

Paper Code: M-EPA-SHCSWAP02MHS3003

Level **3**

# Senior Healthcare Support Worker Mental Health Support - 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.

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**

You are with a patient who has undergone routine surgery. You are conducting a wound check and note the patient is bleeding. You see blood on the treatment table. The **most** appropriate immediate course of action is to reassure the patient and:

- A. clean the table with warm water
- B. get the blood spillage kit
- C. call for help
- D. stop the bleeding

**2**

A Waterlow score is a tool used for:

- A. pressure ulcer risk assessment
- B. pain assessment
- C. obesity assessment
- D. mobility risk assessment

**3**

You have observed a support worker repositioning an overweight individual using their own strength. In your role as the worker's supervisor, you check the wellbeing of both the individual and the staff member. Your **next** immediate action is to:

- A. ensure a hoist is positioned next to the individual's bed
- B. remind the worker about the agreed ways of working to move individuals safely
- C. update the individual's risk assessment as it must be out of date
- D. put notices by the individual's bed to remind staff of what to do

**4**

You are assisting the nurse to compile a history of Mrs Wentworth for her care plan. The **key** information needed is:

- A. current conditions and medication including significant past medical history
- B. next of kin, past medical history and home care needs
- C. next of kin, history of wounds and medication
- D. religion, telephone number of next of kin and number of children

**5**

You are admitting a lady on to a surgical ward for routine minor surgery. On arrival she is anxious and concerned about how she will get home once the surgery is complete. The **most** appropriate immediate action is to:

- A. provide her with the details of local taxi companies and a telephone
- B. reassure her and advise that you will find the most suitable transport
- C. ask if she has any family or friends that can collect her and take her home
- D. provide her with a copy of the local bus timetable

**6**

Senior healthcare support workers must follow guidance on how to provide safe and compassionate care, and these standards are **most** likely to be outlined in the:

- A. confidentiality code of practice and e-safety policy
- B. self-assessment report and code of conduct
- C. code of conduct and Care Certificate
- D. health and safety policy and e-safety policy

7

An individual has started forgetting to do everyday tasks relating to their own personal care and is struggling to recall names of staff and relatives. This **most** likely indicates a change to their:

- A. functional mobility
- B. social interactions
- C. cognitive functioning
- D. behavior

8

The decision to undertake CPR when an individual goes into cardiac arrest is provided:

- A. on the DNAR
- B. by the GP
- C. by the family, if the individual lacks capacity
- D. by anyone who knows the individual

9

While traveling home from work you overhear 2 people chatting on the bus, and you notice that it is 2 colleagues from work. You hear the name of the individual that you cared for that day and also confidential information that was shared with the two colleagues. The **most** appropriate course of action would be to:

- A. do nothing as you are not at work and your duty of care does not apply
- B. join the conversation as you too have looked after the patient and have insights to share
- C. advise that they have the incorrect information
- D. speak to your manager when you return to work the following day

10

You have observed a support worker using ineffective communication when providing personal care to an individual. In your role as their supervisor, your **most** immediate action is to:

- A. speak to the worker immediately so the individual they are supporting is aware that you are undertaking your tasks effectively
- B. wait until all individuals are up, washed and dressed, then undertake a formal supervision with the worker
- C. stop the worker when appropriate, making sure the individual is safe and comfortable, and then retire to a private area with the worker and clearly outline the issues observed
- D. leave a request for the manager to deal with it when they are next on duty

11

Being open and honest when something goes wrong with an individual's treatment or care, or when something has the potential to cause harm or distress, is known as:

- A. demonstrating your duty of care
- B. demonstrating your duty of candour
- C. a safeguarding precaution
- D. offering equality and inclusion

12

The **most** appropriate source of information about your own role and responsibilities in relation to protecting individuals from all types of abuse is the:

- A. NHS's health and safety policy
- B. local safeguarding policy
- C. organisation's policy on e-safety
- D. national helpline for modern slavery

13

Makaton is a method of communication that uses:

- A. British Sign Language
- B. written language
- C. technological aids
- D. gestured signs and symbols

14

You have been completing a care plan with an individual. The individual is struggling to make decisions and loses interest in your conversation. The **most** appropriate action to take to ensure the individual is engaged is to:

- A. speak to your manager for advice on what to do next
- B. adapt your communication method according to their preferences
- C. stop the interaction, leave for a while and try again when you are next on shift
- D. see if another colleague can communicate more effectively with the individual

