

Paper Code: M-EPA-LACW3002
Level 3

Highfield Level 3 End-Point Assessment for Lead Adult Care Worker

Information for registered Centres

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 the candidate use an unsealed examination paper.

This examination consists of **60 multiple-choice** questions. The minimum pass mark is 40 correct answers. Candidates will achieve a **MERIT** if they correctly answer 50 or more of the questions. Candidates will achieve a **DISTINCTION** if they correctly answer 55 or more of the questions. 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

You are observing a new member of staff who has fully completed her mandatory training. You notice she is struggling to use the standing hoist with an individual. You decide to observe her again the next time she uses the hoist to check she is using it correctly. This method of supporting the worker is:

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

2

An individual's sister comments to you that she feels her brother, who has full capacity, is losing weight and not looking very well. Your **most** appropriate response to their concern is to:

- A. discuss the sister's concerns with the individual, suggest regular weight checks are taken and, with consent, contact their GP
- B. implement regular weight checks and request for a GP visit. Tell the individual what you are planning
- C. do nothing as the individual will tell you if he is feeling unwell or if his appetite is decreasing
- D. implement food and fluid intake charts, undertake weekly weight checks and request a GP visit

3

Your mandatory training is due to be updated, however, your manager states there are insufficient resources to send you on the training course. The manager talks you through the notes from her training and signs you off as competent. The impact of this approach is **most** likely to be:

- A. positive as you will have the most current knowledge to undertake your responsibilities safely
- B. negative as you could miss out on recent updates that are likely to place individuals' safety at risk
- C. positive as the setting will not be left short staffed
- D. negative as it will mean you will not be able to network with colleagues

4

An individual states that they wish to complain about the lack of choice on the menu each day. In your role as team leader, your initial response is to explain that:

- A. the menu will change next month when more food is in season
- B. if they wish to complain they will need to put this in writing to the manager
- C. you will ask the chef to speak with the individual about what they wish to be included
- D. the menu needs to accommodate all individuals and cannot be changed for 1 person

5

You are concerned that a member of your team may be experiencing stress. It is **most** important for you to speak to the worker to discuss this because:

- A. there may be a risk to the safety of the worker, the individuals they support and others within the workplace
- B. you will be able to reassure other colleagues that you are monitoring the worker's behaviour
- C. the individuals being supported may pick up on the worker's feelings and complain about their care
- D. it will demonstrate to managers and inspectors that you are supporting staff wellbeing

6

You are supporting an individual in their own home with personal care. The individual receives care each morning and evening. They inform you that this was the first time this week that they had received a full wash. The individual insists that this is acceptable as they do not wish to be a burden. Your **most** appropriate response is to:

- A. reassure the individual that they are not a burden and continue with the support you are providing
- B. reassure the individual that they are not a burden and inform them that you will speak to the staff team immediately
- C. say nothing to the individual and continue with the support. Inform the manager of the service when you leave
- D. say nothing to the individual. Record their feedback in their care plan and display a notice in the staff room for all to see

7

An individual you support asks if he could go on a skiing holiday, but he requires a carer to accompany him due to his physical and mental health issues. None of your staff are willing to go with him as they are concerned about his safety. You inform the individual that there is no one available and he will not be able to go. This response is:

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

8

A known IV drug abuser, and potential HIV carrier, is a new individual to your service. The staff comment to you that they are afraid of catching AIDS and insist they know if he is HIV positive. You insist the carers use normal PPE and standard infection control practices. This action is:

- A. very appropriate
- B. appropriate but no ideal
- C. inappropriate but not awful
- D. very inappropriate

9

An individual with hives, shortness of breath and disorientation is **most** likely to be experiencing:

- A. a heart attack
- B. anaphylaxis
- C. hypoglycaemia
- D. a stroke

10

When communicating sensitive information to individuals and their carers, the **most** important considerations are:

