



Theory Test Paper

Today's Date:

.....

Time Taken:

.....

Please fill in the ALL of the following information in CAPITAL letters and write CLEARLY

Your Name:

Date of Birth:

Gender: Female
Male

How long have you worked as a home care worker?

Education/Academic Achievement - Tick the HIGHEST level achieved

- None
- School Leaving Certificate
- GCSE/O Grades
- A Level/Highers
- Adult College/Further Education
- University Diploma
- University Degree
- Other (please specify)

In this paper, you will be presented with 50 multiple choice questions, randomly chosen from the ones you have encountered in your handbook.

You have 45 minutes to answer ALL the questions. Any unanswered questions will be counted as a wrong answer.

Please read the questions and the answer choices carefully and clearly CIRCLE only ONE answer. Like this:

- Question What is the most important thing when taking a test?
- a) Answering as quick as possible
 - b) Guessing the answers
 - c) Thinking carefully about the question and circle the correct answer
 - d) Having a black pen

Best of Luck...

Ref:

Org:

Quote:

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- Question 1:** You have been asked to help your service user to have a bath. What should you do first?
- a) Go into the bathroom to run the bath and tell them when it is ready
 - b) Tell them you have come to bath them and ask them to get ready
 - c) Explain why you are there, ask them if this is what they want and if they want to get things ready
 - d) Explain that this is the only time they can have a bath
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- Question 2:** When you write in a personal plan, you should:
- a) Make sure the service user's family carer cannot gain access to the plan to see what is written
 - b) Ask your supervisor what you should write in the plan
 - c) Ensure your service user has access to the personal plan and knows what you have written
 - d) Hide the personal plan from the service user
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- Question 3:** Your service user is upset about something and is preventing you from getting on with the task you are expected to do. Do you?
- a) Walk away until they calm down
 - b) Phone your supervisor and ask them to talk to your service user
 - c) Speak to your service user with respect, despite the difficulty
 - d) Raise your voice so that they listen to you
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- Question 4:** Why is it important to spend time and have patience with your service user?
- a) Because you get paid to do it
 - b) Your service user is an individual and deserves to be treated with respect and kindness
 - c) It is not important that you show patience as long as you are there in the house
 - d) You don't have time to be patient
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Question 5: When would you pass on information told to you in confidence by your service user?

- a) When talking to a service user's relative
 - b) When service user or someone else is at risk
 - c) When you think it would be of interest to your colleagues
 - d) When it is new information about your service user's finances
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Question 6: You have been burgled the night before you go to your service user's house and the incident is still on your mind. Your service user notices a change of behaviour and asks you what is wrong with you. Do you?

- a) Tell your service user everything
 - b) Tell your service user you have had an incident but there is nothing they should concern themselves with
 - c) Tell your service user to phone your friends and ask them
 - d) Tell your service user to mind her own business
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Question 7: You have a man at your service user's door who is claiming to be from the electricity board and has come to check the meter. What is the FIRST thing you should do?

- a) Ask their name
 - b) Ask for identification badge
 - c) Don't open the door at all
 - d) Call the police
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Question 8: What is the most important thing about the information you write in a service user's personal plan?

- a) It is written with a nice handwriting
 - b) It contains only relevant information and avoids judgements about the service user
 - c) It is written in capital letters
 - d) It is written everyday
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- Question 9:** When you arrive at the house of a service user who you go to every week to do their bath, what do you do first?
- a) Call out "good morning" and go straight to the bathroom to get things ready
 - b) Knock or ring the bell, greet your service user and make sure that they want to have a bath before getting things ready
 - c) Go straight in because you know they are expecting you and start the bath running
 - d) The door is open so go in and stick your head around the lounge door so they know who has come in before getting the bathroom ready
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- Question 10:** Your service user often get teary-eyed at a certain programmes on the TV. When you ask what's wrong, they say they can't tell you. What would you do?
- a) Keep putting on the programme to provoke a reaction, eventually they will have to tell you
 - b) Tell them not to watch these programmes again
 - c) Comfort them at times when they become sad without asking any questions
 - d) Ask your supervisor to get rid of the TV in the service user's home
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- Question 11:** A previous home care worker wrote a lot of personal information about the service user, which is not necessary for her day-to-day care. What would you do?
- a) Do nothing, it has nothing to do with you
 - b) Read it to provide you with more insight into your service user's life
 - c) Read it to your service user to see if they are correct
 - d) Arrange to see your supervisor to make only the relevant information available to you
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- Question 12:** If your service user can no longer read due to failing eyesight, but have not given you their permission, what would you do with the service user's mail?
- a) You would keep collecting the mail until your service user decides what to do
 - b) You would remind your service user that they have mail on a daily basis
 - c) You would discuss it with your service user and your supervisor to find a solution
 - d) You would read the mail and tell your service user about the important ones
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Question 13: Your service user always wears lambswool jumpers and woollen skirts, which are becoming very stained and you think they should be washed. How should you approach this?

