

Paper Code: M-EPA-LACW3005

Level
3

Lead Adult Care Worker

Mock Situational Judgment 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

An individual's family member comments that they feel that the individual, who has full capacity, is losing weight and not looking very well. What is the appropriate response to the concern?

- A. Discuss the concerns with the individual, suggest regular weight checks and, with their informed consent, contact their general practitioner (GP)
- B. Document the concerns in the individual's records but take no further action unless the individual reports an issue themselves
- C. Reassure them that food and fluid intake charts and weekly weight checks will be implemented and a general practitioner (GP) visit will be requested
- D. Start regular weight checks, record daily food and fluid intake and book a general practitioner (GP) visit without informing the individual

2

A care worker's mandatory training is due to be updated. However, the manager states there are insufficient resources to send them on the course. The manager talks the care worker through the notes from their training and signs them off as competent. Which of the following is an impact of this approach?

- A. The care worker will be unable to interact socially with colleagues due to low confidence
- B. The care worker will have improved morale as no time will have been wasted attending the course
- C. The care worker will have up to date safety knowledge, allowing them to undertake their responsibilities confidently
- D. The care worker will lack key knowledge which could put the safety of individuals at risk

3

An individual states that they wish to complain about the lack of choice on the menu each day. The team leader **must** explain that:

- A. if the individual wishes to complain about the food choices, they will need to put this in writing to the manager
- B. the menu is designed to suit the majority so cannot be changed for 1 individual
- C. the menu was designed by the service users at a meeting recently so cannot be changed
- D. they will ask the chef to speak with the individual about other dishes that could be offered

4

A lead care worker is concerned that a member of the team may be experiencing stress as they have had complaints about them being unusually short-tempered. The lead care worker **must** discuss the concerns with the staff member to:

- A. ensure that they do not go off sick with mental health issues
- B. identify potential causes and provide appropriate support
- C. review their performance and provide areas for improvement
- D. show inspectors that staff wellbeing is adequately supported

5

An individual is being supported in their own home with personal care. They receive care twice a day. They disclose that they have only received a full wash once in the past 2 weeks. They insist that this is acceptable as they do not wish to be a burden. What is the appropriate response?

- A. Agree that the individual does not need to be washed regularly and inform the manager of their comments
- B. Reassure the individual and inform them that a manager will be made aware so action can be taken
- C. Record the individual's feedback in their care plan and put a notice out for each worker to read
- D. Suggest to the individual that they ask all carers to give them a full wash and immediately call a manager

6

An individual wishes to go on a skiing holiday but they require a carer to accompany them due to their health needs. None of the staff are willing to go with them as they are concerned about maintaining the individual's safety. What is the appropriate response?

- A. Explain that the supervisor and care manager will discuss if there is any way the holiday can be arranged
- B. Inform the individual that the staff will be asked again in the weekly meeting but it is unlikely that anyone will agree
- C. Reassure the individual that they will definitely be able to go as this is part of their individual rights
- D. Tell the individual that the holiday is not possible as it is too difficult and will also be too expensive

7

A new individual to the service is a known intravenous (IV) drug abuser and potential human immunodeficiency virus (HIV) carrier. The staff comment that they are afraid of catching acquired immunodeficiency syndrome (AIDS) and insist they are told if the individual is HIV positive. What is the appropriate action?

- A. Ask a manager if the individual can be sent to a different setting as staff and other individuals deserve to feel safe
- B. Explain that the individual has the right to keep this information confidential and emphasise that correct infection control procedures are sufficient
- C. Find out and share the individual's information with them as it is key that the staff are protected from harm
- D. Tell them that if they do not want to support the individual, they do not have to and the allocation will be a reflection of those who volunteer

8

A care worker is supporting an individual to eat their meal when they start to complain that they are short of breath and experiencing severe chest pain. What sudden illness do these symptoms typically indicate?

- A. A heart attack
- B. A panic attack
- C. A seizure
- D. A stroke

9

An individual's care plan is being updated. The individual is a care user who has learning difficulties and is hard of hearing. What are the **key** considerations when communicating information to the individual and their carers about the new care plan?

