

Paper Code: M-EPA-ACW2005

Level 2

# End-Point Assessment 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 an interview for the role of adult care worker, the candidate is informed that this role comes with a duty of care. What is the appropriate description of duty of care?

- A. The mandatory requirement to accept any additional shifts offered to ensure adequate staffing levels
- B. The moral and legal obligation to ensure the safety and wellbeing of others
- C. The legal obligation to provide emergency first aid when needed, both in and out of the work environment
- D. The mandatory requirement to share confidential information with those who request it

2

An adult care worker is working with a district nurse who is giving a service user some bad news. The district nurse has asked that the adult care worker stays with the service user to ensure they are alright. What is the appropriate action to promote wellbeing?

- A. Provide the service user with the facts about their care and then leave
- B. Leave the service user alone to read an information leaflet
- C. Give the service user an opportunity to talk about their concerns
- D. Explain to the service user that everything will be alright

3

An adult care worker works in supported living and has been providing one-to-one support to a service user all week. They have a very good rapport and the service user asks the care worker if they can be friends on a social media site. What is the adult care worker's **most** appropriate response?

- A. Explain to the service user that, although they would like to be friends on social media, unfortunately care workers are not allowed to do this
- B. Tell the service user definitely not as this is inappropriate and they could get dismissed from their job
- C. Tell the service user that they can be friends on social media but to keep this a secret between them or they will get into trouble if anyone finds out
- D. Explain and agree that they can be friends on social media as it is a public forum, so this is deemed to be acceptable behaviour

4

An adult care worker has visited a service user in their own home for the third time in a week, and on each visit, they have refused to eat and drink. They decline all options that are offered and do not eat anything that the care worker prepares. What **must** the adult care worker do?

- A. Contact their line manager and inform them of the service user not eating
- B. Respect the service user's choice to decline food and drink as that is within their rights
- C. Leave small meals and drinks for the service user as they will eat when they are hungry
- D. Discuss with the service user the purpose for the visit and try to find out why they are not eating

5

During a new adult care worker's induction, their team leader informs them that it is vital to follow an individual's care plan. The **main** reason for this is to:

- A. prevent the adult care worker from having to ask an individual any questions about their care and support
- B. ensure the workplace receives positive feedback when being audited
- C. ensure all service users' families are happy and avoid any complaints from them
- D. inform other care workers how an individual would like to be cared for and the support they require

6

An adult care worker has been allocated as a key worker for a new service user. The care worker needs to contribute to the development of the service user's care plan. The first section is 'past history'. What is an appropriate way for the care worker to find out this information?

- A. Ask the service user directly, along with any family members who are involved in their care
- B. Research online to find out about activities and local support groups that the service user may want to be involved in
- C. Speak to their colleagues to explore their thoughts on the service user's past history
- D. Speak to other service users who share similar health conditions and request their past history

7

A new adult care worker at a residential home has been assigned to support a new service user who has recently moved into the home. They have specific preferences regarding their personal care. What is the appropriate way for the care worker to find out about the service user's preferences?

- A. Observe the user during their daily routine and guess their preferences based off their actions
- B. Follow the routines used for other service users as the service user will likely adapt over time
- C. Gather information from other care workers who have supported the service user in the past
- D. Speak directly to the service user about their preferences and listen to their responses

8

An adult care worker in a care home is supporting a service user with their personal care. While doing so, they encourage the service user to wash their own face and hands. How will this example of person-centred care help the service user?

- A. It will allow the service user to apply the products they like
- B. It will prevent cross-infection and use less personal protective equipment (PPE)
- C. It will maintain the service user's independence and dignity
- D. It will allow the adult care worker time to clean the room and tidy the service user's bed

9

A service user has been told they need to lose 2 stone (12kg) as part of their treatment after a recent heart attack. They mostly eat ready meals and takeaway food. What is an appropriate method to help the service user improve their diet?

