

Paper Code: M-EPA-ACW2006

Level 2

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

During her induction, Julia is informed that it is essential to read and follow the care plans of the individuals she is supporting. This is because:

- A. it provides details of the core values that need to be demonstrated to ensure individualised quality care is provided
- B. it provides details of organisational objectives, values and principles and standards of professional conduct
- C. it provides information on organisational policies, procedures and legislative requirements that need to be adhered to
- D. it provides details of personalised and safe care to be provided so individual needs, wishes and preferences are met

2

Emma, a care worker, is assigned to provide care for Mr. Thompson, a resident with specific health and mobility needs. How can Emma use an individual care plan to provide quality of care?

- A. Emma should create her own care plan based on her experience, as individual care plans are not necessary
- B. Emma should strictly adhere to the care plan, ignoring any changes in Mr. Thompson's condition or preferences unless told by management
- C. Emma should use the individual care plan as a flexible guide, regularly updating it to reflect changes in Mr. Thompson's needs and preferences
- D. Emma should avoid referring to the care plan, relying on her intuition and general caregiving knowledge

3

Cormac is a Hindu and describes himself as a fussy eater as he dislikes some common vegetables. What is the appropriate course of action to take?

- A. Explain to him that the budget has limitations and the kitchen may not be able to cater to his taste
- B. Draw up a list of likes and dislikes, and introduce him to the chef who is in charge of the kitchen
- C. Involve Cormac's family in meeting his dietary needs so they can provide food that he does like
- D. Advise Cormac that he should ask the GP for supplements to take alongside his meals

4

Gethin is unable to hear but does not use British Sign Language (BSL). The appropriate method to communicate with him is to:

- A. use clear hand gestures, write things down and ensure he can see the face of the care worker when they speak so he can lip read
- B. use the light behind him so he can see the face of the care worker, speak clearly and loudly, and teach him basic BSL signs
- C. use hand gestures, picture cards and write key points down as there is no point speaking if he cannot hear
- D. use hand gestures, picture cards and speak loudly as these are quick and easy techniques for completing everyday tasks

5

Mason is a home care worker and is in the office with his line manager, Kirsty, having his annual appraisal. During this, Kirsty continuously interrupts Mason's answers. How may this make Mason feel?

- A. Confused and self-conscious
- B. Relieved and enthusiastic
- C. Undervalued and disrespected
- D. Motivated and influenced

6

Suzie has a learning disability and mobility issues. When showering, bruises are noticeable on both upper arms. Suzie says she is clumsy and keeps banging into things. The appropriate course of action to take is to:

- A. leave it for today and see if the bruises heal with no recurrence and monitor her mobility as she said she bangs into things
- B. document the bruises with clear descriptions of size, position and colour and report this to the manager
- C. take photographs of the bruises on a mobile phone to print out and put in the care plan
- D. ask a colleague if they saw the bruises yesterday and do they think it is worth reporting them to the manager

7

Eddy has Parkinson's disease and when admitted to your setting he was mobile enough to make his way to and from the toilet. Eddy tells you that he asked for help yesterday as he felt unsteady, but was refused as the carer said 'he could manage himself'. The appropriate response is to:

- A. tell him that yesterday's carer will be back on duty tomorrow so he can speak to her then
- B. tell him you cannot do anything to help, but you can give him a complaints form
- C. tell him that to take himself to the toilet is good for him so he should always endeavour to do this independently
- D. tell him you are sorry, listen and offer to get your manager to speak to him and to get him a complaints form

8

The lead care worker of the setting has told staff to limit the use of personal protective equipment (PPE) as it is expensive. The appropriate action to take is to:

- A. report the situation to a higher manager or the owner
- B. agree with the lead care worker as the clients are low risk
- C. limit the use of PPE to ensure that the service remains viable as a poor service is better than no service at all
- D. carry on using an appropriate amount of PPE, and ask for more tomorrow when a different lead care worker will be on duty

9

Betty lives in a care home. She has dementia which is quite advanced. To help communications with Betty it may help to:

- A. use alternative non-verbal approaches such as Makaton or technological devices
- B. sit in close proximity with a raised voice, speak quickly and use paraphrasing
- C. speak clearly, use simple sentences and ensure time is given to process information
- D. repeat words several times and provide lots of options to choose from

10

The Care Quality Commission is inspecting the care provider setting. The inspector will be monitoring 5 standards that must be met to ensure the care service provided is:

- A. collaborative, caring, competitive, effective and co-operative
- B. safe, effective, caring, responsive and well-led
- C. caring, responsive, dynamic, progressive and well-advertised
- D. sustainable, profitable, compassionate, well-led and safe

11

A client offers their care worker a food hamper containing nuts, meat and dairy, saying that care workers are not paid enough. Which is the appropriate response?

