

Paper Code: M-EPA-LACW3004

Level
3

Highfield Level 3 End-Point Assessment for Lead Adult Care Worker - 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.

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 company has just implemented an electronic system for storing and recording information about the individuals they support. The community care workers have been given work phones for this purpose. What would be the **most** suitable advice to help them keep the sensitive information safe and confidential?

- A. To make sure that information is written clearly and the phone is turned off when they are not on shift
- B. To ensure they always log off the phone after use and do not share their password with anyone
- C. To always keep the phone on their person and ensure this is fully charged at all times
- D. To use encrypted messages and abbreviations that others will not understand

2

A care worker has applied for the role of a lead adult care worker at a care home. As part of the recruitment and selection procedures, the care worker will need to complete pre-employment checks to safeguard the individuals they will be caring for. What **must** this include?

- A. A personal reference from a relevant person who they have known for over ten years and a completed care certificate
- B. A disclosure and barring service (DBS) check and confirmation of all previous employment and any gaps in between
- C. A health screening questionnaire, details of their bank account and a recent utility bill
- D. A physical examination and a letter from their GP to confirm their physical and mental wellness

3

A lead adult care worker has been asked by their manager to make a list of all the substances in their care setting that are under the current control of substances hazardous to health (COSHH) regulations. Which of the following **must** be included on this list?

- A. Mouthwash, antibacterial gel and hand wash
- B. Toilet cleaner, medication and bodily fluids
- C. Dishwasher tablets, deodorants and saline
- D. Shower gel, toothpaste and antibacterial spray

4

A lead adult care worker has been asked to support 2 new team members with the Duty of Care section within their induction training. What is duty of care?

- A. The legal and moral obligation of all staff to ensure the health, safety and wellbeing of the individuals being cared for
- B. The legal obligation to ensure individuals do not carry out any activities that could cause them risk of harm
- C. The legal and ethical responsibility of the registered manager of the care organisation to safeguard their staff
- D. The legal responsibility to be open and transparent, reporting any incidents or near misses that occur

5

A care worker has recently been promoted to the role of a lead adult care worker. Part of this role involves allocating duties to care workers in the team. What factors **must** be considered when allocating work?

- A. Care workers are only asked to carry out duties and activities that they have not been trained in if there are staff shortages and they agree to this
- B. Care workers are only asked to carry out duties and activities that they are trained to do and have the skills and competencies in
- C. Care workers are only asked to carry out duties and activities which they can complete effectively, quickly and individually
- D. Care workers are only asked to carry out duties and activities that others prefer not to do, which will save time and benefit the individuals

6

A daughter of an individual who lives in a care home calls into the office to share their concerns as all the new clothing they recently bought their parent is missing. What is the **first** action in handling this situation?

- A. Politely explain that unfortunately these things happen due to the large number of individuals who live in the care home
- B. Provide them with a complaints form, advising how to complete this and ensure they have the correct address of where to send it to
- C. Listen, apologise and assure them that they will facilitate a thorough search of the care home to try and locate the missing items
- D. Reassure them, make notes and immediately telephone the manager on call to inform them that a complaint has been made

7

A lead adult care worker is being inducted at a health centre where they are newly employed. They are informed that they need to be aware of health and safety as accidents or sudden illness may occur at any time. Which of the following are the **most** likely accidents or sudden illnesses?

- A. Occupational eczema, power outages and cardiac arrests
- B. Explosions, food poisoning and road traffic accidents
- C. Falls from height, chemical burns and animal bites
- D. Slips and trips, epileptic seizures and needle stick injuries

8

A lead adult care worker is unwell with sickness and diarrhoea. They do not want to let their colleagues down at the care home. Why is it important that the lead adult care worker does **not** go into work?

- A. They will not be able to carry out their work duties effectively
- B. So that they can go to hospital or see their GP
- C. They could be contagious and pass symptoms onto others
- D. They will be using too much personal protective equipment (PPE)

9

A lead adult care worker notices that someone they regularly work with does not seem themselves as they have shown signs of becoming withdrawn, less patient and have taken quite a few days off work. What is this a sign of?

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

10

A lead adult care worker works nights in a nursing home. Part of their safety checks include measures to **prevent** fires from starting or spreading. What are included as part of these measures?

