

**Paper Code: M-EPA-LACW3003**
**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

Avril, an individual's sister, comments to you that she feels her brother, Peter, who has full capacity, is losing weight and not looking very well. Your **most** appropriate response to their concern is to:

- A. discuss Avril's concerns with Peter, suggest regular weight checks are taken and, with his consent, contact his GP
- B. start regular weight checks, regular recording of food and fluid and ask for a GP visit. Tell Peter what you are planning
- C. do nothing as Peter will tell you if he is feeling unwell or if his appetite is decreasing when you visit him to administer medication
- D. reassure Avril that you will implement food and fluid intake charts, undertake weekly weight checks and request a GP visit

2

Your mandatory training is due to be updated, however, your manager states there are insufficient resources to send you on the training course. The manager talks you through the notes from her training and signs you off as competent. The impact of this approach is **most** likely to be:

- A. positive, as you will have the most current knowledge to undertake your responsibilities safely
- B. negative, as you could miss out on recent updates that are likely to place individuals' safety at risk
- C. positive, as the setting will not be left short-staffed and will save you time
- D. negative, as it will mean you will not be able to network with colleagues

3

Ada states that she wishes to complain about the lack of choice on the menu each day. In your role as team leader, your **initial** response is to explain that:

- A. the menu was designed by the service users at a meeting 6 weeks ago so it cannot be changed
- B. if she wishes to complain about the food choices, she will need to put this in writing to the manager
- C. you will ask the chef to speak with Ada about other dishes that could be offered
- D. the menu is designed to suit the majority and cannot be changed for one individual

4

You are concerned that a member of your team, Stefan, may be experiencing stress as you have had complaints about him being unusually short-tempered. It is **most** important for you to speak to the worker to discuss this because:

- A. resilience in a potentially stressful role is of primary importance, so support must be given to Stefan to promote this
- B. Stefan's colleagues and the individuals he supports need to be aware that you are dealing with the issues
- C. it will help to ensure that Stefan does not go off sick with stress, leaving you short-staffed
- D. it will demonstrate to managers and inspectors that you are supporting staff wellbeing

5

You are supporting Priscilla in her own home with personal care. She receives care each morning and evening. She informs you that this was the first time this week that she had received a full wash. The individual insists that this is acceptable as they do not wish to be a burden. Your **most** appropriate response is to:

- A. reassure Priscilla that she is not a burden and continue with the support you are providing, ensuring that at least you support with a high standard of care
- B. reassure Priscilla that she is not a burden and inform her that you will speak to the staff team immediately as all carers must deliver a high standard of care
- C. suggest to Priscilla that she asks the carers to give her a full wash and immediately ring the manager of the service to pass on Priscilla's comments
- D. say nothing to Priscilla. Record her feedback in the care plan and put a memo out for each worker to receive when they are next in the office

6

Artur asks if he could go on a skiing holiday but he requires a carer to accompany him due to his physical and mental health needs. None of the staff are willing to go with him as they are concerned about maintaining his safety. Your immediate response to Artur is to say that:

- A. you will ask your manager and his care manager if there is any way this can be arranged
- B. he should forget the idea as it is impossible and will be too expensive
- C. you will ask around the care team again but it is unlikely that anyone will agree
- D. he will definitely be able to go as this is part of his individual rights and choice

7

A new individual to your service is a known IV drug abuser and potential HIV carrier. The staff comment to you that they are afraid of catching AIDS and insist they know if he is HIV positive. The **most** appropriate action is to:

- A. explain that the individual has the right to keep this information confidential and the correct use of infection control procedures will be sufficient
- B. agree with them. Find out and share the information with them as it is of the utmost importance that they take this seriously and are protected from harm
- C. explain that the funding available for this individual is insufficient to put in place any precautions other than standard PPE and effective hand washing
- D. tell them that if they do not want to support this individual, they do not have to. The allocation of staff will be a reflection of those who volunteer