- A. Politely refuse as the hamper contains perishable goods and will not last until the end of the shift
- B. Accept with thanks as it is possible to accept food gifts rather than money
- C. Accept but leave the hamper behind and just take the items from it
- D. Politely refuse, explaining that care workers cannot accept gifts from their clients

12

Marlon has difficulty eating and often spills food on his clothes. Marlon wishes to go on a trip to the seaside which will include lunch out with other people. It would be in Marlon's best interest if:

- A. he did not eat while on the trip so he is not at risk of spilling his food
- B. he did not go out for such a long trip, but a shorter excursion between meals
- C. the care worker sat with him to discreetly help him with his hygiene when he eats so he can maintain his independence
- D. the care worker stays with him in his home environment as the seaside can be experienced through watching television

13

Sloane is telling her care worker about her shopping trip while the care worker is tidying up. Sloane complains that her care worker is not listening. In order to demonstrate active listening they need to:

- A. use cues such as nodding and making eye contact while paraphrasing her words
- B. keep telling her 'I'm listening' but continue to tidy as they do not need to sit and chat
- C. sit down facing Sloane while making continuous eye contact so that she can see they are listening
- D. tell her they will come back tomorrow and she can tell them all about it then as they will not be busy

14

A patient in the care setting appears withdrawn, displays unexplained injuries, and seems hesitant to interact with certain staff members. What are the appropriate actions to take?

- A. Ignore the signs as they might be coincidental, and the situation will likely resolve on its own
- B. Share all observations casually with colleagues to gather their opinions before taking any action
- C. Approach the individual directly and ask them about suspected abuse to gather more information
- D. Report all concerns to the designated authority within the facility, such as a supervisor or manager

15

Isobel has been asked by her manager to carry out a risk assessment of the home of a new service user. The service user has mobility issues and Isobel has to identify any concerns that could result in unsafe practices being carried out. Which of the following **must** be included?

- A. No locked storage for the care plan and daily records
- B. Small portable electrical appliances not being tested
- C. Hoist sling being frayed and the incorrect size for the individual
- D. No paper towels for workers to dry their hands on

16

When helping Arthur to shower, you notice that the dressing on his hip has become saturated and is starting to fall off, despite being a waterproof dressing. The appropriate action for you to take is to:

- A. contact a senior colleague for advice and replace the dressing with a plain dressing from his supplies to prevent contamination while you are waiting for the nurse
- B. check his care plan and follow the instructions for the renewal of the dressing, even though you have never done this before, as you will have to wait too long for the nurse
- C. ask a senior colleague to attend but leave the soggy dressing in place, putting extra tape on to make sure it stays put when you help Arthur to get dried and dressed
- D. leave the dressing off while you help Arthur get dried and dressed as the wound will heal better without any dressing. Record your actions in the daily notes

17

Carolyn works at a care home as a housekeeper. She is informed that under Control of Substances Hazardous to Health (COSHH) regulations all hazardous substances used for cleaning must be stored safely. How can she ensure this is done?