- A. Devise a weekly healthy meal plan, which includes a takeaway at the weekend as a treat
- B. Devise a healthy meal plan for each week, which includes a strict diet of no sugar, no fats and no salt
- C. Ask the service user's daughter to make all of the meals to ensure that these are nutritious and healthy
- D. Throw away all unhealthy foods and takeaway menus that are in the service user's home

10

A service user is being supported in a care home. They enjoy watching the news at 10pm and request that they be supported to go to bed after this. What does acknowledging and enabling the service user's request show?

- A. That the service user's rights and choices have been respected
- B. That the care home is going above and beyond
- C. That the service user is empowered to complete tasks
- D. That the service user's physical needs and wishes have been supported

11

An adult care worker is supporting a service user who is upset as they cannot take part in a group activity due to a recently diagnosed mobility issue. What is the appropriate action for the adult care worker to take?

- A. Listen carefully and offer alternatives to the service user, then update their colleagues so they can plan inclusive activities
- B. Explain the situation to the service user and ensure they understand their limitations, even if it upsets them
- C. Avoid addressing the situation directly and keep the service user calm, then tell their colleagues of the upset
- D. Suggest that the service user watch television to take their mind off it and then call their family, to update them on the issue

12

A service user living in a care home wants to access the local shop every morning so they can get their newspaper. The **most** appropriate way to ensure that they can do this independently and safely is by:

- A. explaining to the service user that a member of staff must escort them to the shops or they will be unable to go
- B. suggesting to the service user that they can arrange for a newspaper to be delivered every morning so they can still read it
- C. conducting a risk assessment with the service user to help them understand the risks and agree how these can be managed
- D. explaining to the service user that it is their choice to go to the shop every morning but the care home will not be held accountable if anything happens

13

A service user with autism, epilepsy and Crohn's disease has informed their adult care worker that they would like to enrol on a course at the local college. When the care worker discusses this with the service user's parents they feel this is too risky. What is the **most** appropriate way for the adult care worker to advocate for the service user?

- A. To point out that it is the service user's right to choose and it is not up to their parents to make these decisions for them
- B. Assure the service user's parents that there will not be any risks of harm to the service user
- C. Explain that the service user may need to take some risks as part of living an independent, fulfilling and good quality life
- D. Agree with the service user's parents that it is too risky and that it would be in the service user's best interest to discourage them

14

An adult care worker is supporting a service user to get up and dressed in the morning. How can they help the service user to maintain their dignity?

- A. Discuss with the service user what they want to do that day while washing and dressing them
- B. Ask the service user what clothes they would like to wear and encourage them to do as much as possible
- C. Make sure the service user has their daily shower as detailed in their care plan and report this if they refuse
- D. Ensure that the service user is washed and dressed without prompting so that they do not have to ask for any help

15

A newly employed adult care worker is working with a lead adult care worker. They meet at a service user's home. The care plan states they are to be moved and positioned using a hoist with 2 carers. The lead adult care worker explains that they will be late for their next call if they use the hoist, so to save time, states they should manually move the service user up the bed. What is the **most** appropriate action for the adult care worker to take?

- A. Follow the lead adult care worker's instruction as they are more experienced and know which lifts are appropriate
- B. Suggest that they go to their next call to avoid being late while the lead adult care worker stays to move and position the service user with the hoist
- C. Ask the service user if they agree to being moved and positioned in the bed without the hoist, to ensure their consent is gained
- D. Refuse to move and position the service user manually, as this is unsafe, and state that the care plan has to be followed

16

An adult care worker has noticed that, in a care home setting, there are certain environmental barriers that can stop effective communication with service users. Which of the following are the **most** likely environmental barriers in a care home?

- A. Sensory impairments and health conditions of service users
- B. Service users speaking other languages and some service users are non-verbal
- C. Televisions with the volume on high and service users chatting simultaneously in a communal lounge
- D. Service users refusing to wear their hearing aids and preferring to be in their own rooms

17

During an outbreak, care workers are required to wear face masks. Why would care workers having to wear face masks lead to communication barriers with the service users they support?