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

11

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

- A. Influenza, measles and covid
- B. Impetigo, tuberculosis and MRSA
- C. Ringworm, scabies and shingles
- D. Malaria, salmonella and tetanus

12

A care worker has recently commenced employment at a care home and they have not yet completed their mandatory training. Which tasks **must** the supervisor instruct them **not** to carry out?

- A. Making hot drinks, folding the laundry and cleaning tables
- B. Answering the phone, making beds and talking to individuals
- C. Moving and handling, food preparation, and emergency first aid
- D. Completing records, hand washing and removing general waste bags from bins

13

A lead adult care worker apprentice has developed their numeracy abilities through achieving maths functional skills. What aspects of their job role will this help them with?

- A. Completing supervisions with workers and reflecting on own practice
- B. Completing fluid input and output charts and assisting service users with their finances
- C. Completing e-learning modules, sending emails and using handheld devices
- D. Completing required documentation and communicating verbally and non-verbally

14

A lead adult care worker asks an individual in a care home setting if they would like to attend the Sunday Christian Church service. The individual replies that they do not wish to go as Christianity is not their religion. How can the lead adult care worker meet the individual's religious needs?

- A. They should talk to the registered manager about how best to meet the individual's needs and wishes
- B. They should respect the individual's choice and establish their needs and preferences
- C. They should acknowledge the individual's choice and not bother them with the topic again
- D. They should encourage the individual to attend the church service so they are not excluded

15

A lead adult care worker has been asked to complete a specialist assessment of an individual who is planning to come and live in a supported living unit. The individual's only relative has recently died but has left a substantial amount of money in their will. The individual discloses that they do not really understand how to take care of their money and has been financially abused in the past. What help can the lead adult care worker provide in this situation?

- A. Suggest to help the individual access the support of a financial independent advocate who can help them manage their money appropriately
- B. Suggest that the individual chooses their friends more carefully to prevent any future risks of financial abuse
- C. Suggest to help the individual to write a comprehensive list of all the things that they would like to spend their inheritance money on
- D. Suggest that the individual undertakes a numeracy course that will help them understand and manage their finances more effectively

16

A lead adult care worker has been asked to help a care worker devise a personal development plan as part of their three-month probationary review. What content **must** be included in this?

- A. What their learning and career goals are and how these can be achieved
- B. What hobbies they have and how they can help to develop some of the other workers
- C. What content they have already completed during their initial induction
- D. What they like and dislike about the colleagues they work with

17

A lead adult care worker is carrying out a training session with their team and tells them that certain situations will require them to remember and apply Task Individual Load Environment (TILE). In what situation would they have to apply this?

- A. Helping an individual move from their bed to a chair
- B. Holding a door open for a colleague when entering a room at the same time
- C. Organising an activity day for the residents/service users
- D. Serving meals to individuals within a care home

18

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

19

A lead adult care worker is facilitating an internal workshop on the subject of equality, diversity and inclusion. One of the workers attending asks what equality is. What is the definition of equality?

- A. Everyone should be treated the same
- B. Everyone should be valued and treated fairly
- C. Everyone has the right to do what they wish
- D. Everyone should be allowed to say what they want

20

A lead adult care worker is in the communal lounge helping an individual complete a health questionnaire that is needed for a hospital appointment later that day. Other individuals in the lounge are watching TV. What is the appropriate action to take?

- A. Turn the TV down so that the individual can hear the questions the lead adult care worker is asking
- B. Ask the other individuals to go and watch TV in their own rooms until the questionnaire is complete
- C. Move to a quiet, private room where the individual and care worker can complete the questionnaire
- D. Ask the workers at the hospital to help the individual to complete the questionnaire

21

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 is considering handing in their notice. Which is the **most** appropriate response to provide comfort, support and guidance?

- A. Suggest they make themselves a hot drink and explain that it is understandable if they feel they need to hand in their notice
- 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. Advise them that this is part of the care worker role so they will need to toughen up so that they do not let individuals and their colleagues down
- D. Assure them that time heals and each death becomes a little easier to cope with, and that it will not be long before they have forgotten all about it

22

A new registered manager has recently appointed a lead care worker in the role of health and safety champion in the care home as they have concerns about the current standard practices in the workplace. What would be appropriate activities for the lead care worker to complete as part of this role?