- A. By storing all hazardous substances in transparent plastic containers and placing them in bathroom areas
- B. By transferring all hazardous substances into different containers with handwritten labels to identify the substance
- C. By carrying all hazardous substances around and storing them in a warm, well-lit, unventilated area after use
- D. By keeping all hazardous substances in the original packaging and locking them securely away after use

18

Johanna finds it difficult to dispose of any of her possessions and now cannot see any of the sockets in her room. She uses extension leads with multiple sockets to power and charge her devices. These actions:

- A. are acceptable as it is important that Johanna has choices and independence
- B. may pose a fire risk should she overload a socket and should be reported to a manager
- C. should be stopped as she will run out of room to store the possessions she needs
- D. will result in an increased risk of infection as Johanna cannot move around freely

19

Kristina's mobility seems to have worsened to the point where she needs support in walking. Her care plan states that she is fully independent. This will need to be changed because:

- A. it is important that all risk assessments are up to date so the correct safe support can be given to Kristina
- B. at any time there might be an inspection of care records and the auditors will fine the setting
- C. the manager will be unaware of the dependency of service users
- D. Kristina needs a referral to the physiotherapist and this cannot be done if the care plan is not up to date

20

A care worker has had a difficult interaction. They tell their manager they do not know how to proceed with giving the service user effective care. Their manager tells them they should reflect on the experience. How will this help the care worker?

- A. It will reinforce the care worker to avoid difficult interactions with service users
- B. It will provide the care worker with immediate solutions to difficult interactions
- C. It will discourage the care worker from seeking further assistance and enable them to work more independently
- D. It will encourage the care worker to analyse the situation and improve their approach in future interactions

21

During his induction as a care worker, Tariq is informed of the importance of adhering to professional boundaries in adult care. This will help to ensure:

- A. the safety of himself, other workers and the individuals he supports
- B. that the choices, wishes and needs of individuals are respected
- C. that all activities are carried out in a timely manner
- D. a reduction of audits that need to be completed

22

A client has dementia, is incontinent and is refusing help. Helping him despite his refusal is in his best interests under the current:

- A. Human Rights Act
- B. Deprivation of Liberty Safeguards
- C. Health and Safety at Work etc. Act
- D. Control of Substances Hazardous to Health Regulations

23

Simon informs his care worker that he would like to complete a training course at the local college to help him develop skills for a future career but is undecided in what vocational area. The **most** effective way to help Simon with this is to:

- A. ask his parents what they think would be the best vocational course for him to do
- B. enrol him on a vocational course that suits his abilities
- C. suggest he attends a college open day to see the choice of vocational courses available
- D. discuss with colleagues what they think would be a suitable vocational course

24

Grace has some hearing loss. When out in public she motions to her care worker that she needs to use the toilet but does not know where it is. The care worker should respond by:

- A. speaking clearly to her, informing her that they understand and will take her there
- B. telling her loudly and slowly, that they will take her to the toilet
- C. nodding to show they understand and pointing her in the direction of the toilet
- D. telling her loudly where the toilet is and that they will wait where they are for her

25

Clive is a new member of staff in a care home and is unsure how close he should be to residents when communicating with them. Which advice should be given to Clive regarding non-verbal communication?

- A. Avoid close proximity by maintaining a considerable distance in order to respect personal space
- B. Ignore proximity to allow for more effective communication, regardless of physical distance
- C. Adjust proximity appropriately to help promote intimacy and respect in different situations
- D. Proximity is less important in non-verbal communication compared to verbal communication

26

An adult care worker comes across private information about a resident's medical condition while updating their records. What is the appropriate way to handle this information?

- A. Share the information with colleagues during a break to discuss potential solutions collectively
- B. Post a summary of the resident's medical condition on a bulletin board for the staff's awareness
- C. Share the information with friends and family to seek advice on how to better assist the resident
- D. Keep the information strictly confidential, only sharing it with authorised individuals involved in the resident's care

27

The carehome manager is chairing a meeting for all staff on unsafe practices. Which of the following is an example of this?

- A. Lack of PPE and insufficient training of workers
- B. No en-suite facilities and lack of PPE
- C. Limited recreational activities and insufficient training for workers
- D. No locks on the bathroom doors and lack of PPE

28

It is procedure to wear a face mask when visiting Adele as she has a compromised immune system. Adele has temporary hearing loss due to an ear infection and asks you to take your mask off so she can understand you better. The appropriate action to take is to:

- A. remove the mask for the difficult words that Adele cannot understand so she can see your lips move
- B. remove your face mask while speaking to Adele but take a step back, record this in your daily notes and report to your manager
- C. try all other communication methods such as writing down what you are saying, using objects of reference or picture cards
- D. not attend to Adele at all until you have spoken to your manager about this issue as your safety is most important

29

The care worker finds their client, Timothy, lying on his front, beside the bed with some bleeding from his forehead. He responds when spoken to. What is the **next** course of action to take?

