

Paper Code: M-EPA-SHCSWAP02MHS3004

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

Which of the following is a **main** form of mental ill health?

- A. Burnout
- B. Insomnia
- C. Schizophrenia
- D. Seasonal affective disorder (SAD)

2

The **main** purpose of audits in healthcare settings is to:

- A. assess and improve the quality of care
- B. collect and analyse financial data
- C. confirm the working order of equipment
- D. monitor staff sickness levels

3

Senior healthcare support workers ensure that individuals are moved according to agreed ways of working by:

- A. completing all moving tasks independently
- B. encouraging the use of the same techniques on all individuals
- C. observing staff and offering support where required
- D. reviewing and updating safety policies monthly

4

Which of the following pieces of information **must** be collected when compiling an individual's history?

- A. Current conditions and medication
- B. Next of kin and the gender of their children
- C. Religion and sexuality
- D. Wound and job history

5

Which of the following is a **benefit** of delegating complex clinical tasks?

- A. It ensures individuals receive timely care
- B. It facilitates teamwork and continuous improvement
- C. It reduces accountability if errors occur
- D. It removes the need for formal training and development

6

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

- A. Offering emotional support
- B. Prescribing new medication
- C. Promoting person centred care
- D. Supporting individuals with physical therapy

7

Which of the following is a **common** method used to assess cognitive function?

- A. Nutrition monitoring
- B. Physical fitness tests
- C. Sleep observations
- D. Structured interviews

8

Which of the following pieces of equipment is commonly used during basic life support?

- A. Automated external defibrillator (AED)
- B. Blood pressure cuff
- C. Nasal cannula
- D. Suction device

9

Which of the following is a responsibility of a senior healthcare support worker in protecting individuals from abuse?

- A. Completing investigations into abuse allegations
- B. Disciplining staff members suspected of abuse
- C. Making all decisions for vulnerable individuals
- D. Reporting concerns to the safeguarding lead

10

Which of the following actions promotes effective communication?

- A. Avoiding eye contact to prevent individuals becoming uncomfortable
- B. Speaking loudly to avoid misunderstandings
- C. Using active listening to ensure individuals feel valued
- D. Using complex language to build trust

11

Duty of candour is effectively implemented by:

- A. being transparent about mistakes
- B. keeping care information confidential
- C. providing equal care to all individuals
- D. tailoring care to an individual's preferences

12

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

13

Which of the following methods of non-verbal communication is appropriate when communicating with a visually impaired individual?

- A. Body language
- B. Physical gestures
- C. Symbols
- D. Touch

14

Which of the following is a benefit of effective communication?

- A. It facilitates the development of positive relationships
- B. It guarantees a fast decision-making process
- C. It increases staff retention levels
- D. It reduces the need for written records

15

Individuals have a legal right to request that their information is not shared and must be informed that, if they make this choice, it may affect their care or treatment. Where is this typically stated?

- A. Clinical audit code of practice
- B. Communication policy
- C. Confidentiality code of practice
- D. Cybersecurity policy

16

Professional boundaries are necessary to:

- A. ensure that care is focused on the needs of individuals
- B. provide staff with increased control over care decisions
- C. reduce the mental toll of receiving long-term care
- D. standardise the delivery of care across all individuals

17

Which of the following is a barrier to effective supervision?

- A. An adaptive management style
- B. High confidence levels
- C. Regularly changing shift patterns
- D. Weekly feedback meetings

18

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

- A. avoid injury to the individual and others
- B. decrease the risk of malpractice claims
- C. increase the satisfaction and morale of individuals
- D. maintain a positive reputation

19

What is the **key** reason for ensuring the correct use of personal protective equipment (PPE)?

- A. To meet organisational guidelines
- B. To prevent the spread of infection
- C. To prevent unnecessary waste
- D. To reduce costs

20

An individual is displaying signs of depression and anxiety. The appropriate service to refer them to is:

- A. a financial advisor
- B. occupational therapy
- C. the drug misuse service
- D. the psychological therapies service

21

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

- A. A burning sensation in the affected area
- B. Aching joints during activity
- C. Cramping when moving
- D. Dull pain in the affected area

22

Which of the following are **common** symptoms of bipolar disorder?

- A. Difficulty expressing feelings and aggression
- B. Low social interactions and constant sadness
- C. Periods of high energy and reduced sleep
- D. Periods of low energy and intense tiredness

23

An individual who has limited speech needs to have their wound re-dressed. What is the appropriate way to establish consent?

- A. Ask if they are happy to proceed and observe their non-verbal response
- B. Explain what is going to happen and hand them a consent form to sign
- C. Rely on previous consent as the wound has been dressed previously
- D. Request that a family member provides consent on their behalf

24

Which of the following ways of working promotes duty of care?

