

Paper Code: M-EPA-SHCSWAP02MHS3005

Level 3

Senior Healthcare Support Worker Mental Health Support Mock Multiple-Choice 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.

Part A is the core multiple-choice questions, this contains 40 questions worth a total of **40 marks**. Part B is the pathway multiple-choice questions, this contains 20 questions worth a total of **20 marks**.

You must achieve **16 marks** for Part A and **8 marks** for Part B.

The exam is worth **60 marks**, with a Pass being **24 marks**, and Distinction **45 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.

Part A is comprised of the following **40 core questions**.

1

Why **must** a senior healthcare support worker ensure they always wear the correct personal protective equipment (PPE)?

- A. To avoid cross contamination
- B. To ensure a positive reputation for the setting
- C. To keep equipment costs low
- D. To maintain the cleanliness of the setting

2

Which of the following is a **key** requirement of the clinical audit process?

- A. Findings must be kept confidential to prevent any tampering
- B. Findings must be published to ensure the integrity of the setting
- C. They must be based on predetermined criteria to confirm regulatory compliance
- D. They must be completed randomly to accurately assess staff's standard performance

3

How do organisational policies ensure that diversity and equality are maintained in a setting?

- A. By focusing on the physical needs of individuals and addressing other needs as a secondary priority
- B. By stipulating that all care plans must be standardised to ensure fairness and neutrality
- C. They require reasonable adjustments to be made so that the holistic needs of individuals are met
- D. They state that reasonable adjustments should only be implemented if staff agree they are required

4

What is the **first** step to take when administering intravenous medication?

- A. Ask a colleague to monitor for any reaction to the medication
- B. Clean the area of the skin where medication will be administered
- C. Record the medication administration in the individual's notes
- D. Verify the identity of the individual receiving the medication

5

An individual is temporarily incapacitated and unable to consent to a procedure. The appropriate action for a senior healthcare support worker to take is to:

- A. ask a family member to give consent on the individual's behalf as they will act in their best interest
- B. complete the procedure without gaining consent as it is necessary for the individual's health
- C. postpone the procedure and wait for the individual to regain capacity before requesting consent
- D. seek consent from a legally appointed person and inform the individual as soon as possible

6

What piece of current legislation guides the actions of senior healthcare support workers when dealing with antibiotics?

- A. The Control of Substances Hazardous to Health Regulations (COSHH)
- B. The Health and Safety (First-Aid) Regulations
- C. The Management of Health and Safety at Work Regulations
- D. The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

7

Which of the following is typically a sign of visceral pain?

- A. Deep and dull pain that is poorly localised
- B. Deep and dull pain that is well localised
- C. Sharp and intense pain that is poorly localised
- D. Sharp and intense pain that is well localised

8

A new individual on the ward is hard of hearing. What is the appropriate way to communicate with them?

- A. Allow the individual to begin all discussions and use their preferred communication methods
- B. Ensure that the appropriate communication aids are available and their preferences are clearly noted
- C. Rely on previous experience with similar individuals to guide communication
- D. Request that a manager is available for support during all communication with them

9

How does observing the practice of others support own professional development?

- A. It enhances own understanding through real world experience
- B. It ensures person centred care is promoted for all individuals
- C. It prevents the use of outdated practices
- D. It reduces the need to reflect on own practice

10

What action **must** a senior healthcare support worker take when moving equipment?

- A. Adopt a lifting technique based on personal preference
- B. Ensure a colleague is available to support
- C. Lift the load quickly to avoid potential injury
- D. Use appropriate techniques in line with organisational policy

11

What is the relationship between duty of care and duty of candour?

- A. Duty of candour ensures individuals are informed of changes to policy while duty of care ensures staff follow organisational policy
- B. Duty of candour ensures staff follow organisational policy while duty of care ensures individuals are informed of changes to policy
- C. Duty of care involves taking actions to prevent harm while duty of candour requires honesty in the event of mistakes
- D. Duty of care requires honesty in the event of mistakes while duty of candour involves taking actions to prevent harm

12

Which of the following is an appropriate way to supervise others?

- A. Allowing them to set and monitor their own goals independently
- B. Delegating them routine tasks only
- C. Reassigning responsibilities frequently
- D. Setting clear expectations and holding regular 1-2-1 meetings

13

What is the correct technique to use when performing chest compressions on an adult during basic life support?