- A. Carry out research on the internet about what the role of a health and safety champion includes and ask the registered manager for a pay rise for the additional responsibility
- B. Complete an audit of the building, check that all workers have had adequate, up to date training for the tasks they complete within their role and ensure suitable, current risk assessments are in place
- C. Check all equipment, ensure staff are aware of the amount of disposable gloves they can use per day and ask for additional training to help them carry out the role correctly and effectively
- D. Arrange for all staff to be enrolled onto a health and safety qualification, re-write the health and safety policies and procedures and inform workers that their practices will be watched closely

23

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 **most** appropriate way the care workers can help to understand and support the individual's needs?

- A. Ask for additional one to one supervisions from their line manager
- B. Research the disorder online with colleagues to support each other's development
- C. Reflect on their own skills and practice at the end of each shift
- D. Ask their manager if they can attend a training course on the subject

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A parent has come to look around a care setting as they require some respite care for their child who has cerebral palsy and mild cognitive impairments. They ask about the assessment procedures that will be carried out as part of the care plan. It is explained that a risk assessment will be part of the process. What is the **most** appropriate explanation to give to help the parent understand?

- A. A risk assessment ensures that restrictions are put in place in the individual's best interest so that they are safeguarded against all risks to their health and wellbeing
- B. A risk assessment helps the individual to have their choices met in safe and person-centred ways, and enables hazards to be identified and measures agreed to reduce evident risks
- C. A risk assessment is a legal way to protect the care setting and its employees, should any accidents or incidents happen which can cause harm to the individual
- D. A risk assessment is something that must be completed as a formality as it is a document that regulators will expect to see as part of the audit process

25

A lead care worker in a supported living setting has a duty of care for an individual with autism and moderate learning disabilities. They have recently started going out more frequently, drinking alcohol and are involved with a group of people who are not good for them to be around. What would be the **most** appropriate action to take to ensure the individual is kept safe?

- A. Inform the individual that their recent behaviour is unsafe and they need to stop drinking as this could cause them harm
- B. To leave the individual to live their life as they are technically an adult so they can choose to do what they wish
- C. To share all concerns with the line manager and suggest a review is held with the individual to discuss the concerns
- D. Instruct the individual that they are only allowed to go out a couple of times a week and suggest that they find a new group of friends

26

A lead adult care worker is on a late shift and they answer the telephone to an angry family member who is very upset due to their concerns about a recent invoice they have received for care service fees. What would be an appropriate way to manage this situation?

- A. Remain calm, listen to the caller, talk in a confident but gentle tone and explain that the appropriate person will call them as soon as possible
- B. Explain sensitively to the caller that their concerns are understandable and advise them to ignore the invoice to avoid any further distress
- C. Advise the caller to calm down as their behaviour is very inappropriate and the setting's zero-tolerance policy states to terminate any call of an aggressive nature
- D. Inform the caller that care worker's are not involved in service user's finances so unfortunately they cannot help them on this occasion

27

A home lead adult care worker is visiting an individual for their dinner time call. When they arrive at the home, it is cold, there is no food to give them for lunch and their medication is missing. What is the appropriate way for the lead adult care worker to handle this situation?

- A. Advise the individual that they should call their GP for a new prescription of their medication, and record all concerns in their daily records
- B. Call the home carer who will be completing the individual's supper time call and ask them to go to the supermarket to buy them some food
- C. Make sure the individual is comfortable by assisting them into bed, offer to share lunch with them and extend the call
- D. Contact their manager immediately to inform them about all concerns and carry out the actions the manager advises

28

A lead adult care worker is employed in a care setting which supports individuals with learning difficulties. They have noticed that, because a couple of the individuals are non-verbal and use Makaton, there is a communication barrier between them and the workers who do not understand it. What would be an appropriate way to overcome this?

- A. Suggest that the workers read the care plans of these individuals and ensure that they are regularly reviewed to reflect their current needs and wishes
- B. Advise the workers to give the individuals more time to express their needs, preferences and wishes so that these can be established and respected
- C. Suggest to the manager that the workers complete a Makaton training course to help workers and individuals communicate with each other more effectively
- D. Advise the workers to watch TV programmes where Makaton is being used as this will help them understand and use this to communicate with the individuals effectively

29

An individual has arrived at a dementia and wellbeing day centre and a lead adult care worker is escorting them to the activity room. The lead adult care worker notices that the individual seems a little upset so asks them if everything is ok. The individual discloses that they had an altercation with their daughter that morning, which concluded with the individual being violently shaken. What should the lead adult care worker's **immediate** actions be?