- A. Carers are able to be present and the environment is quiet and secure
- B. The environment is quiet, the individual is comfortable and their chosen communication method is being used
- C. The environment is secure and the individual appears to be in a stable mood
- D. The time of day allows for carers to be present, the environment is warm and an interpreter is available

10

A care worker believes that an individual who has dementia, is not retaining information for long enough to make an informed decision. Who is the appropriate professional to support the individual with decision making?

- A. An independent advocate who is trained to support them with care and support decisions
- B. Their general practitioner (GP) as they need support to make decisions related to their medical care
- C. Their solicitor who can provide legal advice for any financial or care decisions
- D. The care manager as they are best placed to help with day-to-day decisions

11

An individual needs to make a decision about starting a new medication for their arthritis. The rheumatology nurse has verbally explained the side effects and benefits to the individual, but they are struggling to understand. What is the appropriate way to obtain information and support the individual?

- A. Ask the individual's family if they could research the arthritis medication and pass the information on to them
- B. Contact the rheumatology nurse and ask them to explain this again to the individual at their next appointment
- C. Provide the information to the individual in a written format and encourage them to ask questions
- D. Research and make notes from an internet search engine then explain the findings to the individual

12

A care worker has been asked to weigh individuals ready for the senior member of staff to complete the Malnutrition Universal Screening Tool (MUST) risk score. The care worker needs to record the percentage of weight loss on each record but they struggle with calculations. What is the appropriate response to the request?

- A. Ask a colleague to complete the calculations for them to avoid receiving disciplinary action
- B. Ask a senior member of staff to show them how to calculate weight loss before beginning the task
- C. Attempt to do the calculations using weight loss information on another individual's support plan
- D. Refuse to do the task as they have always struggled with maths so further support will not change this

13

An individual is being supported in the community but the care team feel that it is becoming unsafe for them to support them as they are demonstrating hoarding behaviours. What is the appropriate action for the lead care worker to take?

- A. Advise the individual that their home environment is unsafe and they will not receive support until the mess is cleaned
- B. Continue providing support without raising the concerns to the individual as it is for them to choose how they would like to live
- C. Explain to the individual that they will be moved to a residential home if they do not make their living environment safe
- D. Seek advice from a manager as this may be a sign of self-neglect and could require reporting to the safeguarding team

14

A care worker is undertaking home visits in the community. They call the office to explain that they have arrived at an individual's home and discovered that they have fallen to the floor but do not appear hurt. The care worker asks what to do as the individual is insisting that they are helped up. What is the appropriate advice to give?

- A. Ask the individual to turn onto their hands and knees so they can pull themselves up
- B. Do not try to move the individual, call an ambulance and stay with them until it arrives
- C. Explain to the individual that they cannot get up until extra staff arrive to assist
- D. Give the individual a drink and pain relief to see if they can stand up after a few minutes

15

An individual is deaf and blind. They have communicated to their family that they wish to make a complaint but do not have access to the complaints procedure as it is not in a suitable format for their needs. What is the appropriate action for the care worker to take?

- A. Inform the manager that the individual wishes to make a complaint and ask them to visit the individual regarding this
- B. Explain that there are no alternative formats but the family are welcome to make a complaint on their behalf
- C. Speak to the manager to obtain the complaints procedure in an accessible format as soon as possible
- D. Read the procedure to the individual in a loud voice and note the details of the complaint in their notes

16

A lead care worker arrives for their shift in a nursing home and is told that an individual has been shouting at the other individuals so a colleague has left them in 1 of the lounges on her own. The lead care worker is aware that the individual finds it difficult to open doors due to their arthritis and cannot freely leave the room. The action of the workers on shift is:

- A. correct, as it is a safeguarding requirement to protect the other individuals
- B. correct, as the individual needs time to calm down and reflect on their behaviour
- C. wrong, as all individuals must learn to live with each other even if some individuals potentially cause distress to others
- D. wrong, as leaving the individual in the lounge where they cannot get out is restrictive practice and against their human rights

17

A new care worker is not following procedures when putting away cleaning products. What is the appropriate way to support the new care worker?

- A. Explain the risks of not storing chemicals correctly to the care worker and reiterate the correct storage procedures
- B. Give the care worker a copy of the organisation's health and safety procedures to read and report them to the senior manager
- C. Inform the care worker that they are not following health and safety law and therefore will face disciplinary action
- D. Organise a supervision session to advise the care worker how to do their job properly and identify other training needs

18

A care worker forgot to support an individual to take their antipsychotic medication yesterday evening. What is the relationship between the care worker's duty of candour and duty of care in this situation?