- A. Press down on the centre of the chest at least 2 centimetres deep at a rate of 100-120 compressions a minute
- B. Press down on the centre of the chest at least 2 centimetres deep at a rate of 150-170 compressions a minute
- C. Press down on the centre of the chest at least 5 centimetres deep at a rate of 100-120 compressions a minute
- D. Press down on the centre of the chest at least 5 centimetres deep at a rate of 150-170 compressions a minute

14

Which of the following pieces of information **must** be stored securely?

- A. Communication preferences and contact information
- B. Food preferences and date of birth
- C. Hobbies and medical history
- D. Name and medical diagnosis

15

What piece of current legislation governs the use of personal information?

- A. Data Protection Act
- B. Data security policy
- C. Freedom of Information Act
- D. Information governance policy

16

How are respiratory infections typically spread compared to gastrointestinal infections?

- A. Gastrointestinal infections are spread through direct contact whereas respiratory infections are spread through bloodborne transmission
- B. Gastrointestinal infections are spread through droplets whereas respiratory infections are spread through faecal-oral transmission
- C. Respiratory infections are spread through direct contact whereas gastrointestinal infections are spread through bloodborne transmission
- D. Respiratory infections are spread through droplets whereas gastrointestinal infections are spread through faecal-oral transmission

17

A junior staff member is trying to complete a task that is outside of their competency. What is the appropriate action for a senior healthcare support worker to take?

- A. Encourage the staff member and continue to allow them to develop their skills
- B. Immediately step in to provide guidance to ensure that no harm is caused
- C. Leave the room to avoid receiving any disciplinary action if an accident occurs
- D. Report the staff member to a manager for misconduct and take over the task

18

A senior healthcare support worker has reported concerns that an individual is being abused to the designated safeguarding lead. What action **must** the safeguarding lead take?

- A. Arrange a staff meeting to emphasise the importance of maintaining confidentiality
- B. Conduct an investigation and contact the appropriate external agency if required
- C. Monitor the individual for signs of abuse themselves before launching an investigation
- D. Offer support to the worker and individual while an external agency investigates

19

Why **must** information about habits and lifestyle choices be obtained from an individual?

- A. To assess their immunisation status and willingness to engage in treatment
- B. To determine if they are able to make decisions without the support of others
- C. To establish if there are any staff members with conflicting religious views
- D. To identify potential future risks and the appropriate treatment actions

20

What is the safe practice for the disposal of hazardous materials?

- A. Disposing of them in any bin available according to experience
- B. Pouring them down the sink after use to avoid harm
- C. Storing them after use to prevent improper disposal
- D. Using designated bins according to organisational policy

21

What principle of current data protection legislation ensures that data is collected for specified reasons only?

- A. Data minimisation
- B. Data subject rights
- C. Purpose limitation
- D. Storage limitation

22

Partnership working promotes the resilience of staff in a healthcare setting by:

- A. ensuring the whole team has the same targets
- B. promoting mutual support and collective problem solving
- C. reducing the amount of formal training that is provided
- D. simplifying the decision making process

23

Which of the following is a **key** benefit of senior healthcare staff delegating routine clinical tasks?

- A. It allows responsibility for mistakes to be shared across the team
- B. It ensures that individuals receive the best quality care
- C. It improves staff motivation and team cohesion
- D. It prevents staff requesting formal training and supervision

24

Which of the following is a **key** impact of inadequate cleaning procedures?

- A. Improved recovery time due to immune system resilience
- B. Improved staff morale due to lenient infection control policies
- C. Increased anti-microbial resistance
- D. Increased risk of infection

25

Which of the following is a **temporary** factor that affects the ability to provide valid consent?

- A. Acute pain
- B. Cognitive impairment
- C. Language barriers
- D. Substance dependence

26

How does the spread of a bacterial infection differ from the spread of a viral infection?

- A. A virus can multiply rapidly whereas bacteria typically needs a host to reproduce
- B. A virus requires exposure to air to survive, bacteria does not
- C. Bacteria can multiply rapidly whereas a virus typically needs a host to reproduce
- D. Bacteria requires exposure to air to survive, a virus does not

27

Which of the following techniques is typically appropriate to use during communication with a visually impaired individual?

- A. Body language
- B. Objects of reference
- C. Pictures
- D. Writing

28

External factors are often mistaken for mental ill health. Which of the following is a common reason for this?