8

Kieran, an individual that you support, is complaining that he feels short of breath. His face appears a little puffy, he is scratching at red marks on his arms and neck and seems confused. The **most** appropriate action to take is to:

- A. get Kieran to sit up a little to help his breathing, apply his moisturiser to the itchy spots and ask your colleague to observe closely
- B. call 999 for an emergency ambulance and ask your colleague to wait by the front door. Assist Kieran to remain sitting upright
- C. check Kieran's blood sugar while asking your colleague to make him a jam sandwich as the confusion suggests he may be hypoglycaemic
- D. ask Kieran to lie on his bed while you call the ambulance as you are concerned that he may stop breathing

9

When communicating sensitive information to Parveen and her carers about her new support regime, the **most** important considerations are that the:

- A. carers are able to be present, the environment is quiet and Parveen is comfortable and warm enough
- B. environment is quiet, Parveen is comfortable and you are using her chosen communication method
- C. environment is secure and warm, and that Parveen appears to be in a stable and calm mood
- D. time of day allows for carers to be present, the environment is warm and an interpreter is available

10

You are supporting Ivan, who is living with dementia, and you believe that after his capacity assessment, he is not retaining information for long enough to be able to make an informed decision. He does not have any family to support him with decision-making. The **most** appropriate professional to support decision-making is:

- A. his solicitor, he needs legal advice to make financial as well as social and support decisions
- B. Ivan's GP as he needs support to make decisions related to his medical care and support
- C. an independent advocate who is trained to support Ivan with all care and support decisions
- D. the registered manager as they are best placed to help Ivan with day-to-day decisions

11

You are trying to support Raj to make an informed decision about starting a new medication for his arthritis. The rheumatology nurse has verbally explained the side effects as well as the benefits but Raj is struggling to understand. The **most** appropriate way to obtain this information and support him is to:

- A. research and make notes from an internet search engine and explain your findings to Raj
- B. contact the rheumatology nurse and ask her to explain this again to Raj at his next appointment
- C. ask Raj's family if they could research the medication and pass the information on to him
- D. research the NHS website and request NHS leaflets to show Raj, explaining this clearly and slowly

12

You have been asked to weigh individuals ready for the senior member of staff to complete the MUST risk score. You need to record the percentage of weight loss on each record but you struggle with calculations. The **most** appropriate way to enable you to undertake this task is to:

- A. ask a colleague to complete the calculation for you as you are worried about getting it wrong for the individuals
- B. speak to a senior member of staff to be shown how to calculate weight loss and seek further support during supervision with your manager
- C. attempt the calculation using similar information on another individual's support plan
- D. refuse to undertake this task as you have always struggled with maths. These calculations frighten you and you will never get to grips with them

13

You are supporting Max in the community and feel that it is becoming unsafe for you to support him as he is demonstrating hoarding behaviours. The **most** appropriate action for you to take is to:

- A. advise Max that his home environment is unsafe and you will not be able to support him until this is addressed and the clutter is cleared
- B. explain to Max that he is likely to be relocated to a residential home if he does not tidy his living environment and make it safe
- C. seek advice from your manager as this may be a sign of self-neglect and may require reporting to the safeguarding team
- D. carefully continue providing support to Max as it is for him to choose how he would like to live and be supported

14

Marwa is undertaking home visits in the community. She calls the office to tell you she has arrived at Tom's home and has discovered that he has fallen to the floor, although he does not appear hurt. Marwa asks what she should do as Tom is insisting that she helps him up. The **most** appropriate advice to give would be to:

- A. try to help Tom up and into a chair by asking him to turn onto his hands and knees so he can pull himself up onto the chair
- B. explain to Tom not to try to get up until you can send extra staff to assist her to lift him from the floor
- C. suggest Marwa gives Tom a drink and his pain relief medication and see if he can stand up with her support after a few minutes
- D. call an ambulance and stay with Tom until the ambulance arrives. Marwa should not attempt to move him

