

**Paper Code: M-EPA-SHCSWAP02AHP3004****Level 3**

# Senior Healthcare Support Worker Allied Health Profession- Therapy Support Mock Multiple-Choice Test

**Information for registered centres**

The seal on this examination paper must only be broken by the candidate at the time of the examination.  
**Under no circumstances should a candidate use an unsealed examination paper.**

**Information for candidates**

**Under no circumstances should you, the candidate, use an unsealed examination paper.**

This examination consists of **60 multiple-choice** questions.

Part A is the core multiple-choice questions, this contains 40 questions worth a total of **40 marks**. Part B is the pathway multiple-choice questions, this contains 20 questions worth a total of **20 marks**.

You must achieve **16 marks** for Part A and **8 marks** for Part B.

The exam is worth **60 marks**, with a Pass being **24 marks**, and Distinction **45 marks**.

The duration of this examination is **90 minutes**.

You are **NOT** allowed any assistance to complete the answers.

You must use a pencil to complete the answer sheet - pens must **NOT** be used.

When completed, please leave the **examination answer sheet (EAS)** on the desk.

**EXAMINATION ANSWER SHEET (EAS) INSTRUCTIONS:**

For each question, fill in **ONE** answer **ONLY**.

If you make a mistake, ensure you erase it thoroughly.

You must mark your choice of answer by shading in **ONE** answer circle only.

Please mark each choice like this:

01 ☐ A ☐ B ☐ C ☒ D **ANSWER COMPLETED CORRECTLY**

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

01 ☐ A ☐ B ☐ C ☐ D **DO NOT** partially shade the answer circle  
**ANSWER COMPLETED INCORRECTLY**

01 ☐ A ☐ B ☒ C ☒ D **DO NOT** use ticks or crosses  
**ANSWER COMPLETED INCORRECTLY**

01 ☐ A ☐ B ☐ C ☐ D **DO NOT** use circles  
**ANSWER COMPLETED INCORRECTLY**

01 ☐ A ☐ B ☐ C ☐ D **DO NOT** shade over more than one answer circle  
**ANSWER COMPLETED INCORRECTLY**

All candidates **MUST** sign the Examination Answer Sheet (EAS) in the bottom right-hand corner of the page before leaving the examination room.

**Part A** is comprised of the following  
**40 core questions.**

1

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

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

2

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

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

3

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

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

4

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

- 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**

Which of the following is an appropriate way to support an individual's rehabilitation following a knee injury?

- A. Completing a referral to an external physical therapy specialist
- B. Providing generalised goals and assisting with physical therapy
- C. Recommending independent completion of mobility exercises
- D. Setting realistic goals and supporting with mobility exercises

**42**

What is the appropriate way to check an individual's ability to walk up and down stairs safely prior to their discharge?

- A. Asking the individual if they believe they will be able to manage the stairs independently at home
- B. Consulting the appropriate specialist for support with checking the individual's ability to manage the stairs
- C. Requesting any colleague's help to take the individual up the stairs and monitor them for discomfort
- D. Taking the individual up the stairs alone and asking the appropriate specialist to review any observations

**43**

What is the appropriate way to support an individual's integration back into society following a long-term hospital stay?

- A. Encouraging engagement in new hobbies at home
- B. Recommending immediate involvement in social activities
- C. Signposting to relevant support and encouraging independence moving forward
- D. Supporting with participation in community activities and building relationships

**44**

The appropriate mobility aid for an individual who has recently undergone a double leg amputation is a:

- A. single elbow crutch
- B. wheelchair
- C. walking stick
- D. zimmer frame

**45**

When preparing for a therapeutic task, which of the following factors **must** be considered?

- A. The amount of natural light in the room
- B. The noise levels in the room
- C. The organisation of the room
- D. The temperature of the room

**46**

Why **must** national guidelines be considered during the care planning process?