- A. the environment, the comfort of the individual and that all carers are able to be present
- B. the environment, the mood of the individual and the use of technological communication aids
- C. the environment, the comfort of the individual and using their chosen communication method
- D. the environment, the time of day and making sure an interpreter is available

11

You are supporting an individual with dementia and you believe that after their capacity assessment the individual is not retaining information for long enough to be able to make a decision. They do not have any family to support them with their decision-making. The **most** appropriate professional to support them with their decision-making is:

- A. a close friend
- B. a GP
- C. an independent advocate
- D. a registered manager

12

You are trying to support an individual to make an informed decision about starting a new medication for arthritis. The rheumatology nurse has verbally explained the side effects as well as the benefits but the individual is struggling to understand. The **most** reliable way to obtain this information and support the individual is to:

- A. research and make notes from an internet search engine and explain your findings to the individual
- B. speak to the rheumatology nurse again at the individual's next appointment
- C. research the NHS website and request NHS leaflets to show to the individual
- D. ask the individual's family if they could research the medication and pass the information on to the individual

13

You have been asked to complete a MUST risk score for an individual but you struggle with calculations and you are aware that you need to work out the percentage of weight loss. The **most** appropriate way to enable you to undertake this task is to:

- A. ask a colleague to complete the calculation for you as you are worried about getting it wrong
- B. request for your manager to show you how to calculate the score, making notes so that you can repeat this process next time
- C. attempt the calculation using different methods as you do not want anyone to see you are struggling
- D. refuse to undertake these calculations as you have always struggled with mathematics

14

You are supporting an individual in the community and it is becoming unsafe for you to support them as they are demonstrating hoarding behaviours. The **most** appropriate action for you to take is to:

- A. explain to the individual about their home environment being unsafe and that you will not be able to support them until it is tidied up
- B. explain to the individual that they are likely to be relocated to a residential home if they do not tidy their living environment
- C. seek advice from your manager as this may be an indication of self-neglect and may require reporting to the local safeguarding team
- D. continue as normal as it is for the individual to choose how they would like to live

15

A care worker is undertaking home visits in the community. The care worker calls the office to tell you they have arrived at an individual's home and discovered the individual has fallen to the floor, and they have an open wound to their head. The care worker asks what they should do. The **most** appropriate advice to give would be to:

- A. try to get the individual up and into a chair
- B. not intervene until you can send extra staff to assist them to lift the individual from the floor
- C. make the individual a drink and see if they can stand after a few minutes
- D. call an ambulance and stay with the individual until the ambulance arrives. Do not attempt to move them

16

You are supporting an individual who is deaf and blind. They have communicated to their family that they wish to make a complaint but they do not have access to the complaints procedure as it is not in a suitable format for their needs. The **most** appropriate action that you can take is to explain to the family that you:

- A. will read the procedure to the individual in a loud voice
- B. will request the procedure in picture format
- C. do not have any alternative formats
- D. will obtain the procedure in Braille format

17

You arrive on shift in a nursing home and are told by other workers that one of the individuals has been challenging and has been left in one of the lounges on their own. You are aware that the individual finds it difficult to open doors due to their arthritis and so is not able to freely leave the room. The action of the other workers is:

- A. inappropriate as it is classed as restrictive practice and is against human rights
- B. appropriate as it is a health and safety requirement to protect others
- C. inappropriate as you know the individual will be equally as challenging when the door is opened
- D. appropriate as the care plan advises that the individual should be given time to reflect on their behaviour

18

You observe a new care worker not following procedure when putting away cleaning products. The **most** appropriate way to support the care worker is to:

- A. advise them that they are not following health and safety law and that they are at risk of dismissal
- B. show them which products must be locked away, where they should be stored and remind them of the health and safety policy
- C. give the worker a copy of the setting's health and safety policy to read
- D. organise a supervision session to advise the worker how to do their job properly

19

As part of a worker's duty of candour, it is a requirement to be open, honest and:

- A. truthful
- B. transparent
- C. thorough
- D. thoughtful

20

You are working with a number of professionals who are facilitating the ongoing support of an individual with learning disabilities to live their life as independently as possible within their own home. The individual and their carers have been able to fully participate in the plan and journey. The **best** term for this approach is:

- A. co-production
- B. independent advocacy
- C. equality
- D. marginalisation

21

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. The **most** appropriate action is to:

- A. send the team member home, stating they must be clear of all symptoms for 48 hours before they can return to work
- B. remind them to wash their hands frequently throughout the day and wear PPE to avoid any cross-contamination
- C. suggest that the team member undertakes light duties for this shift, organising and filing paperwork
- D. check if any of the other staff or individuals have the same symptoms

22

The code of conduct for healthcare support workers and adult social care workers includes:

- A. a legislative framework affecting health and social care staff
- B. step-by-step guidance on how to produce individuals' care plans
- C. advice on the most appropriate CPD qualifications for health and social care workers
- D. good practice principles for all health and social care workers to follow and implement

23

In the medication cabinet you notice a bottle of liquid that has spilled out on to the label, making some of the text illegible. You know what the medication is and who it is for, as you have dispensed it in the past. The **most** appropriate immediate action would be to:

- A. clean the label and rewrite on it any text that is difficult to see to avoid unnecessary waste
- B. return it to the pharmacy, requesting new medication for the individual
- C. type a new label and stick this on the bottle yourself
- D. tell the staff what it is so that they are able to continue using it to avoid any waste, and note this in the medication records

24

A local housing authority has shared some information with you regarding concerns they have about an individual that you provide day services to. This is an example of:

- A. partnership working
- B. accountability
- C. proportionality
- D. empowerment

25

The main piece of legislation outlining requirements for notifying accidents and serious incidents is the:

- A. Manual Handling Operations Regulations 1992
- B. Management of Health and Safety at Work Regulations 1999
- C. Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- D. Control of Substances Hazardous to Health 2002

26

The **best** description of duty of care is that:

- A. it is not a legal obligation but is expected of all health and social care staff
- B. it is a legal obligation for the employer to follow to protect individuals, but not staff
- C. it is a legal and professional duty all staff must abide by
- D. it has no legal status in health and social care practices

27

You are supporting an individual who has been diagnosed with dementia. Their family want them to be dressed every day and to be sat in the dining room for their lunch, however, the individual does not wish to and refuses. The **most** appropriate action to take in response to this situation is to:

- A. inform the individual that their family will be here to see them each day so they must get dressed and sit in the dining room ready for their visit
- B. advise the individual that it is against health and safety legislation to eat in their room and therefore they must be sat at the dining table
- C. instruct the family that you will encourage the individual to get dressed and you will involve your manager if they continue to choose not to
- D. explain to the family that it is the individual's choice not to get dressed or eat in the dining room and under mental capacity legislation you must agree with the individual

28

You are completing a competency assessment with a member of your team and during the assessment they mention that they have not undertaken updated training in manual handling. Not supporting a worker to undertake their mandatory training is a breach of the company's:

- A. duty of care
- B. equality and diversity policy
- C. e-safety procedure
- D. complaints procedure

29

During the night, an individual with dementia has flooded her bathroom. This has now happened twice in a week. In order to stop this happening again, the **most** appropriate action to take is to:

- A. lock the bathroom door at night
- B. change the taps to automatic shut off
- C. put a visible notice on the door to remind her to switch the taps off
- D. allocate a member of staff to sit with her during the night

30

You notice that an individual is refusing medication. You look at their records to check for patterns. You can see that in the morning the individual is refusing all medication, but accepts the medication in the evening. The **most** appropriate action to take in this situation is to:

- A. contact the GP to review the timings of medication administration
- B. change the timings of medication administration on the care plan
- C. not accept the refusal of the medication and tell her that it must be taken
- D. use alternative methods to administer the medication discretely