- A. The care worker's duty of candour requires them to inform the Care Quality Commission (CQC) while their duty of care means they can no longer support the individual
- B. The care worker's duty of candour requires them to report the error internally while their duty of care means they must now attend refresher training
- C. The care worker's duty of care requires them to be honest with the individual about the error, in line with their duty of candour
- D. The care worker's duty of care requires them to not tell the individual about this to avoid distress, in line with their duty of candour

19

An individual has learning disabilities and is living as independently as possible in their own home. Several different professionals are involved in facilitating this support, along with assistance from their care manager. Which of the following is a benefit of this approach?

- A. It allows each professional to have reduced responsibility
- B. It ensures compliance with ethical and legal standards without regular monitoring
- C. It simplifies the care process by reducing the individual's involvement in decisions
- D. It supports both person-centred and co-ordinated care

20

A new team member arrives at work complaining that they have been up most of the night with vomiting and diarrhoea. They state they are feeling much better and are able to work. What is the appropriate action to take?

- A. Ask the team member to leave and tell them that they must have a clear result from a stool sample before returning
- B. Send the team member home and advise them that they must be clear of all symptoms for 48 hours before returning
- C. Suggest that the team member undertakes light duties and demand they do not interact with individuals
- D. Tell the team member that they must go home and ensure they see their GP before returning to work

21

A care worker is providing support for an individual who has mental ill-health. The care worker has supported the individual to go to the shop where they wish to buy 4 bags of chocolate and 6 bags of crisps. The individual has a BMI of 31 and the care worker discussed their weight with them yesterday. What is the appropriate action for the care worker to take?

- A. Advise the individual that they will not go to the shops if it encourages them to purchase large amounts of unhealthy food
- B. Ask the individual to think about yesterday's conversation and then tell them to put all the items back
- C. Suggest that the individual replace some of the items with healthier options following the conversation yesterday
- D. Tell the individual that they cannot buy the options chosen as they are unhealthy and they are already very overweight

22

A care worker needs to dispose of a hazardous substance. What is the correct way for them to do this?

- A. Place it in the designated container according to organisational policy
- B. Pour it down the drain
- C. Put it with the general waste
- D. Store it in the cleaning cupboard until the next waste collection

23

An individual is being supported to live at home as they have mental ill-health. Recently, they have started to become more anxious and now require additional support. What is the appropriate way to address the individual's changing needs?

- A. Hold a meeting with the individual's family to see how they could support and amend their support plan according to the changes
- B. Speak to the individual's GP and request a prescription of medication to help them remain calm when their support worker is unable to visit
- C. Suggest that the individual spends some time in residential care to help them adjust to the changes in their mental state
- D. Support the individual to attend a meeting with their care manager, care providers and key family members to review and amend their support plan

24

A care worker has scalded their hand while using the hot water boiler. They have been to the accident and emergency department and have been told they cannot work for at least 2 weeks while it heals. What are the next steps for the lead adult care worker to take?

- A. Complete part of the accident report form, make all staff aware of the accident and remove the boiler from the setting
- B. Ensure the accident form is completed fully, inform the manager and take any necessary steps to avoid others facing harm
- C. Pass the accident form on to the manager, inform the CQC and adjust the care worker's duties so that they can continue working at home
- D. Tell the care worker to return to work as soon as possible, place warning signs next to the boiler and complete the accident form

25

A care worker needs to support an individual to have a shower. How does the care worker's duty of care guide their actions while supporting the individual with this?

- A. The care worker must allow the individual to be fully independent to increase their confidence
- B. The care worker must ensure the individual's safety by not allowing them any independence
- C. The care worker must protect the individual's safety and dignity while also promoting independence
- D. The care worker must strictly follow organisational policy, ignoring the individual's needs and opinions

26

A care worker is supporting an individual who has dementia and lacks mental capacity. Their family want them to get dressed every day and eat in the dining room. However, the individual does not want to as the dining room is too noisy. What is the appropriate action for the care worker to take in this situation?