15

You are supporting Mohammed who is deaf and blind. He has communicated to his family that he wishes to make a complaint but he does not have access to the complaints procedure as it is not in a suitable format for his needs. The **most** appropriate action that you can take is to explain to the family that you will:

- A. take time to read the procedure to Mohammed in a loud voice and inform your manager of the nature of his complaint
- B. inform your manager that Mohammed wishes to make a complaint and ask her to visit him regarding this
- C. not be able to help as there are no alternative formats but the family are welcome to make a complaint on his behalf
- D. speak to your manager in order to obtain the complaints procedure in an accessible format

16

You arrive on shift in a nursing home and are told by a colleague that Maggie has been shouting at the other residents so has been left in one of the lounges on her own. You are aware that Maggie finds it difficult to open doors due to her arthritis and cannot freely leave the room. The action of the workers on shift is:

- A. wrong, as leaving Maggie in the lounge where she cannot get out is classed as restrictive practice and is against her human rights
- B. correct, as it is a safeguarding and health and safety requirement to protect the other residents and their visitors even if it is high risk for Maggie herself
- C. wrong, as you know that all individuals should learn to live with each other even if some individual's potentially cause distress to others
- D. correct, as Maggie should be given time to calm down and reflect on why her behaviour is inappropriate and unacceptable

17

You observe Marcus, a new care worker, not following procedures when putting away cleaning products. The **most** appropriate way to support Marcus is to:

- A. explain to Marcus the implications and risks if chemicals are not stored safely and reiterate the correct storage procedures
- B. inform Marcus that he is not following health and safety law regarding potential risks to individuals and that he is likely to be disciplined
- C. give Marcus a copy of the organisation's health and safety policy to read and report him to the senior manager
- D. organise a supervision session to advise Marcus how to do his job properly and identify what else he does wrong

18

Karol is a young man with learning disabilities and mental health needs living at home. Arnie, his support worker, forgot to support Karol to take his medication yesterday evening which resulted in Karol not receiving his antipsychotic medication. Arnie has explained this to Karol today and apologised while an investigation takes place. Explaining this to Karol is an example of:

- A. duty of care
- B. duty of candour
- C. General Data Protection Regulations
- D. Health and Safety at Work etc. Act

19

Marcin has learning disabilities and is living as independently as possible in his own home. Several different professionals are involved in facilitating this support along with assistance from his care manager to help with claiming benefits. This approach is known as:

- A. co-production
- B. independent advocacy
- C. equality
- D. inclusion

20

A new team member arrives at work complaining that they have been up most of the night with vomiting and diarrhoea. They state they are feeling much better and are able to work. The **most** appropriate action is to:

- A. tell the team member that they must go home and ensure they go to see their GP before returning to work
- B. ask the team member to leave and tell them that they must have a clear result from a stool sample prior to returning
- C. suggest that the team member undertakes light duties for this shift and not to interact with individuals
- D. send the team member home, stating they must be clear of all symptoms for 48 hours before they can return to work

21

Hugh is providing support for Courtney who has mental ill-health. Hugh has supported Courtney to go to the shop where she wishes to buy 4 bags of chocolate and 6 bags of crisps. Hugh knows that Courtney has a BMI of 31 as he helped her get weighed yesterday and they discussed her weight. Hugh has a duty of care to speak to Courtney and he should:

- A. tell Courtney that she cannot buy the options chosen as they are unhealthy so will directly contribute to further weight gain and she is already overweight
- B. suggest that she replace some of the chocolate and crisps with healthier options following yesterday's discussions
- C. ask Courtney to think about the choices she is making and then tell her to return all the chocolates and crisps to the shelves
- D. advise Courtney that they should not go to the shops if it encourages her to purchase high quantities of chocolate and crisps

22

When administering medications to Gethin, you discover that the label on his phenytoin still shows his previous dose. The correct action to take is to:

- A. change the label to the new dose and remember to ask the senior on the next shift to countersign
- B. change the label to 'administer as directed' as the MAR chart shows the correct directions
- C. contact the pharmacy as a matter of urgency asking for new stock with the correct label
- D. rewrite and sign a new label correctly and stick over the old one

23

Euan is being supported to live at home as he has mental ill-health. Recently he has started to become more anxious and seems to need a higher level of support. You contact his care manager expressing your concerns. The **most** appropriate way to address his current needs would be to:

- A. hold a meeting with Euan's family to see what they could contribute, establish how this might help with his enhanced needs and amend his support plan
- B. support Euan to attend a meeting with his care manager, care providers and key family members to discuss how to support his enhanced needs
- C. suggest that Euan spends some time in respite care so that his medication can be adjusted to help him cope without additional support
- D. speak to Euan's GP and ask for a prescription of medication to help him remain calm when his support worker is not able to visit

24

You work in a residential unit supporting adults with mental illness. This morning, your colleague Wyn scalded his hand in an accident with the hot water boiler. He's been to the local accident and emergency department for treatment and has been told he cannot work for at least 2 weeks while it heals. The next steps to take are to:

- A. ensure the accident form is completed fully and complete your company's accident reporting system as this accident is reportable under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- B. complete your part of the accident report form, leaving Wyn's part of the accident form to complete on his return to work when you will also be able to complete the company's accident reporting system
- C. complete the accident report form and put this on your manager's desk with a note explaining the results from Wyn's visit to hospital so that they can decide on the reporting requirements for this accident
- D. make detailed notes to give to your manager as it is them who is responsible for completing all the necessary paperwork including the accident report form and will decide if it needs reporting further

25

Dominique has had a broken ankle and you are supporting her with rehabilitation and activities of daily living, so she will gain the strength, flexibility and mobility required to live independently again. Often Dominique will say that she is too tired to do the exercises that you are supporting her with and will refuse to do them. You have a duty of care to:

- A. document Dominique's refusal and accept her choice. To contradict Dominique at this time would be a breach of her human rights and disempower her
- B. tell Dominique that she has to complete the exercises or she will not recover and will end up needing support throughout the day and night
- C. discuss this with Dominique and advise her of the reasons for the exercises and see if there is a better time of day or a different routine that would enable her to improve her mobility
- D. record Dominique's refusal in her care plan and ask your manager to speak to her as the exercises are necessary to help Dominique's recovery

26

You are supporting Penny who has been diagnosed with dementia and no longer has full mental capacity. Her family want her to get dressed every day and to sit in the dining room for lunch. However, Penny does not wish to and refuses as the dining room is too noisy. The **most** appropriate action to take in response to this situation is to:

- A. advise the family that you will ask the staff to encourage Penny to get dressed and eat in the dining room every day, you will also speak to the manager if she continues to refuse
- B. reassure the family that you will ensure Penny is helped to dress every day and that she will be asked to sit in the dining room for lunch. However, if she refuses, there is nothing more you can do
- C. tell Penny that she should get dressed and eat lunch in the dining room every day as it is upsetting her family when she does not do so and she can leave the dining room immediately after the meal
- D. inform the family that you respect Penny's decision. You will, however, suggest that she sits in the dining room occasionally and you will ensure that she has a full meal service in her room

27

You are completing a supervision with Marta who has not yet completed her mandatory online dementia training. Marta says she has not had the time to complete this due to being busy on shift and she has forgotten her password. You support her to access the training at work and help her reset her password. This is:

- A. important as you have a duty of care to ensure that all staff have completed their mandatory training and as such provide the best and safest care possible
- B. relevant as your service is competing with others in the company to have the best training figures. This also ensures safe and effective care
- C. not appropriate as all workers will now want the opportunity to complete their mandatory training in works time rather than in their own time at home
- D. not the right action to take as it is the worker's responsibility to develop their ICT skills and ensure training is completed



