

Paper Code: EPA-HCSWMOCK2003-1

Level 2

Highfield Level 2 Healthcare Support Worker Multiple-Choice 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 **30 marks**, Merit **40 marks**, and Distinction **50 marks**.

The duration of this examination is **60 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

Before disclosing information to a friend of an individual you are caring for, the **most** appropriate legislation you should consider is the:

- A. Health and Social Care Act (2008)
- B. Health and Safety Policy (2017)
- C. General Data Protection Regulation (2018)
- D. Care Standards Act (2000)

2

You have been asked to support a 52-year-old individual, who is obese, with their diet. The **most** appropriate way to reduce their weight and the risk of certain diseases is for the individual to:

- A. eat a well-balanced diet
- B. increase their intake of red meat
- C. go on a strict diet of pulses
- D. eat more white meat

3

You are undertaking general observations on a young male. His blood pressure has increased significantly. The **most** appropriate action to take is to:

- A. record and document it on his observation chart
- B. record it on the observation chart and inform the nurse
- C. get someone else to take the measurement as you may have done it wrong
- D. explain to him that his blood pressure is high, which can be a cause for concern

4

Clinical waste **must** be kept separate from other waste and disposed of using:

- A. green bags
- B. yellow bags
- C. grey bags
- D. black bags

5

An individual in a care home has had 2 episodes of diarrhoea. The period of isolation following episodes of diarrhoea would be:

- A. until the person is well
- B. 12 hours since their last episode
- C. 48 hours since their last episode
- D. 24 hours since their last episode

6

An individual you support has English as a second language. You need to ensure that they understand how to prepare for surgery admission. The **best** way to check their understanding is to:

- A. ask them to repeat what you have said back to you
- B. ask a family member to translate
- C. give them leaflets in English for them to translate at home
- D. ask them to make notes as you are speaking

7

A major injury that is **not** specified according to RIDDOR is:

- A. an amputation
- B. loss of consciousness caused by exposure to a harmful substance
- C. injury resulting from electric shock
- D. a fracture to the finger

8

An individual has been transferred to your setting from a hospital ward. The individual is taking prescribed pain medication. To ensure their continued care, you **must** be given their:

- A. routine observation sheets
- B. next-of-kin information
- C. medication administration record
- D. fluid balance chart

9

The legislation that places a duty on **employers** to notify the HSE of certain accidents at work is the:

- A. Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
- B. Health and Safety at Work etc. Act
- C. Management of Health and Safety at Work Regulations
- D. Medication Act

10

The **most** appropriate method to help a worker reflect on a single activity to improve future practice is to:

- A. watch a documentary
- B. obtain feedback from those involved
- C. attend a training course
- D. take further qualifications

11

Using an individual's preferred communication method when discussing their care needs is important as it **most** appropriately demonstrates:

- A. your confidence and skills
- B. professionalism
- C. respect for their individuality
- D. compassion and leadership

12

You are distributing food at meal times. The **most** appropriate way for you to reduce the incidences of food contamination is by:

- A. washing dishes in a dishwasher
- B. maintaining good hand hygiene
- C. keeping the food in containers
- D. avoiding contact with individuals

13

While undertaking routine observations for an individual who is waiting for major surgery, they ask why they are still in hospital as they cannot remember. The **most** appropriate action to take is to:

- A. inform the nurse in charge as this may affect their consent for surgery
- B. explain to the individual why they are in hospital as they have clearly just forgotten
- C. ignore this comment as the individual is likely to be nervous about the procedure
- D. reassure the individual that forgetting is quite normal and that everything will be okay

14

You have been asked by the district nurse to weigh an individual at home as part of their general assessment. The individual tells you they are passing urine more frequently and are losing weight. The **most** appropriate action is to document the weight loss in the care plan and:

- A. ask if the individual feels like they have a urine infection
- B. discuss the individual's fluid intake and diet
- C. suggest they consume more fluid and review at the next visit
- D. suggest to the individual that you request a home visit from their GP, and report back to the district nurse