- A. They allow healthcare staff free choice, which improves both staff morale and health outcomes
- B. They ensure care is standardised, which reduces the financial burden on healthcare providers
- C. They provide a framework for supporting both evidence-based and person-centred care
- D. They reduce the need for personal opinion which minimises the risk of bias and abuse



47

A senior healthcare support worker has noticed a fault with a hoist. What action **must** they take?

- A. Advise the manager of the issue and move it to the cleaning cupboard
- B. Inform others at handover and advise them to perform extra checks before use
- C. Record the issue on the internal reporting system and remove it from use
- D. Tell colleagues immediately and suggest that they move all individuals manually

48

Which of the following outcome measures is used to measure pain intensity?

- A. Functional Independence Measure (FIM)
- B. Gross Motor Function Measure (GMFM)
- C. Timed Up and Go (TUG) Test
- D. Visual Analog Scale (VAS)

49

What is the **main** function of the endocrine system?

- A. Breaking down food and fluids
- B. Producing and regulating hormones
- C. Protecting against illness and infection
- D. Transporting oxygen and nutrients

50

What action **must** a senior healthcare support worker take before using equipment?

- A. Attend specialist training
- B. Consult the care plan
- C. Read the instruction manual
- D. Shadow a manager

51

An individual is due to be discharged soon and is concerned about being able to manage their condition independently. The appropriate action to take is to:

- A. advise them to change their frame of mind and speak to family if they need additional support
- B. direct them to an online retailer for assistive devices and offer a selection of relaxation techniques
- C. ensure they fully understand the ongoing treatment plan and supply any required assistive devices
- D. request that the district nursing team visits them daily and encourage them to track their symptoms

52

Which of the following factors **must** be considered when determining the eligibility of an individual for referral to an external service?

- A. The availability of services in the area
- B. The individual's preferences and financial status
- C. The length of time at the current service
- D. The support required and the service's criteria

53

How are outcomes effectively measured during a care plan review?

- A. By assessing the progress made, any feedback given and discussing any required changes
- B. By determining if all the steps in the plan have been taken without considering the progress made
- C. By establishing which steps have not been taken without considering the individual's needs
- D. By reviewing feedback from healthcare staff, measuring vital signs and extending all support

54

What is the **main** benefit associated with using a walking frame?

- A. It eliminates the need for support from a physiotherapist
- B. It improves balance and stability
- C. It increases confidence and core strength
- D. It removes the risk of an individual falling over

55

What component of the nervous system is responsible for processing sensory information?

- A. Autonomic nervous system
- B. Auxiliary nervous system
- C. Central nervous system
- D. Somatic nervous system

56

An individual **must not** undergo a magnetic resonance imaging (MRI) scan if:

- A. they are obese
- B. they are pregnant
- C. they have a pacemaker fitted
- D. they have facial injuries

57

What is the appropriate way to promote emotional resilience in individuals?

- A. Advising them to suppress emotions and not discuss their feelings with peers
- B. Assisting with establishing appropriate coping strategies and a support system
- C. Reinforcing the importance of a reliable support system for wellbeing
- D. Suggesting that they avoid any potentially distressing situations

58

What is the **main** use of a transcutaneous electrical nerve stimulation (TENS) machine?

- A. To numb nerve endings to reduce pain
- B. To numb joints to reduce pain
- C. To stimulate joints to reduce pain
- D. To stimulate nerves to reduce pain

59

An individual with hypertension is showing signs of cardiovascular instability. What action **must** be taken?

- A. Ask a specialist to complete a formal assessment immediately
- B. Inform a senior colleague of the observation immediately
- C. Monitor the individual until handover then report the observations
- D. Offer the individual a sugary drink once their condition is stable

60

How can senior healthcare support workers ensure that walking aids meet an individual's specific needs?

- A. By adjusting the height and support features accordingly
- B. By changing the type of assistive equipment provided regularly
- C. By only altering support features if the individual is in obvious discomfort
- D. By selecting equipment based on the opinion of the physiotherapist only



**Level  
3**



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