- A. The face masks cause reduced oxygen levels, making it difficult for care workers to relay information
- B. Service users are not able to identify care workers and see their facial expressions
- C. The face masks are an irritant and take the care workers' focus away from the service users
- D. Service users can not take the care workers seriously while they are wearing the face masks

18

An adult care worker needs to pass on some sensitive information to a service user. The service user is in the communal area, playing bingo, and is unable to hear the care worker properly. What is an effective way for the care worker to reduce the communication barrier?

- A. Shout loudly and use gestures to get the service user's attention
- B. Ask if they would be willing to go to their own room and talk there
- C. Pass the service user a note with the information on
- D. Ask an experienced colleague to pass on the information

19

A service user has dementia, which impacts their ability to communicate. In particular, they find it difficult to process information that is being given to them. What is an appropriate way to ensure that communication with the service user is effective?

- A. Share relevant information with their family and ask them to make decisions for the service user
- B. Arrange an appointment with their general practitioner (GP) to prescribe some medication that would help
- C. Avoid undue confusion or distress to the service user by giving information only when absolutely necessary
- D. Speak clearly and slowly, providing information in small amounts and repeating as necessary

20

An adult care worker has accompanied a service user to an appointment with their doctor. They sometimes get confused and do not always process the information they are given by the doctor. What is the **most** appropriate way to ensure they have understood the information?

- A. Ask them to repeat back what the doctor has said
- B. Ask them if they have fully heard everything the doctor has said
- C. Ensure the doctor explains fully as it is their responsibility
- D. Take notes during the appointment to share with the care team

21

When working in a dementia and wellbeing day centre, an adult care worker notices that when 6 lunch options are read out to the service users, most say 'any' or 'you choose'. The care team suspects this is likely to be because the individuals cannot recall all the options given. What is the **most** appropriate method to improve this activity?

- A. Choosing the lunches for the service users to prevent them from becoming confused
- B. Asking the service users' next of kin to choose their lunch options on arrival at the day centre
- C. Devising a visual menu with pictures and words that can be given to the service users to choose from
- D. Repeating the menu options to the services users until they have made a choice

22

A service user has learning disabilities and has a severe hearing impairment, but they refuse to wear their hearing aids, causing a communication barrier. What is the **most** appropriate action to take?

- A. Speak very loudly and continually repeat information
- B. Use non-verbal gestures and a communication board
- C. Insist that they wear their hearing aids
- D. Suggest that a hearing loop system be installed

23

An adult care worker supports a service user with poor mental health. They show the care worker their online banking statement and the care worker notices that there are a number of money transfers to the same person. When asked about this, the service user states that a neighbour is helping them understand how to use the online banking system. What is the appropriate action for the adult care worker to give?

- A. Note their concerns regarding the transfers in the daily record
- B. Contact their line manager and inform them of the situation
- C. Remove the online banking system from their devices and advise them to go to the bank
- D. Visit the neighbour to ask why the money has been transferred into their account

24

During their induction, an adult care worker is informed that, as part of their job role, they **must** adhere to the current Data Protection Act. What are they legally obligated to ensure?

- A. That all information about the service user is shared with the multi-disciplinary team
- B. That information is only recorded electronically instead of on paper documentation
- C. That all information, whether sharing verbally, in writing or electronically is secure
- D. That the service users' names are not used when talking about them on social media

25

An adult care worker notices that some of their colleagues are not following the correct hygiene practices, such as washing their hands before and after assisting service users. They report this to their supervisor, but no action has been taken and the unsafe practices continue. What **must** the adult care worker do next?

- A. They should escalate the issue by reporting the situation to a higher authority within the organisation
- B. They should monitor the issue without taking further action to see if their supervisor addresses it
- C. They should confront their colleagues directly and insist that they follow the correct hygiene practices
- D. They should ignore the issue and assume that their supervisor has a valid reason for not taking any action

26

The Care Quality Commission is carrying out a visit to a care home. Their role ensures that the services provided are safe. Which of the following practices would they deem to be **unsafe**?