- A. Complete a body map to identify any bruising and record what the individual has said in their daily recordings
- B. Telephone the individual's daughter to explain that they are upset about the altercation they had that morning and that a disclosure has been made
- C. Reassure the individual and confidentially inform the manager on shift straight away and follow their guidance
- D. Monitor the individual throughout the day, as due to their dementia it is likely that they have gotten confused

30

An individual has been admitted to a care home for a 2 week respite stay. A care plan needs to be developed so that the team can carry out person-centred care during this time. Which of the following approaches supports the **initial** development of the individual's care plan?

- A. Ask the care worker who has been assigned to the individual to read the notes provided and complete the care plan
- B. Private discussions with the individual and their family to find out their history, needs, wishes and preferences
- C. Open discussions with the individual's family and friends, then ask the individual to read the information collated
- D. Observe the individual during the first couple of days of their stay, make relevant notes and have a meeting with the care team

31

An individual has been admitted to a care home for an emergency respite stay following a crisis situation with their mental health. Under the current Mental Capacity Act, the individual has been assessed as lacking capacity to make decisions. A care plan needs to be developed so that the home can provide appropriate care during the individual's stay. How are person-centred values used in this situation?

- A. Work with the individual's independent mental capacity advocate and the mental health team, who have been supporting them in the community, to help establish what support is required
- B. Ensure the individual's care plan is completed accurately, legibly and in line with agreed ways of working and that this information is kept secure and confidential
- C. Discuss the individual's needs, choices and preferred decisions with them in a private area to ensure dignity and independence are maintained
- D. Conduct an assessment to establish the individual's support needs and preferences to compile their care plan, basing this on experiences with other individuals with mental ill health

32

An individual has come to live in a supported living setting. They have complex needs and there are several stakeholders involved in their care along with the individual's parents. What is the **best** way to facilitate partnership working to help meet the holistic needs of the individual?

- A. Ask the individual in private what their needs, wishes and preferences are and create their care plan
- B. Ask the individual, their parents and other professionals to complete a feedback form which evaluates the care setting
- C. To arrange a multi-disciplinary team meeting, which the individual and their parents can also attend
- D. To complete a comprehensive care plan and risk assessment which are regularly reviewed

33

An individual has difficulties with their hearing but refuses to wear their hearing aids. Despite a care worker speaking louder and repeating what is said several times, the individual is still unable to understand. Which of the following methods are appropriate to help communication with them?

- A. Ensure closeness to the individual and use eye contact when speaking
- B. Use objects of reference, gestures and write things down
- C. Insist that the individual wear their hearing aids so that they can understand
- D. Use appropriate pitch, tone of voice and avoid complex terminology

34

An individual has Type 1 diabetes. To keep their independence, they wish to administer their medication themselves. What equipment will the individual need to be provided with to ensure safe disposal of their insulin needles?

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

35

An individual has vascular dementia and discloses to their keyworker that they do not want their family to make important decisions on their behalf when they no longer have the capacity to do this themselves. The individual asks what their alternative options are and their keyworker suggests that an independent mental capacity advocate (IMCA) could be appointed. As the individual is unsure what this is, how could this be effectively described?

- A. They are a legal body who assess the individual to determine if they do lack mental capacity or are able to understand and retain the information that is given
- B. They are a legal safeguard appointed by the Office of Public Guardian to ensure that families cannot be involved in any decisions about the individual
- C. They are a legal body who will immediately make all decisions for the individual relating to finance, property, personal issues and health matters
- D. They are a legal safeguard for individuals who have no appropriate representation and lack the capacity to make specific, important decisions

36

An individual was recently in the mother and baby unit due to concerns of domestic abuse from their partner. They have recently gone back home. On arrival to the individual's home for a follow up visit, a lead adult care worker notices that the individual is very anxious and there appears to have been an altercation. The individual confirms that their partner visited earlier and became aggressive. What would be the **best** way for the lead adult care worker to ensure that all the available evidence is preserved?