- A. Press the emergency buzzer and put gloves on before checking Timothy for injuries
- B. Check his breathing and assess for injuries prior to getting help for Timothy
- C. Sit with Timothy for a few minutes to find out what he has done and what he wants the care worker to do
- D. Help Timothy to get up off the floor as a priority as he has said he is not injured, and seek assistance

30

There was an incident in the care home where hazardous substances were not disposed of correctly. What constitutes **safe practice** for disposing of hazardous substances and materials?

- A. Dispose of hazardous materials in the recycling bins
- B. Use designated hazardous substance disposal containers
- C. Discard hazardous substances in the outdoor environment
- D. Mix hazardous materials with regular waste

31

A care worker's manager has told them their annual appraisal will be the next time they are on shift. They need to prepare for this meeting by:

- A. preparing a full justification of why they need to be given a pay rise
- B. asking colleagues about what was discussed in their appraisals
- C. listing all the complaints they have heard from their service users
- D. thinking about their plans for learning and development

32

Jane, a care worker, encounters a series of challenging situations, including managing unexpected changes in care plans. Despite this, she maintains a positive attitude. How does this benefit her?

- A. It helps by keeping her optimistic everyday
- B. It allows for a burnout-free work environment
- C. It helps her manage stress in the workplace
- D. It ensures that there is no impact on her job performance

33

Robert faces a challenging behavioural issue with a patient who is displaying signs of distress due to a recent change in their living arrangement. What is the appropriate approach for Robert to access specialist knowledge when managing this?

- A. Robert should read training materials to handle the situation independently so he can maintain patient confidentiality
- B. Robert should discuss the issue openly with other care workers during their break to gather various perspectives
- C. Robert should consult with the facility's behavioural specialist and seek guidance from experienced colleagues
- D. Robert should wait for a team meeting to discuss the behavioural issue and make a collective decision on the benefits of various actions

34

A nurse gives a care worker some tablets in a paper pot and asks them to help the client take their medication. The care worker cannot administer the tablets because:

- A. they have not had medication training and did not check the paperwork or the original container
- B. they did not see the nurse correctly check the medication
- C. the client says they are unable to swallow the tablets
- D. the client does not think the medication is helping and has refused to take it in the past

35

Max is completing an e-learning module. One of the questions asks what the legislation adult care workers follow to prevent discrimination is called. The correct answer Max should provide is:

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

36

Magda has a learning disability with some difficulty communicating. What action is recommended for the care worker completing Magda's care plan?

- A. Sit with Magda and use appropriate communication skills to complete the plan
- B. Complete the care plan document with Magda's mum
- C. Complete the care plan from the social worker's information
- D. Ask their colleague to complete the plan as they have met Magda before

37

Lola is supporting Dorothy to shower. To maintain Dorothy's dignity, Lola **must**:

- A. complete this as quickly as possible so that Dorothy's body is exposed for a minimal time
- B. inform colleagues of her whereabouts so that she is not disturbed
- C. place a do not enter sign on the door and turn her back when Dorothy is in the shower
- D. close the door and ensure exposed parts of the body are covered with a towel

38

Brian has hearing loss and has unfortunately lost both of his hearing aids. While waiting for replacements, he could be supported to make choices by:

- A. talking louder and reducing the number of interactions
- B. writing information down and using objects of reference
- C. asking family and friends what his preferences are
- D. moving him to a quiet room and giving him his favourite activities

39

Mrs. Johnson is a service user who has recently experienced a change in health. Mrs. Johnson expresses feelings of loneliness and frustration, stating that her needs are not being fully understood. How can active listening be effectively utilised to improve the situation?