15

Patients 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. This is **most** likely stated within the:

- A. confidentiality code of practice
- B. accessible information and communication policy
- C. cybersecurity policy
- D. clinical audit code of practice

16

You are supporting the discharge of a long-term patient from the ward. You have been trying to contact a family member to plan the discharge but the number on file is not working. Thinking about professional boundaries, the **most** appropriate way to contact the family is to:

- A. search on social media and private message 2 people with the same name
- B. locate their contact details in the patient's records, visit their address and speak to a family member directly
- C. find their contact details in the patient's records and arrange for a letter to be sent to them
- D. continue organising the discharge and hope the family visit before the discharge date

17

You have been asked to mentor a new member of staff. You used to work with this person and they tended to ignore instructions. The **most** appropriate action to take in response to this request is to:

- A. refuse to be the person's mentor as you do not like their approach
- B. ask one of the other senior members of staff to be their mentor
- C. mentor the staff member but enforce stricter instructions to ensure they follow procedure
- D. mentor the individual and maintain professional boundaries

18

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

- A. avoid harm or injury to the individual, yourself and others
- B. decrease the risk of litigation
- C. increase patient satisfaction
- D. demonstrate that procedures are implemented

19

You sustain a needle stick injury from a used needle. You have bled and cleaned the area. The **most** appropriate action is to:

- A. report to the nurse in charge and complete an untoward incident report
- B. complete an untoward incident report and keep this for your own CPD records
- C. follow guidelines, report to the nurse in charge and seek occupational health advice
- D. inform the patient whom you were assisting

20

An individual is displaying signs of depression and anxiety. The **most** appropriate service the individual should be referred to is the:

- A. local drug and alcohol misuse service
- B. psychological therapies service through their GP
- C. occupational therapy and physiotherapy service
- D. Samaritans

21

You are caring for an individual who is in constant pain and is taking pain relief medication. You notice that the pain relief medication does not appear to be effective as the individual cries out in pain when moved. The **most** appropriate immediate action is to:

- A. record all information in the care plan
- B. contact their GP or consultant with their agreement
- C. talk to the individual about it
- D. report it to the family

22

An individual whose mobility is deteriorating and requires aids to mobilise in their own home, would be assessed by the:

- A. physiotherapist
- B. occupational therapist
- C. care manager
- D. general practitioner

23

You are supporting an individual who has limited speech. You need to obtain their consent to re-dress a wound. The **most** appropriate way to establish consent is to:

- A. ask if they are happy for you to re-dress the wound and observe their non-verbal response
- B. assume consent has been given already as the wound has been dressed previously
- C. use non-verbal communication to ask questions and await their response
- D. ask a colleague to distract the individual while you change the dressing

24

An individual explains that the available food options are not meeting their religious needs. Responding to this feedback and ensuring the menus are more diverse shows that the service is adhering to:

- A. health and safety legislation
- B. food safety legislation
- C. equality legislation
- D. data protection legislation

25

The setting is short staffed and a senior colleague asks you to undertake a task that you are not trained to undertake. The **most** appropriate action is to:

- A. refuse and report to your manager
- B. complete the task as you used to do it in your previous employment
- C. refuse and explain that you are not yet competent to perform the task
- D. complete the task as it shows that you are eager

26

You are unsure how to support an individual who has a condition you are unfamiliar with. The **most** appropriate action to take is to:

- A. request to have further training, information or guidance
- B. ask the individual about the condition
- C. observe the individual, identifying any care needs
- D. speak to the family as they have been looking after the individual

27

You have been mentoring a new healthcare worker and they are struggling to understand their role and responsibilities. The **best** way to support their development is to:

- A. advise that they read their job description again until they understand their role
- B. recommend that they talk to other colleagues about their roles and responsibilities
- C. suggest that learning on-the-job is the best way to understand and learn from mistakes
- D. report to your manager to express your concerns about the new worker

28

You have noticed a cleaner not wearing personal protective equipment (PPE) when using a chemical to clean. The risk of harm in this situation is to:

- A. nobody
- B. both you and the cleaner
- C. everyone
- D. you

29

You notice that chemicals have been left out. The **most** appropriate way to store chemicals is:

- A. according to the manager's instructions
- B. above the cupboards, out of general reach
- C. in a cupboard accessible to all
- D. according to COSHH requirements

30

A method of finding out if local healthcare practice is in line with national standards and benchmarks is known as:

- A. clinical audit
- B. contingency planning
- C. clinical governance
- D. commissioning

31

An individual on the ward is unable to mobilise and is becoming increasingly uncomfortable in the chair they are sat in. The **most** appropriate action to take is to:

- A. wait until family support is available to move the individual
- B. move the individual yourself, carefully and slowly to avoid any further discomfort
- C. speak to a colleague and wait until they are able to support you to move the individual
- D. contact a physiotherapist to assist with moving the individual

32

You are supporting an individual to mobilise and need to gain consent. The individual has limited verbal communication. The **most** appropriate way to obtain consent in this situation is to:

- A. adapt your communication using alternative, suitable methods
- B. ask the family if they can consent on the individual's behalf
- C. assume they are happy to mobilise and that you do not need consent
- D. ask the physiotherapist if they have already consented to mobilising

33

You receive a call from someone asking for information on a patient. You explain that you are not allowed to give information to a third party. This is stated in the:

- A. General Data Protection Regulation
- B. Freedom of Information Act
- C. Human Rights Act
- D. Care Act

34

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

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

35

A patient with severe hearing problems and learning disabilities is becoming increasingly anxious and is struggling to understand the complex procedure that has been outlined by the specialist. The **most** appropriate action to take in order to support this individual is to:

- A. ask the specialist if they can explain the procedure to the individual again
- B. ask their carer to explain the details of the procedure to the individual
- C. reassure the individual and work with them and their carer to describe the procedure without using jargon
- D. provide the carer with a leaflet that they can give to the individual to read

36

You are supporting an individual who has dementia with their daily tasks. The individual seems to struggle to understand what you are verbalising. The **best** way to support them to understand is to:

- A. ask others to be involved in the conversation to see if they can help the individual understand
- B. adapt your communication method by using verbal and non-verbal communication, using hand gestures, pictures and simple words
- C. continue with their care as they will realise how you are trying to support them
- D. repeat what you are saying without adapting your techniques, they may understand eventually

37

You are caring for an individual who appears to have a low mood, feels hopeless and is becoming socially withdrawn. These symptoms are often associated with depression. Depression can be classified as:

- A. an eating disorder
- B. a mood disorder
- C. a psychotic disorder
- D. a type of dementia

38

Patients' information may be accessible electronically to unauthorised others if staff members:

- A. send an encrypted email
- B. leave devices logged in and unattended
- C. have their own log-in details for the shared drive
- D. only work in secure and private office spaces

39

A rare cause of infection is:

- A. chlamydia
- B. staphylococcus aureus
- C. clostridium difficile
- D. leprosy

40

The **most** appropriate way to establish consent to transfer an individual in severe pain is to:

- A. avoid transferring the individual until the pain is managed
- B. assume consent is not needed as the individual is in severe pain
- C. use their preferred method of communication and check their understanding of the move requirements
- D. use sign language with the individual as they will not listen when in pain



Part B is comprised of the following 20 pathway questions.

41

Sandra is not known to mental health services but has recently been experiencing psychotic symptoms. She has been assessed under the Mental Health Act and detained under:

- A. Section 2
- B. Section 3
- C. Section 17
- D. Section 117

42

A sign of self-neglect would be:

- A. eating lunch and dinner but never breakfast
- B. engaging in deliberate self-harm by pulling out own hair
- C. not attending to personal hygiene for a sustained period of time
- D. making unwise decisions and spending money on activities rather than gas and electricity

43

The sphygmomanometer is used to measure:

- A. blood pressure
- B. pulse rate
- C. oxygen saturation
- D. blood glucose levels

44

If a worker is finding a situation challenging, is unsure of how to do something or is feeling stressed, it is **most** important to:

- A. be self-aware and discuss their concerns with a senior member of staff
- B. continue as normal but work harder as the situation will improve
- C. speak to their family but not your colleagues and managers as you do not want them to think you are unable to do your job
- D. use social networks and forums to express their concerns about work

45

As a senior healthcare support worker you are supporting Nigel in the community. He has become socially isolated, which is perpetuating his feelings of low mood. It would be **most** appropriate to:

- A. provide him with a list of groups and activities in his local area to access independently
- B. help him to engage in activities in his home if he does not feel comfortable to mix with others
- C. visit more frequently to increase his social skills
- D. offer both practical and emotional support to empower him to be more independent