- A. With the individual's permission, take photos on their work phone of the environment, breakages and any visible marks on the individual
- B. With the individual's permission, put all broken items into plastic bags and inform them not to repair any breakages
- C. With the individual's permission, make a detailed record of all the breakages and damages that have occurred
- D. With the individual's permission, help them to tidy up the flat as it is evident that the mess is causing them undue distress

37

An adult care worker is hoping to be promoted to a senior adult care worker. What are the **main** duties and responsibilities within this role?

- A. To lead all workers, inform them when they do not complete tasks the way their senior does and shadow workers throughout their shift
- B. To lead other workers, service users and families, and advocate in making decisions, so that these are compliant with legislative and procedural requirements
- C. To be a leader and manage the care setting, ensuring all policies and procedures are written, reviewed and complied with by all members of staff
- D. To be a leader and role model in providing effective, safe and person-centred care, while following agreed ways of working and supporting others to do the same

38

An adult care worker is planning to complete a telephone review with a parent of an individual they support at the day centre. To ensure the correct information is obtained and that there is no misunderstanding, what would be the appropriate advice to give the adult care worker?

- A. Ask the parent to send the information given via email, so that there is a written record of this and ensure that the information they have provided is accurate
- B. Ensure they are in a quiet and private environment, make notes, seek clarification as needed and repeat this back to the parent in a summarised format
- C. Ensure they speak clearly and politely while maintaining confidentiality, and continually ask the parent if they understand the information
- D. Offer to audio record the conversation on an electronic device so that they can make reference to this at a later time and share it with other colleagues

39

An elderly individual has recently moved into a care home. They used to be an active member of their local community and enjoyed participating in social activities. However, due to their declining physical health, they are now less able to engage in these activities. They often seem sad and disinterested in interacting with others. Which aspects of their wellbeing should be considered when addressing their needs?

- A. Their physical and emotional needs, ensuring they receive proper medical care and assistance with daily activities
- B. Their social needs, organising group activities and encouraging them to interact with other residents
- C. Their physical, social and emotional needs, providing opportunities for social interaction, as well as emotional support
- D. Focusing on their emotional wellbeing and offering counselling sessions to address their feelings of isolation

40

An experienced lead adult care worker is inducting a new employee on understanding inclusive practices. How can the lead adult care worker **best** support the new employee so that they fully understand and recognise inclusive practice?

- A. Inform the new employee that they need to shadow other care workers while they complete daily activities
- B. Suggest that the new employee go onto the company's computer to research inclusive practice and take notes from this
- C. Advise the new employee to read their employee handbook and access the organisation's policies and procedures for any further information
- D. Lead by example, so that the new employee can observe them in practice, ensuring that each individual is included in every aspect of their care

41

At a day centre 2 service users are overheard by a lead adult care worker making disrespectful comments about another care worker who supports them. What is the appropriate action for the lead adult care worker to take?

- A. Document what they have said in their daily records, so that this can be monitored
- B. Pretend the conversation never happened as it was supposed to be private and the service users have the right to say what they like
- C. Challenge what the service users are saying sensitively but professionally and explain why their comments are hurtful to others
- D. Inform the service users that their comments are rude, discriminatory and breach the current Equality Act

42

Lead adult care workers need to be aware of barriers in the environment and how these can be overcome. Which of the following are examples of **environmental** barriers to communication?

- A. Cognitive impairments, temperature and space
- B. Behaviours that challenge, mental capacity and lighting
- C. Sensory impairments, emotions and health conditions
- D. Locations, time and distractions

43

Due to learning difficulties, an individual has very limited verbal communication abilities. A lead adult care worker passes the individual's room and notices that they seem quite agitated. When the lead adult care worker tries to help they struggle to understand what the individual is trying to communicate which results in them becoming increasingly upset and present behaviours of concern. How can the lead adult care worker overcome communication barriers with the individual?

- A. Avoid going near the individual's room in the future as it is evident that the lead adult care worker is causing the individual distress by being unable to understand what they are trying to communicate
- B. Allow more time to observe the individual's behaviours, ask simple questions and use visual pictorial cards to try and establish what they are trying to communicate
- C. Inform the individual that they cannot understand what they are trying to communicate and that they will come back later in order to give them time to calm down
- D. Suggest to the manager that the individual may need their PRN medication to calm them down as it seems that their behaviour of concern is increasing

44

During a lead adult care worker's annual appraisal, their manager suggests that they apply feedback they have received, to support their own learning and development. What is an appropriate way for them to apply this feedback?