- A. By offering immediate solutions to address Mrs. Johnson's concerns based on the information provided
- B. By expressing sympathy but avoiding engaging in further conversation to prevent emotional distress
- C. By asking clarifying questions to understand her needs and summarising to ensure her feelings are acknowledged
- D. By changing the conversation to a more positive topic and focusing solely on completing the necessary care tasks

40

While assisting a service user with their daily tasks, they reveal that a colleague is frequently neglecting to wash their hands before providing direct care to them. The appropriate action to take is to:

- A. immediately report this to the supervisor or manager
- B. discuss the matter with other colleagues during a break
- C. ignore the information and continue working
- D. confront the colleague directly about their behaviour

41

Aaron is attending a training course on safeguarding adults. The trainer informs him that as part of his duty of care, he is obligated to report any illegal act, failures of care or safeguarding concerns. Which policy would this follow?

- A. The Complaints Policy
- B. The Confidentiality Policy
- C. The Whistleblowing Policy
- D. The Equality and Diversity Policy

42

Faizal is new to the adult care sector and is currently undertaking his induction. He has not yet completed his mandatory training. Which of the following tasks should he **not** undertake?

- A. Shadowing workers who are administering medication
- B. Folding the laundry and putting it in the linen cupboards
- C. Reading the care plans of the individuals who he will be supporting
- D. Moving and positioning individuals using equipment

43

During a routine check in an adult care facility, a care worker discovers a small fire in the kitchen. What is the appropriate action for them to take?

- A. They should attempt to extinguish the fire on their own using nearby materials and call the fire brigade
- B. They should immediately see to the evacuation of all residents, activate the fire alarm and then call the emergency services
- C. They should save important documents before evacuating the residents
- D. They should let their manager know and continue with their regular duties

44

Julie, a support worker, is in a sexual relationship with Phil. Julie met Phil as she works as a support worker in the mental health rehabilitation home where he is a resident. This relationship:

- A. is not appropriate as it should remain professional
- B. is allowed provided Julie supports other clients when at work
- C. does not break any rules provided Phil has sufficient mental capacity
- D. means that Phil needs to move to another setting to continue seeing Julie

45

As part of your annual performance review, your manager suggests that you could ask 'relevant others' to contribute to your personal development plan. Who would be the appropriate people to ask to contribute to this?

- A. Your previous employers
- B. Your mentor and peers
- C. Residents in the care home
- D. Family of the service users

46

Jimmy is a new client in the care setting. He has a neuromuscular disease that the care worker has never heard of before. The appropriate way for them to find more information on the disease is to:

- A. ask the district nurse what they know about this particular disease
- B. ring the GP surgery where Jimmy is registered as they may have some information on the disease
- C. search the internet for the specialist organisation or specific NHS pages for this disease
- D. raise this at the next staff meeting to see if any colleagues know about the disease

47

Assisting Kathleen when on shift in the nursing home, she mentions that her GP has prescribed some new medication but she cannot remember what this is and what it is for. What is the appropriate action to take?

- A. To advise Kathleen not to worry as the GP will have put her on the medication for a good reason and that the nurse will administer this for her
- B. To explain to Kathleen that as care workers are not involved with medication administration, a request will be made for the nurse to have a chat with her
- C. To inform Kathleen that under data protection legislation this information is not allowed to be shared with her as it would be a breach of confidentiality
- D. To access Kathleen's records to see what medication she has been prescribed and look up on the internet what this is for so she can be given the information she requested

48

Kazuo asked their care worker to help them with a drink 30 minutes ago and the care worker has only just remembered. The correct action for the care worker to take is to:

- A. apologise to Kazuo and offer assistance now
- B. explain that they passed this task onto a colleague and they forgot
- C. pretend no one knew he was asking for assistance and offer to help him now
- D. tell him they have been very busy but will assist him now

49

David is visiting his mum in a hospice. On leaving, he becomes very upset and distressed as it is evident that his mum is close to end-of-life. An appropriate way to help maintain David's dignity is to:

- A. advise him to avoid visiting his mum
- B. suggest he leaves as quickly as possible
- C. invite him into a private area
- D. reassure him that his mum will be okay

50

Candice is new to the role of activities coordinator. As part of the role she needs to ensure that activities provided respect diversity and promote equality of individuals. Therefore, activities need to be:

- A. challenging and creative for all
- B. inclusive and accessible to all
- C. educational and informative
- D. physically and mentally stimulating

51

Jackie calls out for help quite often. Sometimes she does not seem to know why she has shouted for assistance. The care worker notices that their colleague, Elsie, is quite abrupt when she responds to Jackie. This is likely to cause Jackie to:

- A. feel upset as she is distressed and concerned that Elsie does not care about her
- B. stop calling out as she becomes aware that it is not necessary or helpful
- C. call out more as she becomes angrier with the carers who are there to help
- D. laugh at Elsie as she thinks she is joking and not being serious with her

52

A client, Margaret, has mental health issues. Someone claiming to be Margaret's cousin calls to inquire about Margaret's condition and if she is managing her finances well. What action should be taken?