- A. Bereavement, as it can lead to low self-esteem and severe cognitive impairment
- B. Financial difficulties, as they can lead to worry and sleep disturbances
- C. Relationship issues, as they can lead to temporary withdrawal from social activities
- D. Workplace stress, as it can lead to temporary appetite fluctuations

29

Which of the following services is appropriate to contact for advice on employment rights?

- A. Advisory, Conciliation and Arbitration Service (ACAS)
- B. Citizens Advice Bureau (CAB)
- C. General Medical Council (GMC)
- D. World Health Organisation (WHO)

30

Which of the following is a typical responsibility of a senior healthcare support worker?

- A. Conducting financial audits
- B. Developing infection control procedures
- C. Mentoring junior colleagues
- D. Overseeing the recruitment process

31

Which of the following are **all** typical signs that an individual's well-being is deteriorating?

- A. Coordination difficulties, isolation and regular memory loss
- B. Fatigue, sudden weight gain and occasional mood swings
- C. Lack of social activity, gradual weight loss and decreased alcohol use
- D. Temporary changes in mood, increased independency and clumsiness

32

When **must** a senior healthcare support worker seek advice about information security?

- A. Before their annual performance review
- B. If they are unsure on how to store data
- C. Only after a data breach occurs
- D. When asked by a manager only

33

How do organisational values impact the role of a senior healthcare support worker?

- A. They determine which tasks can be delegated to others
- B. They mandate which departments they can collaborate with
- C. They offer guidance on how to prioritise tasks
- D. They provide specific safeguarding requirements

34

Which of the following is **not** a main form of mental ill health?

- A. Anxiety
- B. Body dysmorphic disorder
- C. Borderline personality disorder
- D. Bulimia nervosa

35

Which of the following approaches facilitates effective communication with individuals?

- A. Avoiding any physical touch and maintaining distance at all times
- B. Displaying active listening and maintaining appropriate eye contact
- C. Talking loudly and quickly while avoiding eye contact
- D. Using complex language and ensuring open body language

36

Which of the following is a changing cause of infection in a healthcare setting?

- A. Antibiotic use
- B. Contaminated surfaces
- C. Decreased use of single-use equipment
- D. Pressure sores

37

Which of the following is a **main** benefit of a setting having a defined set of values?

- A. It ensures that a positive reputation is always maintained
- B. It ensures that staff are given detailed personal and organisational goals
- C. It provides guidelines for decision making and promotes consistent care
- D. It provides staff with strict instructions for daily tasks

38

Which of the following are **all** examples of **key** principles when developing care plans?

- A. Adaptability, continuity and limited choice
- B. Clear responsibilities, continuity and emphasis on routine
- C. Collaboration, rigid goals and uniformity
- D. Flexibility, specific goals and multidisciplinary involvement

39

What is the appropriate source for information about a senior healthcare support worker's role and responsibilities in protecting individuals from abuse?

- A. Conversations with colleagues
- B. Local safeguarding policy
- C. Medical forums
- D. Modern slavery helpline

40

To obtain valid consent, a senior healthcare support worker **must**:

- A. explain the risks and benefits repeatedly until the individual agrees
- B. offer clear and detailed information and request an immediate response from the individual
- C. provide accurate and clear information and give the individual time to make a choice
- D. request that the individual agrees and then provide information

Part B is comprised of the following **20 pathway questions**.

41

What is the **main** responsibility of an advocate when supporting individuals with mental ill health?

- A. To act as the sole decision-maker in care plan meetings
- B. To assess their condition and recommend a treatment plan
- C. To ensure that their voice is heard during decision-making
- D. To offer impartial legal and financial advice during treatment

42

During a care plan meeting, an individual and their family members are in a heated argument due to conflicting opinions. What is the appropriate way for a senior healthcare support worker to handle the situation?

- A. Ask a manager to handle the communication to avoid a conflict of interest
- B. Encourage open communication while maintaining neutrality
- C. Enforce decisions independently without further discussion
- D. Ignore family members' opinions to protect the rights of the individual

43

The **main** reason for regularly monitoring an individual's blood pressure is to assess the efficiency of the:

- A. cardiovascular system
- B. digestive system
- C. renal system
- D. urinary system

44

What is the appropriate way to support an individual who has recently been diagnosed with a mental health condition?