31

You are working alongside a new member of staff who has only just completed their induction training. They express that they are nervous about giving medication. You supervise them on their medication round a number of times before they can complete this unsupervised. Your actions are:

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

32

You are working in the community with an individual who has mental health needs. They are becoming increasingly anxious about having a care plan review with their family present because the family tends to ignore the individual's choices. Your **most** appropriate response to the individual should be to explain that:

- A. they do not have to invite their family but that sometimes family members can make useful contributions
- B. if the family is invited, you will tell them to be quiet and not to contribute
- C. the family will be upset if they are not invited, they might not come to see the individual again
- D. their family have no right to ignore the individual's choices and therefore they should not be invited to attend

33

You support an individual who lacks capacity and whose financial appointee is their son. You have been trying to secure funds for a new hi-low bed and pressure mattress as advised by occupational therapy, however, the son refuses to withdraw the money, arguing that his mother might die soon, so it would be a waste of money. The **most** appropriate action for you to take in response is to:

- A. advise the son that he either releases the money or you will send him the contact details of local nursing homes for his mother
- B. contact the local safeguarding team and act as an advocate on her behalf by reporting your concerns as they affect her wellbeing
- C. not intervene further as the son is the individual's legal appointee. His decision is final
- D. email the occupational therapist asking them to write to the appointee as soon as possible

34

You are attending data protection training. A team member who is also attending the training mentions to you that they make notes regarding the care and support they provide, which they take home with them after each shift. Your **most** appropriate response is to explain that:

- A. this is a breach of data protection legislation and that this practice must discontinue
- B. they must keep this in a safe place at home to ensure no one sees it
- C. they must throw their notes into the waste paper bin before they leave
- D. you will have to report this to your manager immediately, to be reported to the local safeguarding team

35

A new individual is moving into your service in the near future. The individual uses Makaton to communicate, however staff have not had Makaton training before. The **most** appropriate action to take is to:

- A. arrange a training session with a Makaton expert and a family member who knows the individual well
- B. ask your colleagues to source Makaton training at the local college
- C. wait until the individual is admitted to see how much verbal language they understand
- D. suggest that the staff will pick it up as they go along

36

You are analysing feedback from a customer satisfaction survey. One question asks whether individuals feel they are included in all aspects of decision-making. Half of the responses state they do not always feel included. Your **most** appropriate response in relation to the feedback is to:

- A. make a note of this and see if this area improves when you next undertake the survey
- B. disregard the responses as you know who has provided this feedback
- C. try to identify the staff members who are not involving individuals in decision-making to give them a written warning
- D. speak to the individuals privately and reassure them that person-centred care will be practiced

37

Following the sudden death of an individual you support, you recognise that the staff team are upset and finding the situation difficult to come to terms with. The **most** appropriate actions to take are to:

- A. make staff aware of the free organisational counselling service and meet staff individually for supervision
- B. suggest that staff ask at the local health centre for a counselling service
- C. do nothing as the staff group will support each other to come to terms with the death
- D. do nothing as the staff members involved should not have become emotionally involved with an individual that receives support

38

You are supporting an individual to make choices and they do not have capacity. The individual's family believe they have the right to decide on the individual's behalf. In this situation, the principles to follow are documented in the:

- A. General Data Protection Regulation 2018
- B. Human Rights Act 1998
- C. Mental Capacity Act 2005
- D. Care Act 2014

39

You are working in a care home for individuals with dementia. An individual is getting out of bed at night, going into other individuals' rooms, disturbing them and waking them up. The **most** appropriate action you should take to support the wellbeing of the individual and others is to:

- A. place bedrails on the individual's bed
- B. inform the individual that they must stop this behaviour or they will be removed from the home
- C. allow the individual to continue these actions as they are out of your control
- D. review the individual's care needs and risk assessment

40

The most recent fire drill was not carried out correctly. In your role as team leader, the **most** appropriate immediate action you should take is to:

- A. inform the team of what went wrong and carry out training on the correct procedure
- B. contact the fire service for advice on up-to-date fire procedures
- C. organise fire awareness training
- D. wait until the next team meeting and place fire training on the agenda

41

You are observing a member of staff administering medication. They remove tablets from the blister pack and leave them accessible, on their trolley, while they get a glass of water for an individual. The **most** appropriate action you should take is to:

- A. secure the medication in a locked cupboard and carry on with your observation
- B. instruct the worker to undertake a different task and continue the medication round yourself
- C. not allow this worker to administer medication again
- D. tell the worker you will get the water, explaining the importance of not leaving medication unattended

42

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

- A. Care Act 2014
- B. General Data Protection Regulation 2018
- C. Equality Act 2005
- D. Freedom of information Act 2000

43

As a new starter at a new company, you request the whistle-blowing policy. The manager states that the policy is currently being written. The consequence of not having a whistle-blowing policy in an operational company is that:

- A. bad practice will continue for longer and individuals and others will be at risk of harm
- B. it will have no impact as the complaints procedure can be used instead
- C. it will take longer to deal with personal grievances
- D. individuals receiving care will have no one to complain to

44

An individual returns from a hospital stay having contracted MRSA. A member of staff refuses to provide support as she does not feel that the gloves and aprons are sufficient PPE. The **most** appropriate action for you to take is to:

- A. tell the worker that they do not have to care for the individual if they feel so strongly
- B. reassure staff that the gloves and aprons provided are appropriate PPE and to continue to maintain good infection control practices, offer additional information if requested
- C. suggest that the worker looks at a different profession if they cannot care for an individual with an infection
- D. support the individual yourself to avoid wasting time

45

An individual you support, who has an autistic spectrum condition and is unable to communicate verbally, has started trying to bite and hit care workers when wanting to communicate something. The **most** appropriate immediate way for care workers to manage this behaviour is to:

- A. request support from a speech and language therapist
- B. introduce a visual prompt that the individual can use to identify their needs
- C. confront the challenging behaviour with loud verbal communication
- D. tell staff to ignore the behaviour as it is not the individual's fault

46

The **best** description of the term whistle-blowing is to complain:

- A. to other team members about your shift patterns
- B. about a personal grievance you have with a colleague at work
- C. formally about wrongdoings within the workplace in the public interest
- D. about the lack of recycling facilities in the workplace

47

You are helping an individual to shower when you notice a number of bruises on her arms. When asked about them, she says that the night staff hurt her when helping her to bed, but they didn't mean to. The **most** appropriate and immediate action to take is to:

- A. ignore them as the individual said the staff did not mean any harm
- B. record on a confidential form and take to your manager to report your concerns once you have finished supporting the individual
- C. record the bruises on a body map and in the daily notes without repeating what the individual said
- D. do nothing as the individual bruises easily anyway, so the other staff were probably not doing anything out of the ordinary

48

You overhear a frustrated team member say to an individual who has sensory impairments, 'I can't understand you, you're not making any sense'. This type of response, as well as being disrespectful, is **most** likely to:

- A. ensure the care worker feels satisfied with how they provide care
- B. help the care worker obtain the information they are hoping for from the individual
- C. motivate the individual to speak more clearly to the care worker
- D. affect the individual's confidence and attitude when communicating with care workers

49

You are supporting an individual with one of your colleagues. Your colleague commences personal care, communicating with the individual and involving them with the care they are about to provide. The **best** definition of this approach is:

- A. inclusive practice
- B. equality
- C. health and safety
- D. advocacy

50

You are a team leader in a residential home. The nurse has come to complete the administration of one of the individual's insulin and to check their dressings. The individual is sat in the lounge and the nurse states she will see the individual in the communal area. The **most** appropriate action to take is to:

- A. allow the nurse to continue then speak to them afterwards about not doing this kind of procedure in the communal area
- B. ask the other individuals in the communal area to move to an alternative location
- C. screen off the area around the individual during the treatment
- D. ask the nurse to wait and support the individual to their own room for the procedure to continue

51

A worker you support has been promoted to senior care assistant and they have been asked to complete risk assessments. The worker has not yet had risk assessment training. The **most** appropriate action to take to support the individual is to:

- A. coach the member of staff, allowing them to watch you complete a risk assessment and check their understanding of the process
- B. source training online for the worker and request that it is completed when their shift is finished
- C. ask your manager to plan training for all staff on completing risk assessments
- D. provide the worker with sample risk assessment forms that can be copied

52

You are working in domiciliary care. You have arranged an initial meeting with an individual and a family member. When completing the risk assessment you notice that there is no smoke alarm in the individual's home. You point this out but the individual states they do not want one, and their daughter agrees. The **most** appropriate action for you to take is to:

- A. record their refusal to install a smoke alarm and plan for the carers to still provide care
- B. discuss the risks for all that enter the home. Explain that as part of the contract of care it is a requirement to ensure safety of staff as well as themselves
- C. explain that you understand their choice and for the records you will state they have agreed to have one installed
- D. make no comment but record the information. Once you return to the office call the local authority and refuse to provide the care package

53

An open and honest culture can encourage individuals to raise concerns before they come to harm. It is your duty to do what is appropriate in your role to try to resolve any concerns. If an individual is still unhappy, you must then:

- A. explain the complaints procedure and offer support
- B. ask them not to complain
- C. suggest that they resolve the situation themselves
- D. suggest that they address their concerns to the police

54

The characteristics that are protected by the Equality Act 2010 include:

- A. class, culture, identity
- B. race, obesity, health issues
- C. age, disability, gender reassignment
- D. harassment, radicalisation, victimisation

55

Encouraging your colleagues to write care plans that are unique to each individual because those that you support are all different is **best** described as promoting:

- A. diversity
- B. empowerment
- C. discrimination
- D. self-confidence

56

You see that Anne, a new care worker, is undertaking a drinks round. To support the new worker, you decide to help. One of the individuals you support is coming over to ask for their drink, you offer for them to assist in the making of their own drink. This is an example of:

- A. modelling inclusive practice
- B. how to promote confidentiality
- C. following safety policy and procedure
- D. team work to save time

57

When undertaking a risk assessment to transfer an individual, a member of the team, who has recently undertaken manual handling training, states that the transfer of an individual can actually be undertaken by 1 member of staff without a piece of equipment. You believe that this is not correct and the **most** appropriate action you should take is to:

- A. contact the family to ask if they agree to the change in transfer method
- B. update the risk assessments based on the team member's feedback
- C. contact the GP and ask for their opinion on the best way to transfer an individual
- D. contact the company's moving and handling specialist to ask their advice

58

The role of an independent advocate is someone who provides:

- A. support to the individual on how to make decisions about medical treatment only
- B. financial help to the individual when in difficulty to ensure they receive the correct benefits
- C. advice on diet and how to lose weight, giving the consequences of not following the advice
- D. support to individuals to weigh up information and make an informed decision

59

To overcome barriers to communication and for communication to be effective it must:

- A. always contain the correct jargon to enable individuals to make informed decisions
- B. be open, accurate and understandable, and in the individual's chosen method
- C. be persuasive, constructive and timebound to achieve your objective
- D. always contain verbal communication, pictures and written communication

60

You notice one of the individuals being supported is showing signs of distress through their body language during personal care. The **most** appropriate next steps in this situation include:

- A. encouraging team members to be quicker to save the individual's distress
- B. asking team members to only offer a strip wash in future as this will be sufficient and will avoid unnecessary distress
- C. speaking to the individual to see how they can be supported more effectively and to identify any concerns they may have
- D. requesting for team members to keep a record of their interactions and undertake a review in 4 weeks



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