15

An individual discloses abuse to you. The **most** appropriate way to respond is to:

- A. reassure them, inform them that they were right to tell you and report it
- B. not react and tell your manager immediately
- C. show them you are shocked at what they have told you
- D. ask leading questions about what happened

16

You have been asked to assist with dressing an individual who has a left-sided weakness. The **most** appropriate way to put their cardigan on is by:

- A. putting the right arm through the sleeve first
- B. putting the left arm through the sleeve first
- C. buttoning the cardigan and pulling it over their head
- D. putting both arms through the sleeves at the same time

17

Common causes of abdominal pain include:

- A. sprains and strains
- B. arthritic joints and colitis
- C. migraine and tension
- D. constipation and irritable bowel syndrome

18

Mr Archer has been admitted to your ward to have major orthopaedic surgery. You find out that he has mild deafness and decide to speak more clearly and stay where he can see you. Good communication is essential to your interaction to:

- A. help Mr Archer feel at ease, in control and valued
- B. prevent Mr Archer making a complaint about your care
- C. show other staff members how to communicate
- D. ensure the individual is given the opportunity to develop his social skills

19

You have been asked to escort an individual from a medium secure mental health unit for a visit to a less secure unit, with a view to them moving to the less secure unit. Your **most** appropriate immediate action is to:

- A. ensure you have an access pass
- B. check that the individual provides their consent
- C. organise for a colleague to attend with you
- D. make sure the ward you are visiting is aware

20

You are supporting an individual who has a mental health condition and requires diabetes management. The individual is adamant that they want to administer it themselves or they will not take it. The **most** appropriate action is to inform the individual that:

- A. you feel the risk is too high for them to self-administer so they must let you administer it
- B. you will speak to the doctor to see if there is a possibility of the individual being given an insulin pump instead
- C. it is their choice but if they forget again you will have to take over
- D. they are able to self-administer as they have made the choice to do so

21

The **most** appropriate examples of person-centred values in care are:

- A. care, compassion, support and encouragement
- B. policies, procedures, processes and protocols
- C. communication, meetings, supervision and appraisal
- D. dignity, respect, choice and independence

22

An individual has arrived for surgery. You ask if they agree to have their temperature, pulse and blood pressure checked, to which the individual agrees. This is an example of:

- A. verbal consent
- B. implied consent
- C. written consent
- D. mutual consent

23

The legislation that ensures individuals' protected characteristics are respected is the:

- A. Care Act
- B. Mental Health Act
- C. Equality Act
- D. Human Rights Act

24

An example of psychological abuse is:

- A. unnecessary restraint of an individual
- B. not bathing an individual
- C. spending an individual's money
- D. ignoring an individual when they speak

25

An individual has been admitted to your ward to have major orthopaedic surgery. They have poor mobility, so you ask how they would like your support to change into their gown and paper pants. This is an example of:

- A. active participation
- B. verbal consent
- C. risk assessment
- D. capacity assessment

26

You are supporting an individual in clinic who is due to have a total knee replacement in 3 weeks' time. You take their temperature and note that it is 39.2°C. The **most** appropriate course of action is to:

- A. explain the measurement to the individual and report it to the supervising nurse on completion of the physical measurements
- B. report to the nurse immediately without telling the individual
- C. report to the nurse during your debrief after the individual has left
- D. report to your colleague as they are collecting information to tell the nurse when they return from their break

27

Possible signs of dementia include:

- A. increased short-term memory
- B. swollen legs or ankles
- C. difficulty in communicating and reasoning
- D. respiratory problems

28

The **most** likely causes of the spread of norovirus is:

- A. a lack of ventilation and not removing shoes on entry to a building
- B. contaminated objects and poor hygiene practices
- C. individuals not having a bath every day and poor quality detergents being used in the laundry
- D. individuals not receiving the flu jab that year and staff being reluctant to use PPE