- A. Clinical waste being disposed of in general waste bins and workers not having Disclosure and Barring Service (DBS) checks
- B. All workers not being members of a trade union and service users administering their own medication
- C. Service users being allowed to take risks and workers being employed with no previous care experience
- D. Paper-based records being used instead of electronic ones and workers having to work on bank holidays

27

An adult care worker discovers that a colleague is altering care records. They are unsure about what to do and discuss it with a friend outside of work, who tells them to think about whistleblowing. What does the term whistleblowing mean in this context?

- A. It is when the employee should share this concern with their employer on social media networks
- B. It refers to discussing this issue with other colleagues in an informal setting
- C. It is the act of providing a complaint to the police about the colleague's behaviour
- D. It is the act of reporting this concern about unsafe practice to someone in authority

28

A new adult care worker is starting their first shift at a care home. They have been told to shadow a lead adult care worker. The lead adult care worker is called away briefly and another member of staff needs help to support a service user with getting out of their chair. Why **must** the new adult care worker **not** help in this situation?

- A. The new adult care worker needs to have completed their training before they can move and position a service user
- B. The member of staff should not be supporting the service user out of their chair without equipment
- C. The new adult care worker needs to wait for the lead adult care worker to come back and give instructions
- D. The member of staff is fully capable of supporting the service user alone and should not waste others' time



29

An adult care worker has been made aware that a number of service users in a care home have become unwell with diarrhoea and vomiting. According to the agreed ways of working, what is the **first** action that the adult care worker **must** take in this situation?

- A. Report the known cases to the person in charge
- B. Close the setting to all professionals and visitors
- C. Call the Health and Safety Executive for advice
- D. Inform the Care Quality Commission

30

Infectious diseases are spread through the direct transfer of bacteria or other germs from 1 person to another. Which of the following is **not** classified as direct transfer?

- A. Shaking another's hand
- B. Coughing over someone
- C. Sneezing over someone
- D. Eating contaminated food

31

A newly employed adult care worker is having their induction at a care home. They are told that their responsibilities include the safe handling, storing and disposing of hazardous substances. What is the **safest** practice to follow when working with hazardous substances?

- A. Store all hazardous substances in secure containers with clear labels, follow the manufacturer's instructions and dispose of them in appointed hazardous waste bins
- B. Store all hazardous substances on high shelves in storage cupboards, use them only when absolutely necessary and throw them away in the general waste bins
- C. Store hazardous substances in any available cupboard, use them without protective equipment if the situation is urgent and pour them down the sink when finished
- D. Store all hazardous substances with cleaning supplies, use them in a well-ventilated area and flush them down the toilet when finished

32

An adult care worker arrives at a service user's home to prepare their lunch. Upon entering, their relative, who has been visiting, leaves abruptly with what looks like a large bag of food. The service user appears to be slightly withdrawn. The adult care worker is concerned that this may be a safeguarding issue. What is their **most** appropriate course of action?

- A. Carry on with their tasks and talk to their colleagues later about any concerns
- B. Raise any concerns with a senior staff member as soon as possible
- C. Show that they have not seen anything unusual and ensure they do not interfere
- D. Talk to the service user and their family directly about any concerns

33

An adult care worker has been supporting a service user for several months. The adult care worker has just returned to work after 2 weeks of leave. Why is it important to revisit the service user's care plan before any support is provided?

- A. The adult care worker needs to remind themselves of the service user's care needs, even though they know how to support them
- B. The adult care worker must check for any updates that may have happened in the time they have been off
- C. It will allow the adult care worker to sit down, relax and read the information before starting work
- D. It will prevent the adult care worker from having to ask the service user how they want to be supported

34

A new adult care worker who is reading a local newspaper in the staff room of a care home points out an article that reports a care home has been in trouble because of organisational abuse. They question what organisational abuse is. What is the appropriate way to describe this?

- A. The use of a service user's funds and belongings without permission
- B. Any incident of threatening or violent behaviour that has occurred
- C. Providing services focusing on the needs of the organisation rather than the needs of the service users
- D. An organisation carrying out tasks poorly and with disregard for their financial budget

35

During supervision, an adult care worker and their line manager begin to devise the adult care worker's personal development plan. Their manager suggests that relevant other people should be involved in this process. Who is this **most** likely to include?

