

Paper Code: M-EPA-SHCSWAP02ANS3004

Level
3

Senior Healthcare Support Worker Adult Nursing 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)  **ANSWER COMPLETED CORRECTLY**

Examples of how NOT to mark your examination answer sheet (EAS). These will not be recorded.

01 (A) (B) (C)  **DO NOT** partially shade the answer circle
ANSWER COMPLETED INCORRECTLY

01 (A) (B)   **DO NOT** use ticks or crosses
ANSWER COMPLETED INCORRECTLY

01 (A) (B) (C)  **DO NOT** use circles
ANSWER COMPLETED INCORRECTLY

01 (A) (B)  **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

What physiological states are typically measured to assess cardiovascular health?

- A. Blood pressure and pulse
- B. Body temperature and oxygen saturation
- C. Height and pulse
- D. Weight and oxygen saturation

42

An individual has advanced dementia and struggles with verbal communication. When helping the individual to get dressed, a senior healthcare support worker **must**:

- A. ask a manager to complete all communication with the individual
- B. avoid talking to the individual to prevent confusion
- C. keep the individual informed using their preferred communication method
- D. talk to the individual at all times to ensure they are comfortable

43

Which of the following is an appropriate way to promote positive mental wellbeing in individuals?

- A. Advising a reliance on self-help strategies to overcome feelings of negativity
- B. Recommending a reliance on medication to alleviate any mental health issues
- C. Signposting them to appropriate support and encouraging involvement in social activities
- D. Suggesting a lack of social interaction and providing specific coping strategies

44

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

45

What action **must** be taken if an individual requires a nebuliser for use at home?

- A. Direct them to an appropriate online retailer
- B. Offer them 1 that is no longer used by the department
- C. Refer them to the correct specialist service
- D. Suggest they ask a family member to purchase 1 for them

46

Why **must** equipment used to measure physiological states be calibrated before use?

- A. To avoid repeating measurements
- B. To comply with organisational policy
- C. To ensure accurate readings
- D. To show competency

47

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

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

48

Which of the following is an appropriate method for promoting better sleep in individuals?

- A. Encouraging intense activity during the day
- B. Implementing a consistent bedtime routine
- C. Offering a large meal close to bedtime
- D. Recommending napping during the day

49

What part of the body does chronic obstructive pulmonary disease (COPD) **mainly** effect?

- A. The heart
- B. The intestines
- C. The liver
- D. The lungs

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

Which of the following organisations are **both** commonly involved in an individual's discharge?

- A. Ambulance service and the drug misuse service
- B. Ambulance service and the palliative care team
- C. General practitioner (GP) surgery and the district nursing team
- D. General practitioner (GP) surgery and the crisis intervention team

52

What is the appropriate course of action to take when supporting an individual with showering?

- A. Ask a manager to complete the task to ensure the safety of the individual
- B. Complete the task quickly and offer no choices
- C. Encourage independence to ensure the individual's dignity is maintained
- D. Offer choices and maintain dignity throughout

53

What piece of equipment is used to measure blood pressure?

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

54

An individual has recently had their leg amputated and they need support to transfer to a commode. What action **must** be taken?

- A. Ask a manager for advice on how to complete the transfer
- B. Check the care plan to confirm the appropriate transfer method
- C. Encourage them to move themselves to promote independence
- D. Transfer them independently to avoid causing distress

55

Clinical tasks expected to be routinely completed by senior healthcare support workers include:

- A. administering intravenous medication and supporting with mobility
- B. assessing physiological state and assisting with personal care
- C. creating treatment plans and prescribing medication
- D. overseeing the discharge and ongoing support of individuals

56

Which of the following are **both** common physical impacts of diabetes?

- A. Improved circulation and wound healing
- B. Increased energy and bone density
- C. Nerve damage and vision problems
- D. Weight gain and infrequent urination

57

An individual has requested information about their diagnosis. What is the appropriate source of resources?

- A. A local charity's website
- B. Journals from online forums
- C. Staff notes on the setting's computers
- D. The setting's approved database

58

Which of the following is a **key** consideration when supporting an individual with dementia?

- A. Avoiding any changes in environment and routine
- B. Concentrating on trying to regain lost physical skills
- C. Encouraging them to complete memory tests
- D. Focusing on their strengths and remaining skills

59

One **key** benefit of adequate rest and sleep for individuals in recovery is that it:

- A. aids with weight maintenance
- B. increases bone density
- C. promotes tissue repair
- D. reduces stress

60

Which of the following are **both** typical **first** signs of malnutrition?

- A. Fatigue and pale skin
- B. Frequent infections and disorientation
- C. Nausea and stunted growth
- D. Weight loss and temperature sensitivity



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