

Paper Code: M-EPA-SHCSWAP02CYP3003

Senior Healthcare Support Worker Children and Young People Support - Level 3 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.

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 **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

You are with a patient who has undergone routine surgery. You are conducting a wound check and note the patient is bleeding. You see blood on the treatment table. The **most** appropriate immediate course of action is to reassure the patient and:

- A. clean the table with warm water
- B. get the blood spillage kit
- C. call for help
- D. stop the bleeding

2

A Waterlow score is a tool used for:

- A. pressure ulcer risk assessment
- B. pain assessment
- C. obesity assessment
- D. mobility risk assessment

3

You have observed a support worker repositioning an overweight individual using their own strength. In your role as the worker's supervisor, you check the wellbeing of both the individual and the staff member. Your **next** immediate action is to:

- A. ensure a hoist is positioned next to the individual's bed
- B. remind the worker about the agreed ways of working to move individuals safely
- C. update the individual's risk assessment as it must be out of date
- D. put notices by the individual's bed to remind staff of what to do

4

You are assisting the nurse to compile a history of Mrs Wentworth for her care plan. The **key** information needed is:

- A. current conditions and medication including significant past medical history
- B. next of kin, past medical history and home care needs
- C. next of kin, history of wounds and medication
- D. religion, telephone number of next of kin and number of children

5

You are admitting a lady on to a surgical ward for routine minor surgery. On arrival she is anxious and concerned about how she will get home once the surgery is complete. The **most** appropriate immediate action is to:

- A. provide her with the details of local taxi companies and a telephone
- B. reassure her and advise that you will find the most suitable transport
- C. ask if she has any family or friends that can collect her and take her home
- D. provide her with a copy of the local bus timetable

6

Senior healthcare support workers must follow guidance on how to provide safe and compassionate care, and these standards are **most** likely to be outlined in the:

- A. confidentiality code of practice and e-safety policy
- B. self-assessment report and code of conduct
- C. code of conduct and Care Certificate
- D. health and safety policy and e-safety policy

7

An individual has started forgetting to do everyday tasks relating to their own personal care and is struggling to recall names of staff and relatives. This **most** likely indicates a change to their:

- A. functional mobility
- B. social interactions
- C. cognitive functioning
- D. behavior

8

The decision to undertake CPR when an individual goes into cardiac arrest is provided:

- A. on the DNAR
- B. by the GP
- C. by the family, if the individual lacks capacity
- D. by anyone who knows the individual

9

While traveling home from work you overhear 2 people chatting on the bus, and you notice that it is 2 colleagues from work. You hear the name of the individual that you cared for that day and also confidential information that was shared with the two colleagues. The **most** appropriate course of action would be to:

- A. do nothing as you are not at work and your duty of care does not apply
- B. join the conversation as you too have looked after the patient and have insights to share
- C. advise that they have the incorrect information
- D. speak to your manager when you return to work the following day

10

You have observed a support worker using ineffective communication when providing personal care to an individual. In your role as their supervisor, your **most** immediate action is to:

- A. speak to the worker immediately so the individual they are supporting is aware that you are undertaking your tasks effectively
- B. wait until all individuals are up, washed and dressed, then undertake a formal supervision with the worker
- C. stop the worker when appropriate, making sure the individual is safe and comfortable, and then retire to a private area with the worker and clearly outline the issues observed
- D. leave a request for the manager to deal with it when they are next on duty

11

Being open and honest when something goes wrong with an individual's treatment or care, or when something has the potential to cause harm or distress, is known as:

- A. demonstrating your duty of care
- B. demonstrating your duty of candour
- C. a safeguarding precaution
- D. offering equality and inclusion

12

The most appropriate source of information about your own role and responsibilities in relation to protecting individuals from all types of abuse is the:

- A. NHS's health and safety policy
- B. local safeguarding policy
- C. organisation's policy on e-safety
- D. national helpline for modern slavery

13

Makaton is a method of communication that uses:

- A. British Sign Language
- B. written language
- C. technological aids
- D. gestured signs and symbols

14

You have been completing a care plan with an individual. The individual is struggling to make decisions and loses interest in your conversation. The **most** appropriate action to take to ensure the individual is engaged is to:

- A. speak to your manager for advice on what to do next
- B. adapt your communication method according to their preferences
- C. stop the interaction, leave for a while and try again when you are next on shift
- D. see if another colleague can communicate more effectively with the individual

15

Patients 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. This is **most** likely stated within the:

- A. confidentiality code of practice
- B. accessible information and communication policy
- C. cybersecurity policy
- D. clinical audit code of practice