- A. Providing care in line with an individual's choice and opinions without intervention
- B. Providing care that ensures dignity and respects individual choice
- C. Providing care that focuses only on improving physical health
- D. Providing standardised care to all individuals in line with organisational policies

25

A senior healthcare support worker receives a call from someone asking for information on an individual. They explain that they are not allowed to give information to a third party. This is stated in the current:

- A. Care Act
- B. General Data Protection Regulation
- C. Human Rights Act
- D. Management of Health and Safety at Work Regulations

26

A healthcare support worker feels that they are being discriminated against. Which of the following organisations is appropriate to contact for support and guidance?

- A. Advisory, Conciliation and Arbitration Service (ACAS)
- B. HM Revenue and Customs (HMRC)
- C. The Care Quality Commission (CQC)
- D. The Nursing and Midwifery Council (NMC)

27

A new healthcare worker is struggling to understand their role and responsibilities. The appropriate way to support their development is to:

- A. assign them additional tasks
- B. encourage them to work independently
- C. offer them clear guidance and regular feedback
- D. reduce their workload and remove targets

28

Which of the following is an appropriate method for ensuring high standards of hand hygiene?

- A. Observing staff during handwashing without intervention
- B. Offering structured training on the correct handwashing procedure
- C. Providing verbal feedback only when mistakes are observed
- D. Putting a note up in the staff room to inform staff of the correct procedure

29

What is the appropriate way to store chemicals?

- A. According to manager instructions
- B. According to personal preference
- C. With clear labelling in a designated, locked storage area
- D. With clear labelling in an unlocked cupboard accessible to all staff



**30**

A setting is due to have a clinical audit. During this, a senior healthcare support worker **must**:

- A. ask all staff to only speak about the setting positively
- B. delegate all related tasks to other staff members
- C. keep all information about individuals confidential
- D. provide timely access to information when requested

**31**

An individual on the ward is unable to mobilise and needs to be moved as they are uncomfortable. The appropriate action to take is to:

- A. ask the individual to attempt to move themselves to promote independence
- B. move the individual alone to prevent them becoming distressed
- C. wait until a colleague is available to help move the individual
- D. wait until a family member is available to help move the individual

**32**

Which of the following factors impacts an individual's capacity to provide valid consent?

- A. The opinions of their family members
- B. The time taken to explain the procedure
- C. Their ability to complete physical tasks independently
- D. Their ability to understand information

**33**

Which of the following actions demonstrates proper task delegation procedure?

- A. Assigning the task based on a staff member's training needs
- B. Assigning the task to a staff member based on their preferences
- C. Ensuring that the staff member completes the task immediately
- D. Ensuring that the staff member is trained to complete the task

**34**

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

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

**35**

An individual with severe hearing problems and learning disabilities is becoming increasingly anxious and is struggling to understand a complex procedure that has been explained to them by a specialist. What is the appropriate way to support them?

- A. Ask the individual's carer to explain the details of the procedure to them
- B. Contact the specialist and ask them to explain the procedure again
- C. Provide the individual with a leaflet that outlines the procedure
- D. Reassure the individual and work with their carer to describe the procedure clearly

36

Why can the transition from childhood to adulthood be mistaken for mental ill health?

- A. It causes hormonal changes that result in a total lack of social awareness
- B. It causes hormonal changes which can cause emotional instability
- C. It leads to aggressive and anti-social behaviour
- D. It leads to increased independence and confidence

40

Which of the following is an appropriate method for establishing consent?

- A. Explaining the risks and benefits repeatedly until the individual agrees
- B. Offering clear and detailed information and requiring an immediate response
- C. Providing accurate and clear information and giving time to make a choice
- D. Requesting that the individual agrees and then providing information

37

Low mood, feeling hopeless and becoming socially withdrawn are often associated with depression. Depression is classified as:

- A. a mood disorder
- B. a personality disorder
- C. a psychotic disorder
- D. an eating disorder

38

Which of the following types of information **must** all be stored securely?

- A. Communication preferences, hobbies and contact details
- B. Diagnosis, home address and care plan
- C. Dietary needs, visitor names and home address
- D. Marital status, hobbies and preferred appointment times

39

Which of the following is a **rare** cause of infection?

- A. Chlamydia
- B. Clostridium difficile
- C. Leprosy
- D. Staphylococcus aureus

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

**41**

Under the current Mental Health Act, individuals who have been detained for treatment **must**:

- A. be a risk to themselves or others
- B. have a family history of mental ill health
- C. have a formal mental health diagnosis
- D. voluntarily agree to medical intervention

**42**

Which of the following actions ensures national guidelines are followed when implementing mental health interventions?