- A. The area manager and the care worker's previous employer
- B. Individuals that the care worker supports and other care workers
- C. The human resources department and the CQC inspector
- D. The company director and their trade union representative

36

A service user had a fall 2 weeks ago. They were not seriously injured but the fall affected their confidence. They have set themselves some personal goals and their adult care worker discusses these goals with them. What is the **most** appropriate advice to give to the service user to improve their confidence when undertaking daily activities?

- A. Minimise movement to encourage healing and not to overdo things until they get better
- B. Suggest they set short, achievable goals that will build their self-assurance
- C. Continue to set bigger goals for them each day to challenge themselves
- D. Set a long-term objective and suggest they invest in some equipment

37

An adult care worker has been asked to work at another unit within their organisation. On arrival, they meet a service user in the hallway and say hello. The service user makes no response. The adult care worker is informed that the service user's first language is not English. What is the **most** appropriate way for the adult care worker to find out what the service user's communication needs and preferences are?

- A. Ask someone within the unit who knows the service user better
- B. Fully read the service user's support plan
- C. Call the office and ask colleagues
- D. Contact the manager that is on call via telephone

38

Personal care records have been left in the staff dining room after a meeting. What current legislation is this action in breach of?

- A. The Freedom of Information Act and Record Retention & Disposal Policy
- B. The Data Protection Act and The Health & Social Care Act
- C. The Privacy and Electronic Communications Regulations and Care Act
- D. The Health and Safety at Work etc Act and the Caldicott Principles

39

An adult care worker is on a night shift in a care home. Suddenly, the fire alarm sounds. After calling the fire service, what should their next actions be?

- A. Begin evacuating the building to ensure the safety of all the service users
- B. Shout 'fire' to alert everyone and phone their supervisor for guidance
- C. Find their colleagues to make sure they are safe, then make a plan of action
- D. Meet their colleagues at the fire panel to check for the location of the fire and evacuate together

40

Cleaning and sanitising surfaces is something that adult care workers **must** complete regularly. Why is it important that cleaning materials are locked away after use?

- A. Because other workers may not be able to find them
- B. Because they are hazardous substances that are likely to cause harm
- C. Because they are valuable items so need to be kept secure
- D. Because they need to be kept at the correct temperature and away from damp

41

A newly employed adult care worker is having their induction in the care home where they work. They are told they will need to follow health and safety guidelines correctly. Where can they find reliable information, guidance and support on health and safety?

- A. Review their workplace's health and safety policy, the Health and Safety Executive (HSE) website and seek advice from their supervisor or health and safety representative
- B. Refer to social media groups related to care work, ask their colleagues and rely on their own judgement for health and safety decisions
- C. Consult with family and friends who work in different industries, use internet searches and wait for training sessions
- D. Read through any manuals left in the staff room, follow instructions from residents and their families and only seek support when an issue occurs

42

An adult care worker in a care home is responsible for supporting the service users. How can they use risk assessments to provide person-centred care safely?

- A. By implementing the same risk management plans to all service users to ensure that everyone follows identical safety procedures
- B. By addressing the risks related to each service user's needs and wishes, tailoring their care plans while promoting independence and well-being
- C. By preventing all potential risks, even if it means restricting the service user's choices and limiting their independence
- D. By organising risk assessments only when an issue occurs, rather than using them as a proactive aid in everyday care planning

43

During a visit, a service user informs their adult care worker that they have been having suicidal thoughts and asks them not to tell anyone else. What **must** the adult care worker do?

- A. Not share any private information about the service user without their consent
- B. Respect the service user's rights and wishes of confidentiality as part of person-centred care
- C. Raise all concerns to their manager that the service user is at risk of harm
- D. Risk breaching legislation to maintain the confidentiality of this information

44

An adult care worker is assisting a service user in a care home when they start to experience severe chest pain and shortness of breath. What is the **most** appropriate action for the adult care worker to take?

