B. Not completing a visual inspection of equipment before use
- C. Not using an individual's preferred communication method
- D. Providing staff with regular rest breaks throughout their shift

56

An individual wishes to participate in group activities but needs support due to limited mobility. What is the appropriate action to take?

- A. Arrange a meeting with the individual, physiotherapist and activities coordinator to organise the necessary support
- B. Discuss the required support with the activities coordinator and care manager at the next review meeting
- C. Inform the physiotherapist that the individual needs support and allow them to arrange this independently
- D. Use personal judgement and experience from similar situations in the past to establish what support is needed

57

A care worker has not received any specialist health and safety training. Which of the following tasks can they **not** complete until they have received specialist training?

- A. Assisting an individual to take their prescribed medication
- B. Feeding an individual
- C. Helping an individual complete their mobility exercises
- D. Using a hoist to lift an individual

58

A care worker arrives at an individual's home to complete the morning visit and finds that there is no food in the fridge, the house is cold and their medication has run out. What is the appropriate action to take?

- A. Call the worker who will be completing the evening visit and inform them that they need to address the issues
- B. Contact the manager immediately to inform them of the observations and act on their advice
- C. Ensure that the individual is comfortable and then go to the pharmacy to collect their medication
- D. Record the concerns and advise the individual to call their general practitioner (GP) to request more medication

60

A fire has broken out in the lounge area of a setting. What is the **first** action that **must** be taken?

- A. Alert the emergency services
- B. Check for the cause of the fire
- C. Close all doors until further instruction is given
- D. Evacuate everyone to the agreed point of safety

59

In their role as infection control champion, a lead adult care worker must keep up to date with current best practice. Which of the following are suitable sources to access the required information?

- A. Conversations with senior colleagues and others in the sector
- B. Government and Public Health England websites
- C. Online medical research journals and forums
- D. Notes from their induction and refresher training





**Level
3**



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