46

Jane has additional hearing needs. She has recently been admitted to hospital with symptoms of mania linked to her bi-polar affective disorder type 1 diagnosis. She has been admitted on to your ward against her will, under Section 3 of the Mental Health Act. You have attempted to read Jane her rights, however she does not understand and is becoming agitated. Your **most** appropriate response is to:

- A. leave the room quickly and give Jane time to calm down using her own methods
- B. read the information again but louder. Jane will understand when hearing her rights a second time
- C. use open body language to encourage Jane to be calm. Give Jane some time and repeat using an alternative method of communication
- D. move closer to Jane and give her the information to read in her own time

47

You are worried that an adult has a fever after taking their tympanic temperature as they have a reading of:

- A. 37 degrees centigrade
- B. 39 degrees centigrade
- C. 33 degrees centigrade
- D. 35 degrees centigrade

48

It is everyone's responsibility to report a safeguarding concern. The **most** obvious warning sign of physical abuse is:

- A. unexplained and frequent injuries
- B. being in receipt of correct financial support but never having any money
- C. inappropriate self-blame
- D. not having any clean clothes or food in the house

49

Mrs Khan lives in the community and you have just arrived for your weekly appointment with her. Today Mrs Khan appears agitated and she becomes verbally hostile and begins shouting at you. Your **most** appropriate response is to:

- A. continue with your appointment as normal by using distraction techniques in an attempt to avoid the challenging behaviour
- B. speak calmly in an attempt to reduce her agitation. Offer her a hug as you have known her for some time now and know that she would not hurt you
- C. use appropriate non-verbal communication. Maintain safe proximity and use a calming tone of voice in an attempt to de-escalate the situation
- D. leave the house immediately for your own safety and report it to your manager

50

Therapeutic communication is key when working with those affected by mental ill-health. Feelings and emotions are **most** likely to be expressed through:

- A. spoken words
- B. text messages
- C. the way words are said
- D. facial expression

51

Two forms of non-verbal communication are:

- A. eye contact and verbal language
- B. jargon and body language
- C. proximity and verbal language
- D. eye contact and physical gestures

52

An emergency response would be required if:

- A. a worker is informed that an individual is at risk of imminent significant harm to themselves or others
- B. a worker is informed that an individual had self-harmed earlier that day by scratching their arm with a paperclip
- C. a worker arrives at an individual's house and they are intoxicated but conscious
- D. an individual informs a worker that they were experiencing suicidal thoughts, denying any current plans or intentions to act

53

Most healthy adults have a resting heart rate between:

- A. 40 - 75bpm
- B. 50 - 80bpm
- C. 60 - 100bpm
- D. 80 - 120bpm

54

Jodie experienced many years of abuse as a child and would now like to process the feelings and thoughts she has in relation to this. It would be **most** appropriate to refer her to a:

- A. physiotherapist
- B. psychologist
- C. social worker
- D. occupational therapist

55

The **most** appropriate definition of the Deprivation of Liberty Safeguards is:

- A. a care or hospital setting preventing individuals walking around
- B. a care or hospital setting ensuring individuals adhere to protocols and guidelines set by the local trust
- C. preventing individuals, living in their own home, leaving without supervision from an external source
- D. a care or hospital ensuring individuals are looked after in a way that does not restrict their freedom inappropriately

56

The Mental Capacity Act applies to individuals aged:

- A. 0+
- B. 16+
- C. 18+
- D. 25+

57

Mindfulness is **best** defined as:

- A. having a conscious awareness of yourself, moment by moment
- B. having many things to process at any given time
- C. the study of mind and behaviour
- D. reaching one's full potential

58

You are working on a mental health ward where a patient is exhibiting signs of psychotic behaviour. The **most** appropriate way of communicating is to:

- A. leave the individual on their own, do not enter into conversation with them and report them to the nurse in charge
- B. ensure the individual is moved to a secure room and left on their own
- C. keep calm, use simple and clear words with open body language
- D. be authoritative. Control the situation to prevent escalation

59

The **most** appropriate way to offer support to the family of an individual with a diagnosis of depression would be to advise them to:

- A. listen to the individual in a non-judgemental way
- B. do as much as possible for the individual
- C. encourage the individual to stop dwelling on past issues and be positive
- D. encourage the individual to be independent

60

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 over a period of:

- A. 2 weeks
- B. 3 to 6 weeks
- C. 6 months
- D. 12 months or more



**Level  
3**

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