29

There are often similarities between the normal ageing process and dementia. The **most** likely similarity is:

- A. memory loss
- B. greying hair
- C. joint pain
- D. reaction time

30

When supporting an individual in their final days or hours of life, repositioning is important as it will reduce:

- A. discomfort
- B. isolation
- C. helplessness
- D. anxiety

31

You are supporting an individual who is experiencing hallucinations. This would be a **main** symptom associated with:

- A. depression
- B. psychosis
- C. anxiety
- D. dementia

32

An individual appears to be confused and unable to make their own decisions. The **most** appropriate assessment to be undertaken with the individual is a:

- A. mental capacity assessment
- B. physical ability assessment
- C. care needs assessment
- D. medication assessment

33

The **most** appropriate definition of the term 'basic life support' is:

- A. shouting for help and contacting the emergency services
- B. prioritising the treatment of casualties in line with their injuries or condition
- C. the emergency steps taken to assist an individual's immediate survival
- D. undertaking chest compressions at the rate of 100-120 compressions per minute

34

CPR **must** be commenced on:

- A. an unconscious casualty who is bleeding from the head and is breathing normally
- B. a casualty suffering from an asthma attack
- C. a casualty suffering a generalised seizure
- D. an unconscious casualty who is agonal gasping

35

A psychotic episode is **best** described as a:

- A. long-term condition
- B. short-term, acute condition
- C. personality disorder
- D. violent condition

36

You are supporting an individual in clinic who is due to have a total knee replacement in 3 weeks' time. You take their temperature and note that it is 39.2°C. The **main** reason for taking this measurement is:

- A. to ensure the individual is in optimum health when undergoing surgery
- B. to ensure that the individual does not bring any infection into the setting
- C. to obtain a baseline measurement for this individual as all individuals are different
- D. so you can advise the individual to take antibiotics prior to surgery

37

Duty of care influences your way of working by providing:

- A. local policy and guidance
- B. a framework to practice
- C. health and safety policy
- D. financial constraint

38

You are asked for your home address by an individual you support as they would like to send you a birthday card. In order to maintain professional boundaries, your **most** appropriate response is to:

- A. advise them that you do not want to receive a birthday card from them
- B. decline and refer them to hospital policies and procedures
- C. give your address as you know them personally
- D. politely decline and advise that you are unable to give your address to individuals

39

On your way home following a particularly stressful shift, you consider how you might work differently tomorrow to reduce your stress levels. This is an example of:

- A. reflection
- B. feedback
- C. training
- D. co-production

40

A way of promoting active participation is to:

- A. ensure there is a risk assessment in place
- B. provide full support to the individual to prevent harm
- C. encourage the individual to be independent where possible
- D. prevent the risk of abuse occurring

41

During a conversation with an individual, their arms are folded and they are looking away from you. The **most** likely reason for this is they are:

- A. listening to someone else
- B. not acknowledging what you are saying
- C. acknowledging what you are saying
- D. concerned about another individual in the room

42

A **main** reason for requiring healthcare workers to maintain professional relationships with individuals they support is:

- A. so that individuals are able to make friends with healthcare workers
- B. to develop their management skills
- C. to hold authority over individuals being supported
- D. to maintain appropriate boundaries with individuals and others

43

When moving an individual with a hoist, the legislation that outlines safe moving techniques is the:

- A. Health and Safety at Work etc. Act
- B. Manual Handling Regulations
- C. Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
- D. Management of Health and Safety Act

44

An individual has been admitted to the ward for investigation. He has a learning disability and additional communication needs. The **most** appropriate way to find out how the individual communicates is to:

- A. read their care plan and communication passport
- B. have an informal chat with the individual and their carers
- C. ask your colleagues and their carers
- D. read the care plan and consult their doctor

45

While working on a mental health unit you find an individual unresponsive and not breathing. Your **immediate** action should be to:

- A. do 2 rescue breaths
- B. commence cardiac massage
- C. call for help
- D. loosen their clothing