- A. Create a stable environment to build trust during treatment
- B. Encourage independent symptom management to avoid stress
- C. Prioritise treating current symptoms to improve quality of life
- D. Recommend medication to prevent further emotional distress

45

Which of the following is a **common** trigger for an individual with depression?

- A. Chronic illness
- B. Dietary changes
- C. Overstimulation
- D. Success

46

When using a sphygmomanometer, which of the following actions **must** be taken to confirm it is in working order?

- A. Compare its readings with a different type of blood pressure monitor
- B. Disinfect the cuff with alcohol wipes before every use
- C. Ensure that the cuff is the correct size for the individual
- D. Measure the blood pressure of a different individual first

47

What course of action **must** be taken when selecting an intervention for an individual?

- A. Check that the intervention is in line with best practice and applicable to all age groups
- B. Choose an intervention based on the additional training and costs that it would require
- C. Confirm that it matches the preferences of the healthcare team and the individual
- D. Ensure that it is aligned with evidence-based practice and the individual's preferences

48

Which of the following factors **must** be considered when referring an individual for specialist mental health support?

- A. How long the current service has already been providing support
- B. How well the individual has engaged with their current treatment
- C. The availability of specialist services in the area
- D. The severity of the individual's symptoms

49

Which of the following is a proactive method a senior healthcare support worker can take to protect their own mental health?

- A. Adjusting workload and surroundings on a daily basis
- B. Participating in regular supervision and self reflection
- C. Requesting a prescription of medication from a doctor
- D. Seeking support from peers following a distressing incident

50

Which of the following is a **hypotensive** blood reading?

- A. 80/50 mmHg
- B. 90/60 mmHg
- C. 160/100 mmHg
- D. 170/110 mmHg

51

What is the purpose of the Deprivation of Liberty Safeguards?

- A. To ensure individuals detained under the Mental Health Act receive the necessary treatment
- B. To ensure individuals who cannot make independent decisions receive care in their best interests
- C. To provide guidelines for the use of restraint in mental health care
- D. To monitor care providers for compliance to national guidelines

52

Which of the following is a benefit of using cognitive behavioural therapy (CBT) as a mental health intervention?

- A. It allows individuals to recognise and change harmful thoughts
- B. It is effective without the individual being motivated to change their behaviours
- C. It ensures that individuals avoid negative side effects and relapse in the future
- D. It works quickly for all individuals regardless of their unique needs

53

An individual has been dealing with depression for many years but has today disclosed that they are experiencing active suicidal ideation. What is the appropriate action to take?

- A. Ask the doctor to prescribe an increased dosage of medication immediately
- B. Inform the crisis intervention team immediately
- C. Refer them to social services as a priority case
- D. Request a manager communicates this to all staff at handover

54

Which of the following factors **typically** puts an individual at increased risk of domestic abuse?

- A. Financial dependence
- B. Frequently moving house
- C. Lack of social awareness
- D. Social media dependence

55

What physiological state is a thermometer used to measure?

- A. Breathing rate
- B. Height
- C. Pulse
- D. Temperature

56

Which of the following is a **common** impact of mental ill health on friendships?

- A. Deteriorating bond due to difficulties maintaining boundaries
- B. Increased conflict due to hallucinations
- C. Tension due to a lack of empathy
- D. Unstable relationships due to an increased need for validation

57

Which of the following is an appropriate approach to reduce the risk of substance misuse in individuals with mental ill health?

- A. Limiting social activities to prevent exposure to triggers
- B. Not discussing substance use to avoid creating interest
- C. Providing education about the impact of substance use on daily life
- D. Recommending the use of herbal remedies over prescribed medication

58

Mindfulness-based interventions support individuals with mental ill health by:

- A. encouraging the avoidance of harmful thoughts and triggers
- B. focusing on the effects of past trauma
- C. promoting self-awareness and emotional regulation
- D. replacing the need for medication

59

An individual **must** be referred for further assessment of their mental health when:

- A. they are not willing to seek help voluntarily
- B. they can no longer complete daily tasks
- C. they experience a bereavement
- D. they run out of medication

60

What is typically considered the normal blood sugar level in adults?

- A. Less than 11.1 mmol/L
- B. Less than 15.1 mmol/L
- C. More than 11.1 mmol/L
- D. More than 15.1 mmol/L

**Level
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