- A. Attempt to administer medication to the service user to help relieve their symptoms
- B. Reassure the service user and ask them to rest while they double check their care plan
- C. Consult with the service user's family to see how they want the situation handled
- D. Recognise that the service user has a medical emergency and call for a senior member of staff to help

45

An adult care worker supports several service users with bipolar disorder. The care worker is keen to develop their knowledge of this condition to help them to understand the service users and provide better support. What is the **most** appropriate way for the adult care worker to develop their understanding?

- A. Undertake research on specialist mental health support websites and complete mental health training
- B. Ask friends and family what they know about the condition so that they can obtain other people's opinions
- C. Obtain the medical records of the service users who have the condition to find out their history
- D. Set up an online blog and ask the public to share information about the condition

46

An adult care worker is supporting a service user to manage their weekly budget to buy food and household items. Why is having excellent core skills in numeracy important in this situation?

- A. The adult care worker will be able to accurately calculate how much the service user can spend
- B. The adult care worker will be able to teach the service user complicated mathematical problems
- C. The adult care worker will always be aware of the exact price of any item the service user needs to buy
- D. The adult care worker will be able to negotiate a better price with salespeople

47

An adult care worker is supporting a service user who lives in supported living accommodation with 1 other person. The service user has been diagnosed with depression and their housemate has a history of misusing substances. At present, their conditions are managed successfully with administered medication and group therapy. During a visit, an adult care worker sees that the service user's prescribed medication is dispensed on the counter in the kitchen and it has not been taken. Why is this an unsafe practice?

- A. These individuals should not be housed together as they are not safely compatible
- B. The medication could be taken by the wrong person, causing risk for both individuals
- C. The service user is likely to run out of medication if it is not being stored safely in the required way
- D. Workers will become confused administering the medication if it is not in the original containers

48

When attending a health and safety training course, an adult care worker was informed that their employer has responsibilities for health and safety in the work setting. This is **most** likely to include providing:

- A. holiday entitlement, ensuring meal breaks are paid for, ensuring uniforms are provided and carrying out risk assessments
- B. a safe environment, carrying out risk assessments, ensuring training is provided and that the required equipment is available
- C. transportation to and from work, carrying out risk assessments, offering qualifications and paying for a Disclosure and Barring Service check
- D. sick pay, providing the required equipment, permitting breaks every 2 hours and paying for a Disclosure and Barring Service check

49

A care home has had an outbreak of norovirus. What is the **most** likely cause of the spread of this virus within the home?

- A. Poor food preparation practices, a lack of ventilation and bins not being emptied regularly
- B. Contaminated objects in the home, inadequate hygiene practices and ineffective use of personal protective equipment (PPE)
- C. Service users not having a bath every day and poor quality detergents being used in the laundry
- D. Service users not receiving the flu jab that year and staff being reluctant to use personal protective equipment (PPE)

50

A newly employed adult care worker is having an induction with their manager. Their manager informs them that it is important to understand the differences between personal and professional relationships. What is the difference between a personal and professional relationship?

- A. A professional relationship is based on respect, fun and challenges. A personal relationship is based on boundaries, challenges and authority
- B. A professional relationship is based on respect, love, intimacy and fun. A personal relationship is based on respect, boundaries, compassion and partnership
- C. A professional relationship is based on respect, boundaries, compassion and partnership. A personal relationship is based on respect, love, fun and shared experiences
- D. A professional relationship is based on respect, love, boundaries and fun. A personal relationship is based on love, dignity, compassion and fun

51

The current Care Act identifies that co-production is required when delivering social care services. What is the appropriate description of this?

- A. It enables positive partnership working with other professionals, family members and the service user to ensure best outcomes
- B. It involves the whole care team, ensuring all tasks are completed effectively and efficiently within agreed time limits
- C. It involves external agencies, ensuring productivity, efficiency and increased profit for the care provider delivering the service
- D. It enables individuals to be independently involved in drama and theatrical activities within their local community

52

An adult care worker is trying to help a service user who is frustrated and verbally aggressive because their evening meal option is unavailable. How can the adult care worker ensure they maintain a positive attitude in this situation?