16

You are supporting the discharge of a long-term patient from the ward. You have been trying to contact a family member to plan the discharge but the number on file is not working. Thinking about professional boundaries, the **most** appropriate way to contact the family is to:

- A. search on social media and private message 2 people with the same name
- B. locate their contact details in the patient's records, visit their address and speak to a family member directly
- C. find their contact details in the patient's records and arrange for a letter to be sent to them
- D. continue organising the discharge and hope the family visit before the discharge date

17

You have been asked to mentor a new member of staff. You used to work with this person and they tended to ignore instructions. The **most** appropriate action to take in response to this request is to:

- A. refuse to be the person's mentor as you do not like their approach
- B. ask one of the other senior members of staff to be their mentor
- C. mentor the staff member but enforce stricter instructions to ensure they follow procedure
- D. mentor the individual and maintain professional boundaries

18

The **most** important reason for moving and positioning individuals and equipment according to legislation and agreed ways of working is to:

- A. avoid harm or injury to the individual, yourself and others
- B. decrease the risk of litigation
- C. increase patient satisfaction
- D. demonstrate that procedures are implemented

19

You sustain a needle stick injury from a used needle. You have bled and cleaned the area. The **most** appropriate action is to:

- A. report to the nurse in charge and complete an untoward incident report
- B. complete an untoward incident report and keep this for your own CPD records
- C. follow guidelines, report to the nurse in charge and seek occupational health advice
- D. inform the patient whom you were assisting

20

An individual is displaying signs of depression and anxiety. The **most** appropriate service the individual should be referred to is the:

- A. local drug and alcohol misuse service
- B. psychological therapies service through their GP
- C. occupational therapy and physiotherapy service
- D. Samaritans

21

You are caring for an individual who is in constant pain and is taking pain relief medication. You notice that the pain relief medication does not appear to be effective as the individual cries out in pain when moved. The **most** appropriate immediate action is to:

- A. record all information in the care plan
- B. contact their GP or consultant with their agreement
- C. talk to the individual about it
- D. report it to the family

22

An individual whose mobility is deteriorating and requires aids to mobilise in their own home, would be assessed by the:

- A. physiotherapist
- B. occupational therapist
- C. care manager
- D. general practitioner

23

You are supporting an individual who has limited speech. You need to obtain their consent to re-dress a wound. The **most** appropriate way to establish consent is to:

- A. ask if they are happy for you to re-dress the wound and observe their non-verbal response
- B. assume consent has been given already as the wound has been dressed previously
- C. use non-verbal communication to ask questions and await their response
- D. ask a colleague to distract the individual while you change the dressing

24

An individual explains that the available food options are not meeting their religious needs. Responding to this feedback and ensuring the menus are more diverse shows that the service is adhering to:

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

25

The setting is short staffed and a senior colleague asks you to undertake a task that you are not trained to undertake. The **most** appropriate action is to:

- A. refuse and report to your manager
- B. complete the task as you used to do it in your previous employment
- C. refuse and explain that you are not yet competent to perform the task
- D. complete the task as it shows that you are eager

26

You are unsure how to support an individual who has a condition you are unfamiliar with. The **most** appropriate action to take is to:

- A. request to have further training, information or guidance
- B. ask the individual about the condition
- C. observe the individual, identifying any care needs
- D. speak to the family as they have been looking after the individual

27

You have been mentoring a new healthcare worker and they are struggling to understand their role and responsibilities. The **best** way to support their development is to:

- A. advise that they read their job description again until they understand their role
- B. recommend that they talk to other colleagues about their roles and responsibilities
- C. suggest that learning on-the-job is the best way to understand and learn from mistakes
- D. report to your manager to express your concerns about the new worker

28

You have noticed a cleaner not wearing personal protective equipment (PPE) when using a chemical to clean. The risk of harm in this situation is to:

- A. nobody
- B. both you and the cleaner
- C. everyone
- D. you

29

You notice that chemicals have been left out. The **most** appropriate way to store chemicals is:

- A. according to the manager's instructions
- B. above the cupboards, out of general reach
- C. in a cupboard accessible to all
- D. according to COSHH requirements

30

A method of finding out if local healthcare practice is in line with national standards and benchmarks is known as:

- A. clinical audit
- B. contingency planning
- C. clinical governance
- D. commissioning

31

An individual on the ward is unable to mobilise and is becoming increasingly uncomfortable in the chair they are sat in. The **most** appropriate action to take is to:

- A. wait until family support is available to move the individual
- B. move the individual yourself, carefully and slowly to avoid any further discomfort
- C. speak to a colleague and wait until they are able to support you to move the individual
- D. contact a physiotherapist to assist with moving the individual