- A. Ask the staff to insist that the individual gets dressed and eats in the dining room every day to respect the family's wishes
- B. Inform the family that they respect the individual's decision and will ensure that they have a meal service in their room
- C. Reassure the family that the individual will be dressed daily but if they refuse to eat in the dining room no action can be taken
- D. Tell the individual that they must get dressed and eat in the dining room every day as it is upsetting their family when they do not

27

A staff member has recently been promoted to lead adult care worker and is feeling stressed about their new responsibilities. How does their duty of care affect their approach to managing their own mental wellbeing?

- A. The staff member must delegate the majority of their responsibilities to others
- B. The staff member must discuss this with a manager to ensure that they have appropriate support
- C. The staff member must manage their stress independently to avoid disrupting the setting
- D. The staff member must request that their GP signs them off of work to stop them feeling stressed

28

The lead adult care worker has noticed that some staff members are not following the correct hand hygiene procedure. What is the appropriate action for them to take?

- A. Inform the team that those who are not following the proper hand hygiene procedure will face strict disciplinary action
- B. Offer an optional training session on hand hygiene procedures for the members of the team who lack understanding
- C. Put up signs which detail the importance of hand hygiene and provide gloves for staff who do not know the proper procedure
- D. Remind the team of the importance of proper hand hygiene and provide training on how to follow the correct procedure

29

A care worker is completing their training on the moving and positioning of individuals. Which of the following pieces of legislation informs the moving and positioning of individuals?

- A. Health and Safety (First Aid) Regulations
- B. Health and Social Care Act
- C. Human Rights Act
- D. Manual Handling Operations Regulations (MHOR)

30

The lead care worker is working alongside a new member of staff who has just completed their medication training. The new staff member expresses that they are still unsure about giving medication. What is the appropriate action for the lead care worker to take?

- A. Instruct the new staff member not to worry and to administer the medication as trained
- B. Offer to observe the new staff member administering medication and provide guidance where needed
- C. Reassure the new staff member that learning by making mistakes is a key part of the training process
- D. Tell the manager that the new staff member is not yet competent enough to administer medication

31

The team are developing the care plan of an individual who is new to the setting. The individual's partner is supporting with this. How does their input improve the planning process?

- A. They will be able to suggest specific support strategies that the care team have not considered
- B. They will be able to use their knowledge of the individual to override all of the suggestions made by the care team
- C. They will have in depth knowledge of the individual's history, routines and preferences that may not be documented
- D. They will have the chance to promote the family's preferences, priorities and opinions

32

A care worker is supporting an individual with personal care. The individual whispers that normally people hurt them when re-positioning, pointing to some bruises on their hip. A colleague asks what the individual said. What action **must** the care worker take?

- A. Ask the individual more questions about the disclosure and ensure that the colleague takes notes
- B. Explain that it was a private matter and report the disclosure to a manager immediately
- C. Ignore the colleague and wait for them to leave then return to the individual to question them further
- D. Write what the individual disclosed in the care notes and ensure the colleague signs the notes for confirmation

33

An individual has confided in a care worker that they are homosexual. This is not noted in the care plan. How do the agreed ways of working influence the care worker's next steps?

- A. They require the care worker to inform the individual's wider care team to ensure the correct support is provided
- B. They require the care worker to provide the individual with contact information of charities that can support them
- C. They require the care worker to respect the individual's confidentiality by not sharing this without their consent
- D. They require the care worker to share this information with the individual's family regardless of their wishes

34

An individual struggles to communicate with people they do not know. It is impacting their ability to be fully included in the day service, leaving them isolated. They are being supported by an outreach worker. What is the appropriate way for the outreach worker to assist?

- A. Allow the individual to decide when they want to communicate with others at the day service
- B. Create a plan, with the individual's agreement, of appropriate times to communicate with unfamiliar people
- C. Set up a group session at the day service so that the individual has to communicate independently
- D. Tell the workers at the day service to avoid speaking to the individual to encourage them to communicate

35

A lead care worker is analysing feedback from a customer satisfaction survey. One question asks whether individuals feel they are included in all aspects of decision-making. Most responses state they do not. What is the appropriate response in relation to the feedback?

- A. Disregard the complaints as the individuals have a tendency to make unjustified complaints about their care
- B. Identify the staff members who are not involving individuals in decision-making to give them a written warning
- C. Make a note of the survey outcome so that when the survey is next completed improvements can be identified easily
- D. Reassure individuals that encouraging decision-making will be discussed as part of inclusion and respect training

36

Following the sudden death of an individual, the lead adult care worker in a setting recognises that the team are upset and have been finding the situation difficult to come to terms with. What is the appropriate course of action for the lead adult care worker to take?