28

You work in a unit for people living with dementia, some of whom exhibit behaviour that can be seen as challenging. When the plumber comes to fix a radiator in the lounge he leaves his tools on the side while he goes to the toilet. This is:

- A. appropriate as he was only gone for a few minutes while the lounge was quiet and all the residents appeared to be sleeping
- B. inappropriate as he needs to keep an eye on his tools, losing them can be inconvenient, very costly and will affect his profits
- C. inappropriate. He is a visitor to the setting but he is also responsible for his own actions and the health and safety of others
- D. appropriate because it is the staff's responsibility to ensure the residents are safe in the lounge, not the plumber's

29

You are completing a supervision with Omarr who says he has not had training on the moving and positioning of individuals, so he wishes to access this training. Omarr has been in this role for 10 months. Your **first** response to Omarr should include:

- A. asking him about the completion of his Care Certificate which includes a unit on the moving and positioning of people
- B. suggesting that he completes an e-learning module on moving and positioning people as soon as possible
- C. informing him that now he has been in post for 10 months he knows all there is to know about moving and positioning of individuals
- D. giving him the handbook on moving and positioning, asking him to read it within the next month then you will sign him off as competent

30

You are working alongside a new member of staff who has just completed their medication training, they have been signed off as competent. The staff member expresses that they are nervous about giving medication. To support your colleague, your **most** appropriate action is to:

- A. explain that learning by making mistakes is an essential part of the training process
- B. instruct them not to worry and to administer the medication as trained
- C. report to your manager that the individual is not yet competent to administer medication
- D. offer to observe their administering of medication and offer guidance if needed

31

As part of your role, you need to support individuals to actively participate and review their care plan, aiming to work in partnership to ensure outcomes are achieved. The individual you support has expressed concern that, at times, their voice is not heard by their family. The **best** way to assist is to:

- A. tell the individual that they must listen to all views during the care plan review as it is a partnership approach and their family want what is best
- B. hold a meeting before the care plan review to discuss the aspects the individual wishes to express. If they struggle in the care plan review, ask them if they would wish that you speak on their behalf
- C. suggest 2 separate meetings where the individual and family give their views independently. The professionals will then make the decisions
- D. explain to the individual that you will talk on their behalf because their family may listen to you more favourably

32

When assisting a colleague to support an individual with their personal care, the individual whispers to you that normally people hurt them when re-positioning, pointing to some bruises on their hip. You reassure the individual that you will be gentle and for her to call out if in pain. Your colleague asks what the individual said. The action you **must** take is to:

- A. write what the individual said in the care notes and ensure your colleague signs the notes for confirmation
- B. tell your colleague what was said and ask the individual more questions about the disclosure, ensuring your colleague takes notes
- C. ignore your colleague and let them leave, then return to the individual and question them further
- D. explain that it was a private matter. Upon finishing the care activity, contact your manager immediately to report the disclosure

33

As a personal assistant, you support an individual on a daily basis with their everyday needs. One day, the individual confides in you that they are homosexual, it is not noted in the care plan and you are not sure what to do with the information. You decide to speak to a family member about it. Your response is:

- A. very inappropriate as it is a breach of data protection as sexuality is classed as sensitive personal information
- B. appropriate as you have a duty of care to ensure the individual is safe and that everyone is aware of all relevant information
- C. acceptable as everyone must be aware to avoid the use of negative language when caring for the individual
- D. working in line with the Mental Capacity Act, ensuring those who make decisions are informed

34

You are an outreach worker, supporting an individual who struggles to communicate with people they do not know. It is impacting their ability to be fully included in the day service and is leaving the individual isolated. The **best** way to assist would be to:

- A. set up a group session at the day service, ensuring you are busy so they have to communicate by themselves with others
- B. plan outcomes, with the individual's agreement, around appropriate times to communicate with unfamiliar people and ways to build on this
- C. allow the individual to be in control by letting them decide when they want to communicate with others at the day service
- D. suggest to the workers at the day service that they avoid engaging in conversation with the individual to encourage the individual to communicate