- A. Applying the same intervention to all individuals to ensure consistent care
- B. Keeping costs of care delivery low rather than providing evidence-based care
- C. Providing personalised, evidence-based care to facilitate positive outcomes
- D. Using traditional methods which align with preferences of staff rather than individuals

**43**

What action **must** be taken when referring an individual to a specialist service?

- A. Allow the specialist service to handle all communication
- B. Arrange transport to the service for the individual
- C. Ensure that the service can support the individual immediately
- D. Provide the individual with clear information about the process

**44**

What is the normal pulse rate for adults?

- A. 20-60 beats per minute
- B. 60-100 beats per minute
- C. 100-120 beats per minute
- D. 120-140 beats per minute

**45**

Staff in a setting have been struggling with stress due to an increased workload. What is the appropriate course of action to take to promote positive wellbeing?

- A. Assign additional responsibilities, weekly review meetings and extra breaks
- B. Encourage open conversations, regular breaks and reflective practice
- C. Recommend short breaks and increased physical activity
- D. Set strict productivity targets and professional boundaries



46

An individual has experienced many years of abuse as a child and would now like to process the feelings they have in relation to this. What is the appropriate service to refer them to?

- A. A psychologist
- B. A social worker
- C. The crisis intervention team
- D. The drug misuse service

47

Staff at a setting suspect that an individual is engaging in substance misuse. What is the appropriate way to communicate with this individual?

- A. Directly ask if they are using substances and emphasise the effects it will have
- B. Do not discuss the suspicions unless they openly admit to misuse
- C. Explain that no further support will be offered until the misuse stops
- D. Express concern in a non-judgemental manner and offer the necessary support

48

The role of an advocate is to:

- A. complete risk assessments on behalf of the healthcare team
- B. ensure an individual's opinions are respected
- C. support individuals with financial management
- D. support the healthcare team with treatment plans

49

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

- A. Disability
- B. High social media use
- C. Poor communication skills
- D. Unemployment

50

Which of the following is a **key** consideration when referring an individual to a specialist service?

- A. How long the current service has been supporting the individual
- B. The ability of the individual to attend appointments alone
- C. The opinions of the individual's family
- D. The severity of the individual's needs

51

A common impact of mental ill health on an individual's ability to participate in society is:

- A. greater interest in pursuing hobbies
- B. heightened sensitivity to changes in daily routine
- C. increased difficulty maintaining existing relationships
- D. increased motivation at work

52

The **main** reason for regularly monitoring an individual's body temperature is to:

- A. assess effectiveness of physical activity
- B. assess metabolic changes
- C. identify nutritional deficiencies
- D. identify signs of infection

53

An individual is experiencing thoughts of suicide. The appropriate way to reduce the risk of self-neglect is to:

- A. avoid talking about the thoughts until the individual requests support
- B. implement regular monitoring
- C. prescribe anti-depressants
- D. rely on the individual's family to provide tailored emotional support

**54**

Which of the following is a principle of the current Mental Capacity Act?

- A. An individual is assumed to have capacity unless proven otherwise
- B. An individual must always make decisions independently
- C. Individuals cannot make their own decisions if diagnosed with a mental illness
- D. Individuals with a mental illness are automatically deemed to not have capacity

**55**

What step **must** be taken to ensure that a thermometer is in working order?

- A. Check the thermometer's battery level and replace it if necessary
- B. Clean the thermometer thoroughly with warm water and soap
- C. Place the thermometer in boiling water to test it
- D. Use the thermometer immediately after turning it on

**56**

Which of the following is a **key** limitation of using cognitive behavioural therapy (CBT) to treat mental health conditions?

- A. Individuals need to have a high level of motivation
- B. It is not suitable for individuals with severe personality disorders
- C. It is only beneficial as a short-term treatment
- D. It places a large focus on past trauma rather than current problems

**57**

Which of the following is a common trigger for an individual with mental ill health?

- A. A small change in their routine
- B. An unpredictable home environment
- C. Phased withdrawal from support services
- D. Regular reviews of their needs

**58**

What piece of equipment is used to measure blood pressure?

- A. Glucometer
- B. Sphygmomanometer
- C. Stethoscope
- D. Thermometer

**59**

An individual is legally identified as disabled if their mental health problem has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities for at least:

- A. 3 months or more
- B. 6 months or more
- C. 9 months or more
- D. 12 months or more

**60**

What is the normal body temperature of an adult?

- A. 35°C
- B. 36°C
- C. 37°C
- D. 38°C



# Level 3



## Highfield Qualifications

Highfield ICON  
First Point  
Balby Carr Bank  
Doncaster  
South Yorkshire  
DN4 5JQ  
United Kingdom

01302 363277  
[info@highfield.co.uk](mailto:info@highfield.co.uk)  
[www.highfieldqualifications.com](http://www.highfieldqualifications.com)