46

The term 'diversity' is **best** described as:

- A. everyone being unique and having individual differences that must be respected
- B. everyone being given the same status, rights and opportunities
- C. everyone being encouraged to lead an active life
- D. everyone being free within society from oppressive restrictions imposed by authority

47

Duty of candour in healthcare requires providers to:

- A. make clear and concise records on a daily basis
- B. be able to support individuals' beliefs and values
- C. be open and honest with the individuals they support about their care and treatment
- D. act as an advocate on behalf of individuals

48

The **main** reason for working in partnership with others is:

- A. so that everyone is able to develop their skills
- B. to ensure the holistic needs of the individual are addressed
- C. that healthcare is too complex for just one organisation to be responsible for it
- D. so that when something goes wrong, the blame is shared

49

An individual wants to make a comment or complaint. You should deal with it:

- A. by discussing it in detail first with the individual
- B. by suggesting that they write it down and give it to you on your next shift
- C. in line with the organisation's informal guidelines
- D. in line with your organisation's policies and procedures

50

On attending to a young man in a drug rehabilitation ward, he offers his arm for you to take his blood pressure. This can be interpreted as:

- A. implied consent
- B. insufficient consent
- C. verbal consent
- D. written consent

51

You are checking on an individual, who 12 hours ago had a total hip replacement. You notice he has a rapid, weak pulse. The **most** appropriate action would be to:

- A. document the reading, as this is normal following hip surgery, and report it at handover
- B. document the reading and report it to your line manager immediately
- C. adjust his position to make him more comfortable
- D. offer a warm drink to see if that helps to make a difference

52

You suspect an individual is being financially abused. Your **most** appropriate action is to:

- A. raise these concerns with your line manager in a few days, during your next supervision session
- B. report your concerns to your manager or safeguarding lead immediately
- C. talk to the individual who you think is being abused to confirm your suspicions
- D. challenge the person who you think is the abuser about their actions

53

You notice an individual becoming increasingly confused during the day. She is forgetting your name and keeps asking where the bathroom is. You think that the patient is showing early signs of dementia. The **most** appropriate action to take is to:

- A. write in her notes that the individual is showing signs of dementia
- B. ignore it. Confusion and forgetfulness are common in older people
- C. discuss your concerns with the individual's family and friends
- D. report to your manager, suggesting further investigation

54

COSHH guidelines state that cleaning products should be stored:

- A. above waist height
- B. in a locked cupboard
- C. in each individual's bathroom
- D. in the cupboard under the sink

55

When transferring an individual from bed to bed, it is essential to use a slide sheet to reduce the risk of:

- A. injuries
- B. complaints
- C. dependency
- D. embarrassment

56

Incorrect storage of food can lead to contamination when:

- A. raw meat juices drip on to salad leaves
- B. dust lands on containers of chicken
- C. bottles of fresh orange juice smell of garlic
- D. unopened butter is contaminated by cheese

57

An individual within the nursing home, who has dementia, would like to visit the local shops. Before this activity can be undertaken, the **most** appropriate immediate assessment to undertake is a:

- A. mental capacity assessment to ascertain if the individual is able to make their own decisions
- B. occupational health assessment to determine the equipment they might need
- C. resource assessment to ensure appropriate staff are available
- D. risk assessment to determine how they can be supported to undertake the activity

58

It is a worker's responsibility to ensure they arrive for work on time. Arriving late is **most** likely to have an impact on:

- A. the worker's career progression
- B. the worker's salary
- C. others' motivation to work
- D. safety and care standards

59

You have been asked to make toast for an individual. The **most** appropriate action immediately prior to making the toast is to:

- A. ask what they would like on it
- B. wash your hands
- C. ensure the patient has appropriate cutlery
- D. check their medication

60

The tasks and responsibilities of a healthcare worker's role will be outlined in their:

- A. contract of employment
- B. employer's code of conduct
- C. job description
- D. employer's codes of practice



Level
2

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