32

You are supporting an individual to mobilise and need to gain consent. The individual has limited verbal communication. The **most** appropriate way to obtain consent in this situation is to:

- A. adapt your communication using alternative, suitable methods
- B. ask the family if they can consent on the individual's behalf
- C. assume they are happy to mobilise and that you do not need consent
- D. ask the physiotherapist if they have already consented to mobilising

33

You receive a call from someone asking for information on a patient. You explain that you are not allowed to give information to a third party. This is stated in the:

- A. General Data Protection Regulation
- B. Freedom of Information Act
- C. Human Rights Act
- D. Care Act

34

Being decisive and confident about your actions, demonstrating calmness under pressure and showing positive leadership to others are characteristics **most** associated with:

- A. an authoritarian
- B. a support worker
- C. an individual needing support
- D. a role model

35

A patient with severe hearing problems and learning disabilities is becoming increasingly anxious and is struggling to understand the complex procedure that has been outlined by the specialist. The **most** appropriate action to take in order to support this individual is to:

- A. ask the specialist if they can explain the procedure to the individual again
- B. ask their carer to explain the details of the procedure to the individual
- C. reassure the individual and work with them and their carer to describe the procedure without using jargon
- D. provide the carer with a leaflet that they can give to the individual to read

36

You are supporting an individual who has dementia with their daily tasks. The individual seems to struggle to understand what you are verbalising. The **best** way to support them to understand is to:

- A. ask others to be involved in the conversation to see if they can help the individual understand
- B. adapt your communication method by using verbal and non-verbal communication, using hand gestures, pictures and simple words
- C. continue with their care as they will realise how you are trying to support them
- D. repeat what you are saying without adapting your techniques, they may understand eventually

37

You are caring for an individual who appears to have a low mood, feels hopeless and is becoming socially withdrawn. These symptoms are often associated with depression. Depression can be classified as:

- A. an eating disorder
- B. a mood disorder
- C. a psychotic disorder
- D. a type of dementia

38

Patients' information may be accessible electronically to unauthorised others if staff members:

- A. send an encrypted email
- B. leave devices logged in and unattended
- C. have their own log-in details for the shared drive
- D. only work in secure and private office spaces

39

A rare cause of infection is:

- A. chlamydia
- B. staphylococcus aureus
- C. clostridium difficile
- D. leprosy

40

The **most** appropriate way to establish consent to transfer an individual in severe pain is to:

- A. avoid transferring the individual until the pain is managed
- B. assume consent is not needed as the individual is in severe pain
- C. use their preferred method of communication and check their understanding of the move requirements
- D. use sign language with the individual as they will not listen when in pain

Part B is comprised of the following **20** pathway questions.

41

You are working with Zac and notice bruising on his back. This is **most** likely a sign of:

- A. neglect
- B. physical abuse
- C. emotional abuse
- D. institutional abuse

42

The **most** appropriate professional to help with movement and function after injury is:

- A. an occupational therapist
- B. a physiotherapist
- C. a psychologist
- D. a doctor

43

To support healthy child development, vitamin D is essential for:

- A. absorbing calcium and promoting bone growth
- B. building normal vision and absorption of iron
- C. good gut health and strong bone development
- D. prevention of poor dental hygiene and infections

44

Nutrition is important for a child's health and development because it:

- A. improves cognition and energy levels
- B. improves oxygen consumption
- C. prevents eating disorders
- D. prevents all illness and diseases

45

The typical incubation period for chicken pox is:

- A. 1-4 days
- B. 7-14 days
- C. 14-18 days
- D. 10-21 days

46

Benji has a suspected case of chicken pox. The initial signs and symptoms that you are **most** likely to observe are:

- A. a rash that turns into itchy, fluid-filled blisters, a temperature and a headache
- B. loss of appetite, a rash that is itchy and looks like blisters, temperature and vomiting
- C. vomiting, tiredness, a blistered rash and a sore throat
- D. tiredness, a fever, diarrhoea and a rash that is sore to touch

47

The World Health Organisation and the National Health Service (NHS) recommend exclusive breast feeding for around the first:

- A. 6 weeks of a baby's life
- B. 3 months of a baby's life
- C. 6 months of a baby's life
- D. 12 months of a baby's life

48

Tom's mother informs you that she has started to give him herbal remedies to help with his eczema. The **most** appropriate response would be to:

- A. tell her to stop giving the herbal remedies immediately
- B. agree that herbal remedies are always worth a try and are usually harmless
- C. tell her that you will need to inform your supervisor as herbal remedies could interact with prescribed medication
- D. reassure her that it is better to use herbal remedies as they are healthier than medicines from the pharmacist

49

Family-centred care is **most** important as it:

- A. allows the family to dictate what healthcare they receive
- B. ensures all family members receive the same level of care
- C. ensures the child has all healthcare provided within their own home
- D. allows care to be tailored to the support needs of the child and their family

50

Agata has just arrived from Poland and speaks very little English. Her young son needs an assessment due to concerns about his development. The **most** appropriate course of action would be to:

- A. schedule the assessment with the paediatrician and arrange for an approved interpreter to attend the appointment
- B. postpone the assessment until Agata's English has improved
- C. arrange the assessment with the paediatrician and ensure that any written communication is translated into Polish
- D. advise Agata to bring a bilingual friend along to the assessment to interpret for her

51

Isaac is 4 years old and needs to have a cannula fitted as he is due to have an operation to remove his tonsils. He has never been in hospital before and seems frightened. It would be **most** appropriate to:

- A. postpone the operation until another time when he has had time to get used to the hospital
- B. explain to Isaac's family what will happen without involving him as he is too young to understand
- C. insert the cannula quickly without preparing Isaac or his family as it is best to get it over with and you do not want him to worry about it
- D. involve the play specialist (where available) in preparing Isaac and his family for the procedure prior to insertion

52

You need to perform a procedure on a young person who has communication difficulties arising from a learning disability. It would be **most** appropriate to:

- A. explain the procedure to the family so that they can explain it to the young person after you have gone
- B. use alternative communication such as easy read resources and pictures to help the young person understand what is happening
- C. speak slowly and loudly so the young person can understand you better
- D. refer to a specialist in learning disabilities so that they can explain it to the young person for you

53

You are working on a children's ward. Fraser has been admitted for a blood transfusion. As a senior healthcare support worker the physiological measurements that you will be required to take during a transfusion are the child's:

- A. blood pressure and oxygen saturation level at the beginning and every hour during the transfusion
- B. temperature, pulse, respirations and blood pressure at the beginning and every hour during the transfusion
- C. respirations, temperature and peak flow at the beginning and every hour during the transfusion
- D. blood sugar levels and peak flow at the beginning and every hour during the transfusion

54

Ryan is 10 years old and has cerebral palsy. He uses an electric wheelchair and needs support to transfer onto the bed. At home, his dad usually transfers him manually. How would you support a safe transfer on the ward?

- A. As Ryan is usually transferred by one person at home, this will be the best way to continue transferring him
- B. Ask a colleague to help you transfer him manually. Two staff would lessen the load
- C. Use a hoist, ensuring you have the correct size sling, and ask for assistance from a colleague
- D. Use a walking frame and try and get Ryan to help with the move

55

Gemma is 6 years old and has Down's syndrome. As part of the community team, you have been asked to undertake a routine support visit. When you arrive at Gemma's house, her mum has asked if there is any support available to encourage her to become more independent in activities such as washing, dressing, eating and drinking. Who would be the best team to liaise with for this support?

- A. Community speech and language team. They can support Gemma with aspects of her communication including understanding, attention and listening
- B. Child and Adolescent Mental Health Services. They could support Gemma with any emotional or behavioural wellbeing needs
- C. Community occupational therapists. They could provide support with fine and gross motor skills and equipment
- D. Community physiotherapy team. To help Gemma with any issues related to mobility and movement

56

The Mental Capacity Act applies to individuals aged:

- A. 0+
- B. 16+
- C. 18+
- D. 25+

57

Courtney's son is 11 months old and has not yet spoken his first words. She is worried because other children seem more advanced. The most appropriate response would be to:

- A. tell her that you will speak to the health visitor because his speech does seem to be delayed
- B. reassure her that there is no cause for concern at this stage and that children develop speech at slightly different rates
- C. ignore her concerns as his speech is not delayed and she is clearly worrying too much
- D. recommend she visits her GP because of her own anxiety about his speech

58

The Children Act 2004 allows the creation of electronic records for:

- A. each child in England, Scotland and Wales which makes it difficult to trace children across local authorities and government services
- B. everyone in England, Scotland and Wales, to trace and access everyone across local authorities and government services
- C. every child in England, Scotland and Wales to help trace and access children across local authorities and government services
- D. only high risk children in England, Scotland and Wales to help trace these children across local authorities and government services

59

Mohammed eats only halal meat but you are informed that there is none available today. It would be **most** appropriate to:

- A. discuss the situation with Mohammed and his parents and find acceptable alternatives
- B. inform his parents and give him kosher meat instead as it is similar
- C. give him non-halal meat and say nothing about it as it is a one-off situation
- D. postpone his meal until halal meat becomes available again

60

A child is born with how many bones?

- A. 206
- B. 300
- C. 350
- D. 450

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