

Paper Code: EPA-SHCSWMHSMOCK3001
Level 3

Senior Healthcare Support Worker EPA - Mental Health Support

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

Information for candidates

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

The duration of this examination is **1 hour** and contains both **Multiple-Choice Questions** and **Short-Answer Questions**.

This examination consists of **34 questions** in two sections. Section 1 is multiple-choice and contains 30 questions worth a total of **30 marks**. Section 2 is short-answer questions and contains 4 questions worth a total of **20 marks**.

The test is worth **50 marks**, with the pass being **20 marks**, merit **30 marks** and distinction **37 marks**.

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

When completed, please leave the **Examination Answer Sheet (EAS)** and the **Examination Answer Booklet** on the desk.

SECTION 1: EXAMINATION ANSWER SHEET (EAS) INSTRUCTIONS:

How to complete the examination answer sheet (EAS):

- Please use a pencil to complete the multiple-choice examination questions
- Please select only one answer (A, B, C or D) per question
- Any mistakes must be thoroughly erased

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

SECTION 2: EXAMINATION ANSWER BOOKLET INSTRUCTIONS:

Please carefully read the examination questions and clearly write your answers in the Examination Answer Booklet provided.

All candidates **MUST** sign the Examination Answer Sheet (EAS) and the Examination Answer Booklet before leaving the examination room.

Section One - Multiple Choice Questions

1

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

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 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

4

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

5

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. behaviour

6

While travelling 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 2 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

7

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

8

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

9

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

10

Makaton is a method of communication that uses:

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

11

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

12

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

13

You are supporting the discharge of a long-term patient from the hospital ward. You have been trying to contact a family member to plan the discharge but the number on file is not working. You decide to search on social media and contact 2 people with the same name by private message. This is:

- A. very appropriate
- B. appropriate but not ideal
- C. inappropriate but not awful
- D. very inappropriate

14

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

15

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

16

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

17

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

18

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

19

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

22

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

20

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

23

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

21

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 the:

- A. Health and Safety at Work Act 2015
- B. Food Safety Act 1990
- C. Equality Act 2010
- D. Care Standards Act 2015

24

You have been mentoring a new healthcare worker and they are struggling to understand their role and responsibilities. You have suggested that they read their job description again and you book a supervision session to go over the role. This is:

- A. very appropriate
- B. appropriate but not ideal
- C. inappropriate but not awful
- D. very inappropriate

25

You have noticed a cleaner not wearing 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

28

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

26

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

29

Encouraging individuals to be involved in decisions regarding their care, empowering them to use equipment and discussing and agreeing goals for them to achieve independence is the **best** definition of:

- A. auditing
- B. active participation
- C. reflective practice
- D. informed consent

27

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

30

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 2018
- B. Freedom of Information Act 2000
- C. Human Rights Act 1998
- D. Care Act 2014/16

Section 2 - Short-Answer Questions

The apprentice should answer **each** whole question (including all constituent parts a, b, c, etc.) to its fullest extent within 250 words maximum.

Scenario:

You are supporting Mabel, who is 71 and who has had a knee operation after a fall in her own home. Mabel has recently been diagnosed with the early stages of dementia as she has shown signs of cognitive impairment including confusion and memory loss. She has difficulties finding her way around and it is thought that this may have caused her to fall. Mabel has been given medication however this does not seem to be improving her experience of the symptoms. Mabel has also shown signs of insomnia, depressed mood, loss of energy, weight gain and does not want to engage in activities or therapeutic interventions. Mabel is soon to be discharged from an orthopaedic hospital ward and will be looked after in a care home until she is well enough to go home where her husband will support her recovery. You will be supporting Mabel during her transition from the ward to the care home.

1a

Describe two of the main forms of mental illness that are affecting Mabel according to the psychiatric classification systems.

*(2 marks)***1b**

Discuss 1 of the main interventions that could be used to support Mabel's mental health, including a benefit and limitation of the intervention.

*(3 mark)***2**

Explain how you would use your clinical and therapeutic knowledge and skills to support Mabel with her transition from the ward to the care home (at least 3 skills should be covered).

*(5 marks)***3a**

Identify 2 barriers to communication that may be present in your interactions with Mabel and her husband.

*(2 marks)***3b**

Explain the communication techniques that you would use to reduce the barriers to communication that may be experienced by Mabel and her husband.

(3 marks)

4

Explain 3 risk prevention and risk reduction strategies that could be used to protect Mabel's and your own mental health and wellbeing.

(5 marks)

**Level
3**

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