35

You are analysing feedback from a customer satisfaction survey. One question asks whether individuals feel they are included in all aspects of decision-making. Half of the responses state they do not always feel included. Your **most** appropriate response in relation to the feedback is to:

- A. make a note of the survey outcome and see if this area improves when you next undertake the survey
- B. disregard the responses as you know individuals are always complaining about their care
- C. try to identify the staff members who are not involving individuals in decision-making to give them a written warning
- D. reassure individuals that encouraging decision-making will be discussed as part of inclusion and respect training

36

Following the sudden death of an individual, you recognise that the staff team are upset and finding the situation difficult to come to terms with. The **most** appropriate actions to take are to:

- A. signpost the team to local groups and websites. Organise a peer support session and meet staff individually for supervision
- B. suggest that staff speak to their own GP's about their mental health concerns and meet more often to socialise
- C. avoid discussing the situation further as this will prolong the distress that the care team are experiencing
- D. offer extra supervision sessions for each team member to offload their feelings and overcome these more quickly

37

You are supporting an individual to make choices as they do not have the mental capacity. The individual's family believe they have the right to decide on the individual's behalf. In this situation, the principles to follow are documented in the:

- A. General Data Protection Regulation 2018
- B. Human Rights Act 1998
- C. Mental Capacity Act 2005
- D. Care Act 2014

38

You are working in a care home for individuals living with dementia. George is getting out of bed at night, going into other individuals' rooms, disturbing them and waking them up. The **most** appropriate action you should take to support George's wellbeing and others is to:

- A. request bed rails to be placed on the bed to stop the individual from getting out of bed
- B. inform the individual that they must stop this behaviour or they will be removed from the home
- C. allow the individual to continue, requesting other individuals be more tolerant
- D. review the individual's care needs and risk assessment to assess for any unmet needs

39

The most recent fire drill was not carried out correctly. In your role as team leader, the **most** appropriate immediate action you should take is to:

- A. inform the team of what went wrong and carry out training on the correct procedure
- B. remind staff of their responsibility and reassure them that you will not record the outcome of this test
- C. organise for all staff to have supervision and put them on a warning for not following procedures
- D. report to the manager that the failing was not the fault of the team and that you will re-take the test

40

You are observing a member of staff administering medication. They remove tablets from the blister pack and leave them accessible, on their trolley, while they leave to get a glass of water for an individual. The **most** appropriate action you should take is to:

- A. take over the medication round and explain that they have placed everyone at risk and could have caused a major incident
- B. stop the observation and inform the team member that they have failed the competency and will need to undertake their training again
- C. follow the member of staff and leave the medication out. The sink is close and getting a glass of water will not take long
- D. tell the worker you will get the water, explaining the importance of not leaving medication unattended

41

There has been a breach of confidential information from your online care plan system. It is your organisation's responsibility to report this breach under the:

- A. Care Act 2014
- B. General Data Protection Regulation 2018
- C. Equality Act 2010
- D. Management of Health and Safety at Work Regulations 1999

42

As a new starter at a new company, you request the whistle-blowing policy. The manager states that the policy is currently being written. The consequence of not having an accessible whistle-blowing policy is that:

- A. the company will not be responsive or effective in dealing with concerns, and staff will not know how to respond to concerns
- B. it will have to be explained to everyone verbally, which is a much more efficient way of working
- C. individuals will not be able to access the right care and support in a timely manner
- D. the company will have more complaints from staff and poor reviews written on their website

43

An individual returns home from a hospital stay having contracted MRSA. A home-care worker refuses to provide support as they do not feel that the gloves and aprons are sufficient PPE. The **most** appropriate action for you to take is to:

- A. explain that the rules are very clear and that anyone who has MRSA is not infectious unless they have an open wound, therefore the PPE is just an added precaution
- B. reassure the worker that the gloves and aprons provided are appropriate PPE and to continue to maintain good infection control practices, offering additional information if needed
- C. inform the member of staff that if they refuse to care for the individual then they will be reported to the safeguarding team
- D. let the member of staff refuse to care for this individual this time until they have more training

44

An individual you support who has autism and is unable to communicate verbally, has started trying to bite and hit care workers when wanting to communicate. The **most** appropriate immediate way for care workers to manage this reaction is to:

- A. request support from a speech and language therapist and avoid close contact until they can visit
- B. introduce a visual prompt that the individual can use to identify their needs
- C. address the behaviour by explaining it will not be tolerated as it causes distress to others
- D. tell staff to ignore the behaviour as it is not the individual's fault

45

The **best** description of the term whistle-blowing is to complain:

- A. only if you have actual proof and concrete evidence of wrongdoing
- B. to the Care Quality Commission (CQC) inspectors who will deal with all wrongdoings
- C. formally about wrongdoings in the public interest that occur in the workplace
- D. to the owner of the company and explain what your concerns are

46

You are helping an individual to shower when you notice several bruises on their arms. When asked about them, they say that the night staff hurt them when helping them to bed, but they did not mean to. The **most** appropriate and immediate action to take is to:

- A. apologise on behalf of the night staff and state that you will speak to them about being more careful
- B. contact the local safeguarding team immediately to ensure your concerns are dealt with
- C. record the bruises on a body map and the daily notes, making night staff aware of their errors
- D. record on a confidential form and present your concerns to your manager once you have finished supporting the individual

47

You overhear a frustrated team member say to an individual who has sensory impairments, 'I can't understand you, you're not making any sense'. This type of response, as well as being disrespectful, is **most** likely to:

- A. prompt the individual to use an alternative, non-verbal communication method
- B. encourage the individual to speak clearly and develop their communication skills to avoid conflict
- C. cause the individual to become aggressive and violent due to frustration
- D. affect the individual's confidence and attitude when communicating with care workers

48

As a senior support worker, you are required to assist with the induction of new staff. You are completing a competency assessment of a member of staff who is supporting an individual to transfer from a bed to a chair. During the observation, you hear clear verbal communication, guidance and encouragement from the member of staff. When you write the report you will be able to note that this activity demonstrates evidence of:

- A. active participation and inclusion
- B. equality and diversity
- C. best interest principles and validation
- D. exclusion and person-centred care

49

You are a team leader in a residential home. The nurse has come to complete the administration of an individual's insulin and to check their wound dressings. The individual is sat in the lounge and the nurse states she will see the individual in the communal area. Your **most** appropriate response is to:

- A. assist the nurse to provide the support in the communal area and act as a barrier to shield the individual from the other residents
- B. check with the other residents if they mind the nurse undertaking the procedure in the communal area
- C. enable the nurse to be responsible for managing the area to avoid interfering with the procedure
- D. ask the nurse to wait while supporting the individual to a private area for the procedure to continue

50

You mentor other members of your team and one team member has recently been promoted to a senior care worker. You are asked to complete a risk assessment on a new individual who has just moved in. You decide to delegate the task to the new senior, but they respond by saying they have never completed a risk assessment before. You should:

- A. explain that it is part of the job description, and on-the-job learning is the best way to develop
- B. reassure them that they are not expected to get it right the first time and they can learn quickly from their mistakes
- C. complete the risk assessment yourself while they shadow you and request further training for the team member
- D. reassure them that risk assessments stop individuals from being harmed and can be completed with common sense

51

You are working in domiciliary care. You have arranged an initial meeting with an individual and a family member. When completing the risk assessment you notice that there is no smoke alarm in the individual's home. You point this out but the individual states they do not want one. The **most** appropriate action for you to take is to:

- A. inform the family and individual that you will have to contact the fire service as all homes must have a smoke alarm
- B. explain that it is a requirement of the contract of care to ensure the safety of staff, as well as individuals, and an alarm will need to be installed
- C. explain that you understand their choice and for the records, you will state they have agreed to have one installed
- D. state that not installing an alarm breaches all health and safety regulations and you will have to report the individual to the Health and Safety Executive (HSE)

52

An open and honest culture encourages individuals to trust workers and raise concerns when they arise. It is a worker's duty to do what is appropriate in their role to try to resolve any concerns. If a concern cannot be resolved within the scope of the role and the individual is still unhappy, a worker **must** then:

- A. explain the complaints procedure and inform the individual of the next steps they can take to try to resolve the issue
- B. ask the individual if they could leave the issue as it could resolve on its own and then there will be no need to complain
- C. encourage them to contact the local authority safeguarding team and alert them to the issue as the next step
- D. suggest they write to the newspapers to disclose their concern so that it will be resolved quicker

53

Three characteristics that are protected by the Equality Act 2010 include:

- A. discrimination, equality and diversity
- B. education, social needs and healthcare access
- C. age, disability and gender reassignment
- D. unfair punishment, privacy and freedom from torture

54

Encouraging your colleagues to write care plans that are unique to each individual is **best** described as promoting:

- A. person-centred values that encompass equality and diversity
- B. policies and procedures within the company
- C. clear and transparent communications across the team
- D. a good company reputation

55

You see that Anne, a new care worker, is offering drinks to individuals. To support the new worker, you decide to help. One of the individuals you support is coming over to ask for their drink, you offer to assist the individual to make their own drink. This can be seen by the new worker as an example of:

- A. modelling inclusive practice
- B. encouraging individuals to be mobile
- C. promoting health and safety in the workplace
- D. partnership working with your colleague

56

You are new to your role as a family support assistant. You are supporting a 19-year-old who has been given a terminal diagnosis. The individual does not want to carry on with treatment but this conflicts with the wishes of their family. The family ask you about mental capacity laws, but you do not have sufficient knowledge of this subject. Your **most** appropriate response is to:

- A. say that you can not get involved in this area of support as you are there to support with personal care and daily living tasks
- B. explain that they can gain further information from the Macmillan team and request training from your management to assist you in the future
- C. signpost the family to websites and advise them that if they can prove lack of understanding then the courts will let them decide
- D. tell the family to look into lasting power of attorney as then they can make all decisions in future

57

Within the Mental Capacity Act 2005, an independent mental capacity advocate should be requested when an individual:

- A. has capacity but they can not agree with their family on their decisions
- B. lacks capacity and a best interest decision is needed but they have no friends and family to consult with
- C. wants to make an unwise decision that those around them do not agree with
- D. has a short-term illness that affects their capacity for a short period of time

58

You are a new member of the team at a residential home, employed as an activity co-ordinator. As you start an activity one of your team sets out the room in a horseshoe shape. You are aware that sitting people in this way causes misunderstanding with communication. The **most** appropriate action to take is to:

- A. discuss the room set-up with your colleague and work together to reorganise the room
- B. leave the room on this occasion as you are new and do not want to upset the routine
- C. continue with the session and speak to the manager after to explain your concerns
- D. tell the member of staff what they are doing could be classed as abuse

59

Frank is an individual you are supporting who has been dating for a short while. During a discussion with Frank, he informs you that his girlfriend has lost her job. Frank says he will have to give her some money otherwise she will stop being his girlfriend. Frank does not like anyone saying anything about his girlfriend and will change the story if he feels people are being negative. Frank is **most** likely at risk of:

- A. domestic abuse
- B. physical abuse
- C. psychological abuse
- D. organisational abuse

60

You are talking to your manager about who should be promoted to senior carer within the organisation. Your manager makes a comment about a colleague, Anya, stating that they will not promote her because she is trying for a baby and that will mean she will need to go on maternity leave. The organisation's approach is classed as:

- A. working inclusively
- B. respecting human rights
- C. risk averse
- D. discriminatory practice

# Level 3

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