- A. Direct the team to local support groups and avoid discussing the situation at work as this will prolong their distress
- B. Inform the team of local support groups, organise a peer support session and meet staff individually for supervision
- C. Organise a peer support session so that the team can discuss their feelings and forget the situation quickly
- D. Suggest that staff speak to their GP's about their mental health concerns and meet more often to socialise

37

A lead care worker is completing refresher training on the Care Certificate. How does the care certificate influence the role of a lead adult care worker?

- A. It outlines mandatory processes for administrative tasks only
- B. It provides optional guidelines for professional development
- C. It sets out standardised protocols for emergency response
- D. It sets out the minimum standards that must be followed

38

An individual is getting out of bed at night and waking other individuals up. What is the appropriate action for the lead care worker to take to support the wellbeing of the individual and others?

- A. Allow the individual to continue and instruct others to be more tolerant towards them
- B. Inform the individual that they must stop this behaviour or they will be removed from the home
- C. Request bed rails to be placed on the individual's bed to stop them from getting out
- D. Review the individual's care plan and risk assessments to identify any unmet needs

39

A recent fire drill at a setting was not carried out correctly. What is the appropriate immediate action for the team leader to take?

- A. Inform the team of what went wrong and then conduct training on the proper procedure
- B. Organise for staff to have supervision and give them a formal warning for not following procedures
- C. Remind staff of their responsibilities and reassure them that the outcome of this test will not be recorded
- D. Tell the manager that the failing was not the team's fault and that the test will be redone

40

A lead adult care worker is completing a routine check and has found that a fire exit has been blocked by a hoist. What action **must** they take to prevent fire spreading?

- A. Move the hoist to the correct place after hours
- B. Move the hoist to the correct place immediately
- C. Put a sign near the exit so that staff are aware
- D. Report the obstruction to a manager

41

There has been a breach of confidential information from the online care plan system. It is the setting's responsibility to report this breach under current:

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

42

A new starter at a setting has requested the whistle-blowing policy. The manager states that the policy is currently being written. Which of the following is an impact of **not** having an accessible whistle-blowing policy?

- A. Concerns will be discussed among staff, leading to improved communication
- B. Concerns will be discussed online rather than internally, leading to a negative reputation
- C. Staff will feel less able to report concerns, leading to individuals being at risk of harm
- D. Staff will not feel obliged to report concerns, leading to increased morale

43

An individual has returned home from a hospital stay having contracted methicillin-resistant staphylococcus aureus (MRSA). A home-care worker refuses to support the individual as they do not feel that they have been provided with sufficient personal protective equipment (PPE). What is the appropriate response?

- A. Allow the worker to stop caring for the individual until they have received additional PPE
- B. Explain that the individual is not infectious as they do not have an open wound so the PPE is just a precaution
- C. Inform the worker that they will face legal action if they refuse to care for the individual using the PPE provided
- D. Reassure the worker that the PPE provided is appropriate, offering additional information if needed

44

An individual has autism and is unable to communicate verbally. They have started trying to bite and hit care workers when they want to communicate. What is the appropriate way for care workers to manage the individual's behaviour?

- A. Inform the individual that this behaviour is abuse and it will not be tolerated by staff
- B. Introduce a visual prompt that the individual can use to explain their needs
- C. Request support from a speech and language therapist and avoid contact with the individual
- D. Tell staff to ignore the behaviour as it is not the individual's fault

45

A care worker has multiple concerns about potential abuse in their setting. They have raised these internally and have been ignored so have now reported them to an external regulator. What term describes the care worker's action?

- A. Advocacy
- B. Competence
- C. Mediation
- D. Whistleblowing

46

A care worker is concerned that a colleague is abusing individuals. What current piece of legislation will provide the care worker with guidance on identifying and responding to the abuse?

- A. The Care Act
- B. The Employment Rights Act
- C. The Health and Safety at Work etc. Act
- D. The Mental Capacity Act

47

An individual has borderline personality disorder (BPD) and finds it difficult to communicate with others. What type of communication barrier affects the individual?

- A. Behavioural
- B. Cognitive
- C. Emotional
- D. Environmental

48

During an observation, the manager notes that staff are using clear communication, providing guidance and encouraging involvement in activities to all individuals. What do these actions demonstrate?