- A. Selectively applying only positive feedback, identifying the easiest areas to improve and creating a tick sheet
- B. Asking their peers which pieces of feedback they should focus on before creating an action plan
- C. Creating a report that will help them implement each piece of feedback they have received
- D. Actively reflecting on the feedback, identifying areas for improvement, and developing an action plan

45

While undertaking an observation of a care worker, an individual thanks them for their help with changing a stoma bag and collecting their pension the day before. These activities are not part of the care package and the care worker has not had stoma care training. What is the appropriate way to discuss these concerns with the care worker?

- A. Sensitively explain that if they carry out additional activities to those in the care plan, the individual will expect all employees to do this which is not fair to them
- B. Explain that additional activities should not be carried out if the individual is not paying for these and doing so could result in disciplinary procedures
- C. Explain the importance of working within professional boundaries to protect the health, safety and welfare of all individuals and employees
- D. Gently explain in a private area that additional duties must only be carried out if workers feel confident and the individual gives their consent

46

During a new care worker's induction, they are informed that individuals' emotional needs and wellbeing must be considered. Emotional needs relate to:

- A. what an individual values as important and meaningful in life such as family, religion and life events
- B. an individual's need to build and sustain relationships and be involved in activities within their community
- C. the basic needs of an individual such as food, water, shelter, sleep and oxygen
- D. the psychological needs of an individual, including the need to feel safe, valued, accepted, cared for and empowered

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During a new lead adult care worker's induction, the manager informs them that they are expected to follow regulations, organisational policies, procedures and encourage others to do the same. Where can the new lead adult care worker find information on how to follow these?

- A. By reading the job description, the employee handbook, the organisational code of conduct and the terms and conditions within the employment contract
- B. By looking at the Care Quality Commissions website, reading the care plans of the individuals they will be supporting and asking their colleagues
- C. By accessing the care company's intranet and talking to one of their friends who also currently works as a lead adult care worker
- D. By asking their manager what all the policies and procedures are and requesting that they write these down in a way that is understandable

48

During a training session on data protection, a lead adult care worker is asked to provide a definition of the term confidentiality. What is the appropriate response?

- A. The requirement to adhere to a set of rules that prevents information being stored or shared electronically
- B. The requirement to collect all information on an individual to ensure they can share this with relevant stakeholders
- C. The requirement to maintain privacy and abstain from sharing personal or potentially sensitive information
- D. The requirement to keep accurate, legible and up to date records of all those in care settings

49

During lunch time at a care home, there are not enough vegetarian sausages for the 3 individuals who do not eat meat. A lead adult care worker overhears a care worker suggest that a resident with advanced dementia is given meat sausages as they will not know the difference. What is the appropriate action for the lead adult care worker to take?

- A. Take over serving the lunches and inform the care worker that they are incapable of respecting the individuals in the home
- B. Agree with the care worker's decision as an immediate way of resolving the problem but ensure vegetarian options are given in future
- C. Challenge the care worker's suggestion discreetly and professionally, explain the reasons why this is not appropriate and report it to the manager
- D. Make a note of what was overheard and discuss this with the care worker at their next supervision

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During supervision, a care worker is advised by their manager to reflect on their own practice as part of their development. How can this help the care worker?

- A. Reflection can support them to develop the core skills of English, maths and IT which will help them with required work activities
- B. Reflection can support them to continually improve the way they work and the quality of care they give to individuals
- C. Reflection can support them to develop specialist skills and knowledge which can then be put into practice
- D. Reflection can support them to understand the physical and mental health conditions of the individuals they support

51

In their role as infection control champion, a care worker needs to keep up to date with current best practice. Which would be suitable sources to access the required information?

- A. Clips on YouTube and social media
- B. Resource books kept in the office
- C. Government and Public Health England websites
- D. Leaflets that arrive with the cleaning products

52

Lately a lead adult care worker is finding themselves becoming more stressed as they are not sleeping properly. They feel tearful, anxious and angry. What strategies could they use to try and manage their own stress?