- A. Ignore the service user's frustration, give them a different meal and walk away
- B. Respond quickly that there is nothing they can do and give the service user a different meal
- C. Ask a colleague to give the service user a different meal and leave the dining hall to compose themselves
- D. Remain calm, apologise to the service user and offer alternative meal options

53

A 78-year-old service user lives on their own and they have grown-up children who live close by. The **best** way for the adult care worker to ensure the service user gets the personal hygiene products and food they prefer is by:

- A. discussing their needs with their children and arranging to contact them whenever things are required
- B. suggesting that the service user opens an online shopping account to complete the activity themselves
- C. leaving a list for their children and hoping they see it when they visit
- D. writing in the service user's care plan what they would like to receive each week

54

An adult care worker is completing an online application for a new position. The person specification states that resilience is an essential quality for this role. What does this mean?

- A. The adult care worker will be able to solve all of their own personal problems and those of others
- B. The adult care worker will be able to adapt to life's tasks and challenges in the face of adverse conditions
- C. The adult care worker will be able to ignore and withdraw from the problems they are faced with at work
- D. The adult care worker will be able to acknowledge that they are unable to change problems and can accept the way things are

55

A care manager notices that 1 of their adult care workers is showing signs of stress at work. The care manager organises a meeting with them. The **most** supportive reason for the care manager to call the meeting is to:

- A. prevent the adult care worker from handing in their notice and to maintain good working relationships
- B. ensure the adult care worker can work their shifts so that this does not cause additional stress for their colleagues
- C. discuss with the adult care worker any problems that they are experiencing and ways of improving their wellbeing
- D. remind the adult care worker of their job role, responsibilities and to advise them not to be stressed at work

56

An adult care worker has completed online training in equality, diversity and inclusion. Their team leader asks them what their understanding of diversity is. What is the appropriate description of diversity?

- A. That everyone is unique and has individual differences, which must be respected
- B. That everyone is given the same status, rights and opportunities
- C. That everyone is encouraged to lead an active and fulfilling life
- D. That everyone is free from oppressive restrictions imposed by authority

57

While an adult care worker is preparing breakfast for a service user, the toaster they are using begins to spark and smell of burning. What is the appropriate action?

- A. Continue preparing breakfast as the service user will be upset if they do not get their toast
- B. Turn off the toaster and return this to the cupboard where the service user stores it
- C. Write a note for the service user and other care workers not to use this and inform the office
- D. Take the toaster with them when they leave, to see if they can get it repaired

58

An adult care worker in a care home is about to undertake their evening room checks when they notice that several areas of the corridor are wet. They remember from a recent safety assessment that they have to be aware of risks and hazards. What would be classed as a hazard and what would be classed as a risk in this situation?

- A. The hazard is the wet floor and the risk is someone could slip and injure themselves
- B. The hazard is there are no wet floor signs and the risk is the care home could be sued
- C. The hazard is that it is unknown what has caused the wet floor and the risk is the cost to find out what happened
- D. The hazard is that someone could slip and fall and the risk is the injuries that they could get due to the wet floor

59

An adult care worker enters a bedroom and sees that a service user has fallen out of bed. What is the **first** action the adult care worker **must** take?

- A. Support the service user back into bed and continue their room checks
- B. Call for assistance and check for injuries before attempting to move the service user
- C. Go to the office to call for an ambulance and then assist the service user back to their bed
- D. Assist the service user back to their bed and then call the manager for advice

60

An adult care worker works for a hospice. Why **must** care workers who provide support to service users in this type of role possess a high level of personal resilience?

- A. Because care is likely to be short-term for service users with a terminal diagnosis
- B. Because they have a high level of paperwork to fill out
- C. Because it can be physically demanding and tiring being on their feet all day
- D. Because they need to carry out clinical and health care activities

# Level 2

## Highfield Qualifications

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