- A. Active participation and inclusion
- B. Diversity
- C. Exclusion and person-centred care
- D. Validation

49

A nurse has come to administer an individual's insulin and check their wound dressings. The individual is sat in the lounge and the nurse states they will see the individual in the communal area. What is the appropriate course of action to take?

- A. Allow the nurse to take responsibility for managing the individual's privacy during the procedure
- B. Ask the nurse to wait and move the individual to a private area for the procedure to continue
- C. Assist the nurse to provide support in the communal area and shield the individual from the other residents
- D. Check with the other residents if they mind the nurse undertaking the procedure in the communal area

50

A lead care worker has been asked to support a care worker to achieve the goals set out in their personal development plan (PDP). Which of the following actions demonstrates the lead care worker having an active role in this?

- A. Delegating all routine tasks to the care worker to increase their confidence
- B. Giving the care worker generalised advice on how to improve their performance
- C. Running weekly meetings with the care worker to review their progress
- D. Suggesting that the individual works independently to identify reoccurring mistakes

53

A care worker is supporting an individual who has chronic pain and struggles to complete simple daily tasks. This is causing the individual to become frustrated and upset. How can the care worker address these needs?

- A. By encouraging the individual to complete physical tasks independently and telling them to attend social activities daily
- B. By providing practical help with completing daily tasks and offering emotional support
- C. By referring them to a mental health specialist and suggesting they take extra painkillers
- D. By supporting them with daily tasks and advising that their condition will only improve if they are not frustrated

51

Several individuals in a setting have developed a stomach bug. What is the **main** cause of the spread of infection in this situation?

- A. Inadequate cleaning of surfaces
- B. Individuals sharing hand soap
- C. Keeping windows closed during the night
- D. Staff wearing the same PPE for their whole shift

54

An individual with physical disabilities is unable to participate in group activities. What is this an example of?

- A. Aggression
- B. Discrimination
- C. Equality
- D. Respect

52

The lead care worker has observed a care worker using a hoist incorrectly. What course of action **must** the lead care worker take to prevent the unsafe practice reoccurring?

- A. Document the incident and discuss it in the care worker's annual appraisal
- B. Inform the care worker that they will be receiving a written warning due to their mistake
- C. Offer the care worker immediate guidance and arrange further training if required
- D. Stop the care worker immediately and assign them administrative duties only

55

A care worker is giving an individual a bed bath. What action **must** the care worker take to ensure that the individual's dignity is maintained throughout?

- A. Complete the bath quickly
- B. Cover the parts of the individual's body that are not being washed
- C. Only wash the parts of the individual's body that are visibly dirty
- D. Use distraction techniques

56

A care worker is supporting a nineteen-year-old who has been given a terminal diagnosis. They do not want to continue treatment but this conflicts with the wishes of their family. The family ask about mental capacity laws. The care worker does not have sufficient knowledge of this subject. What is the appropriate action for the care worker to take?

- A. Advise the family that they need to prove lack of understanding
- B. Explain to the family that they will gain further information from the appropriate team
- C. Inform the family that they cannot get involved in this area of support
- D. Tell the family to look into lasting power of attorney so they can make all future decisions

57

An individual is severely visually impaired. Which of the following non-verbal communication techniques are **both** suitable to use when communicating with this individual?

- A. Body language and technological aids
- B. Objects of reference and gestures
- C. Pictures and touch
- D. Touch and objects of reference

58

An individual has mental health issues and is becoming anxious and stressed. What is the appropriate action to take to overcome these barriers to effective communication?

- A. Not focusing on negative emotions
- B. Providing detailed explanations
- C. Repeating information and speaking quickly
- D. Using a calm tone and simple language

59

An individual has learning disabilities and has been in a relationship for a short while. The individual informs their care worker that they have to give their partner money or they will leave them. What type of abuse is the individual at risk of?

- A. Domestic abuse
- B. Organisational abuse
- C. Physical abuse
- D. Sexual abuse

60

A care worker is supporting an individual when they notice a significant change in their condition. What course of action **must** the care worker take **next**?

- A. Ask a colleague for their opinion
- B. Document the observation and inform the lead adult care worker
- C. Inform the individual's family
- D. Note the observation and continue to monitor the individual independently



**Level
3**



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