- A. Advise the caller that Margaret is well and to make an appointment if they wish to find out more
- B. Thank the caller and explain how Margaret is, but do not give any information about money
- C. Put the phone down straight away so that Margaret's confidentiality is not breached
- D. Not tell the caller anything without Margaret's consent, advising the caller that you will pass on her concerns

53

Marianne has been appointed as a fire marshal in the care setting where she works. Part of this role is advising others on how to prevent fires from starting. Useful advice she can provide is to:

- A. store cleaning equipment in locked cupboards and ensure radiators are not left on for long periods
- B. not overload electrical points and do not leave cooking food unattended on the stove
- C. not leave the kettle unattended and make sure that fire extinguishers are regularly tested
- D. make sure windows are left open and do not allow untrained individuals to be involved in cooking any meals

54

Lillian has advanced dementia and is being cared for in her own home. At her house for her morning call, Lillian's front door is wide open and there is no sign of her inside. The **first** response should be to:

- A. immediately call the care manager to inform them
- B. complete an incident report
- C. immediately call for an ambulance
- D. drive around the local area to look for Lillian

55

A care worker is on a nightshift when the fire alarm sounds. The **first** action is to:

- A. attend the fire panel so the manager can organise the staff unless the care worker cannot leave their client
- B. wait for the manager to shout if they need assistance, as it is likely that the activation is accidental
- C. check all of the service users so the care worker can report back to the manager who is likely to have caused the alarm to sound
- D. wake all the residents up so that the evacuation process can start and the care worker can attend the fire panel

56

Most individuals have risk assessments that are incorporated into their care plans. The purpose of a risk assessment in adult care is to:

- A. make individuals aware of the potential consequences of the risks they take
- B. allow individuals to take risks so they can maintain their independence
- C. enable individuals to take some element of risk but in a safe way to have fulfilled lives
- D. prevent individuals taking any element of risk so that no harm comes to them

57

Michael is having a one-to-one supervision with his manager. They advise him to 'reflect on his own practice' as part of his learning and development. This will help Michael as it:

- A. will allow him to identify through his experiences better ways of working which can improve practices and the care provided
- B. will enable him to learn from other colleagues how to carry out specific tasks that require specialised training
- C. will help the development of his core skills such as academic learning and a common sense approach
- D. will give him the skills to safely carry out practical activities such as correctly using equipment to support the care provided

58

You have been asked to complete a record of the fluid intake and output for Donald. At midnight every day, you have to add up how much Donald has drunk. It is important to:

- A. document a good fluid intake so that Donald appears to be getting the care that has been planned
- B. conduct this regularly as you need to provide evidence that the care team are doing their job correctly
- C. document a good fluid intake so that Donald appears to be getting the care that has been planned
- D. do this accurately as it can have an impact on his care and support or the medication that he needs

59

Zara has been completing the paper-based daily records to show the support provided to individuals during the shift. Once finished, to maintain confidentiality, Zara **must**:

- A. handover verbally to the afternoon shift
- B. return the records to the locked cabinet
- C. carry the records around with her
- D. destroy the records

60

Ana has diarrhoea and some has gone on the carpet. You need to clean it up as quickly as possible as it poses an infection control risk. The appropriate steps to take are to:

- A. clean it up as soon as possible using soap and water while wearing gloves, dispose of water down the toilet and rinse out the bucket
- B. ensure the cleaner is suitable for killing any possible germs rather than suitable for use on carpet and wear gloves to complete the task
- C. use an appropriate cleaner for disinfecting a carpet, check the instructions on the label and wear the correct PPE
- D. clean it with high-strength bleach, wear the correct PPE and dispose of it and the cloths and bucket in the general waste







Level
2

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