- A. Take part in hobbies they enjoy, regular exercise and talking to others
- B. Work additional shifts, sticking to a strict diet and exercising
- C. Share their concerns with individuals they support and increase their time on social media
- D. Buy themselves something nice online and increase their alcohol intake

53

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 effective way to do this?

- A. Ensuring notes are taken regarding an individual's requests, daily records are completed and the care plan is updated when the keyworker has an appraisal
- B. Obtaining information from the individual's social worker and using this to create the care plan which will be reviewed every 6 months in line with organisational policies
- C. Involving the individual, relevant others and the care team, establishing records and regularly reviewing all needs, wishes and preferences
- D. Ensuring the individual's keyworker completes and regularly updates the care plan based on their own observations, discussions with colleagues and other service users

54

Newly employed care workers at a care home have recently received training on effective hand washing. The **most** effective way to monitor if they have taken their training on board is by:

- A. making them create visual posters on handwashing to place around the workplace
- B. questioning them throughout the day to see if they remember the correct procedure
- C. asking them if they have understood everything covered in the training
- D. carrying out audits by regularly observing the workers washing their hands during their shifts

55

On several occasions, a lead adult care worker has reported to their manager concerns of unsafe practices relating to medication procedures, including required processes for administering controlled drugs not being adhered to, unsafe storage, and medication not being given at correct times. The lead adult care worker chases this up with their manager and is informed that it is on the to-do list and to stop worrying. What is the appropriate action for the lead adult care worker to take?

- A. Send a letter of concern to the local adult safeguarding team
- B. Escalate the concern to higher management based at head office
- C. Send an anonymous email to the Care Quality Commission
- D. Inform the families of the individuals at the care home

56

Part of a lead adult worker's role involves making colleagues aware of equality, diversity and inclusion. What is diversity?

- A. Encouraging the involvement of certain individuals in activities that they enjoy
- B. Encouraging traditional values within the workplace
- C. Recognising the differences between people and celebrating these differences
- D. Recognising and favouring certain groups

57

To help promote person-centred care, a lead adult care worker decides to collect feedback from individuals and others so that this can be analysed and used to improve the service provided. Which of the following is a suitable approach?

- A. Outsourcing the feedback collection process to a third-party agency without direct involvement from care workers or individual to ensure a quick turn around
- B. Conducting service user group meetings, arranging review meetings with individuals and families and evaluating the results from satisfaction surveys
- C. Talking to staff, looking at comments in the suggestions box and calculating the number of accident and incident occurrences in the past year
- D. Interviewing the individuals and their families who complain the most and making notes so findings can be recorded in visual form

58

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** be taken?

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

59

When a lead adult care worker visits an individual in their own home, they notice a large credit card statement in the individual's name which appears to be in arrears. The lead adult care worker sensitively asks them about this and they are informed that the individual's nephew has taken the credit card out in their name but has promised to pay it all back. What would be the appropriate action to take in this situation?

- A. To closely monitor the situation as the individual has the capacity to make the decision of allowing their nephew to take out a credit card in their name
- B. With the individual's consent, telephone their nephew and question them about why they have taken out a credit card in the individual's name, and make them aware that this is fraud
- C. Record all concerns in the individual's daily notes so that other workers are made aware of the possible risk of financial abuse from their nephew
- D. With the individual's consent, take a picture on their work phone of the statement and report all concerns to the manager as soon as they leave the individual's home

While on shift a lead care worker notices that 2 of the care workers appear to be experiencing difficulties when supporting an individual with the stand-aid. The individual appears to be finding it very difficult to bare their weight and it is concerning for their health, safety and wellbeing. What would be the **most** appropriate course of action in this situation?

- A. Arrange for care workers to have additional moving and handling training so that they can handle the situation by themselves when supporting individuals who require the use of specialist equipment
- B. Inform the care workers calmly to stop what they are doing, explaining to them that the individual will need to remain on bed rest until a visit from the occupational therapist can be arranged
- C. Document in the individual's daily records that there are concerns with using specialist equipment as it no longer appears appropriate for their needs and recommend care workers use manual ways of moving and positioning for now
- D. Review the individual's moving and handling risk assessment and care plan, with their full involvement, and contact the occupational therapist for them to make an assessment for more appropriate equipment to meet the individual's changing needs

**Level
3**

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