- a) Take them away from her and put them in the washing machine while she is having a bath
 - b) Offer to hand-wash the jumpers and take the skirts to the cleaners
 - c) Just leave them as they are because it is up to her to arrange laundry
 - d) Tell her that her clothes are dirty and ask what she wants you to do about it
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Question 14: Which of the following would lead you to arrange a change in your service user's personal plan?

- a) When your service user did not eat their breakfast one morning
 - b) When your service user is no longer able to weight-bear
 - c) When your service user requests breakfast in bed
 - d) When your service user wishes to have their hair washed
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Question 15: Your service user is a woman with a deteriorating physical condition. Her husband says he would like to get out of the house more often and suggests you meet up for a drink. How should you respond?

- a) Tell him he has no right to ask you out for a drink
 - b) Tell him that you cannot accept his invitation
 - c) Report him to your supervisor for harassment
 - d) Tell his wife that her husband wants to take you out for a drink
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Question 16: If you knew you were going to be late for work, what would you do?

- a) Accept that the traffic is bad and there is nothing you can do
 - b) Inform your supervisor
 - c) Apologise to your service user when you finally arrive
 - d) Hurry as much as possible to make up for lost time
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Question 17: Which of the following policies and procedures must you know about as a home care worker?

- a) The action expected of you as a home care worker in the event of an emergency
 - b) What you should do if you experience a violent situation and you think has you or the service user at risk
 - c) What is expected of you with regard to giving medication
 - d) All of the above
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Question 18: In an emergency situation in your service user's home, would you?

- a) Phone the emergency number immediately
 - b) Contact your supervisor and report the emergency, then phone the emergency services
 - c) Leave the service user where they are and make the call
 - d) Make sure your service user is safe and comfortable and phone the emergency number
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Question 19: The service user you are visiting is very angry when you arrive and threatens to hit you. You know that he has a mental health problem. What should you do?

- a) Withdraw from the situation and contact your supervisor immediately
 - b) Call the police immediately
 - c) Keep trying to calm him down
 - d) Contact the community psychiatric nurse
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Question 20: You are shopping for your service user. There are several bulky items on the list. What would you do?

- a) Don't get everything on the list
 - b) Think about how you pack the shopping bags to even the load
 - c) Get the shop assistant to carry them to the car
 - d) Do the best you can, but struggle
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Question 21: You find your service user on the floor, they say they are fine and want you to help them to get up and get into the chair. Would you?

- a) Check to confirm there is no serious injury then assist them to get up
 - b) Make them comfortable and call your supervisor for advice
 - c) Manually lift them up and assist them into the chair
 - d) Make them comfortable and get the neighbour to help you
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Question 22: Your service user has a dog that is protective of them and growls when you get near your service user. Would you?

- a) Ask for the dog to be re-homed
 - b) Ask your service user to arrange for the dog to be shut in another room prior to your call
 - c) Listen to your service user's advice that the dog will not harm you and carry on
 - d) Ask your service user if the dog likes chocolate
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Question 23: Your service user does not answer the door when you call. Would you?

- a) Leave a note to say that you have called and carry on to your next call
 - b) Check property, if no sign of your service user, just leave
 - c) Check property, if no sign of your service user, phone the police for advice
 - d) Check property, if no sign of your service user, call your supervisor for advice or ask a neighbour if they know
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Question 24: You are caring for a young service user with learning disabilities. You would like to know more about his condition and how to care for him. Do you?

- a) Look in the library for books about learning disabilities
 - b) Discuss it with your supervisor and ask advice on what to read and whether there are any training opportunities
 - c) Assume that you can learn as you go along
 - d) Learn how others are involved in his care and ask questions
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Question 25: You regularly visit a service user who lives with their son and daughter-in-law. Over the last few weeks, your service user appears to be losing weight. Would you?

- a) Ask your service user about their diet and report to your supervisor
 - b) Ask your service user about their diet
 - c) Ask the relatives if there are any problems
 - d) Take the service user some chocolates next time you visit
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Question 26: A male service user regularly makes sexist comments to you about women. Would you?

- a) Say nothing
 - b) Agree with the comments
 - c) Explain that they are entitled to their opinion but you do not agree
 - d) Enter into a discussion with them, making sure they understand your opinion
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Question 27: You regularly visit a married couple to care for the wife. Her dementia is getting progressively worse. The husband appears agitated and says that he can no longer cope. Would you?

- a) Discuss the issue with the husband and ask if you can report this to your supervisor
 - b) Tell your supervisor immediately
 - c) Arrange to get him some brochures for local nursing home
 - d) Suggest that he learns a relaxation technique
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Question 28: Why should you change gloves and protective gear between different tasks?

- a) To help you remember which task you need to do next
 - b) Because your service user likes it that way
 - c) To prevent cross infection
 - d) To prevent your uniform getting dirty
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Question 29: When would you wash your hands?

- a) When you arrive at your service user's home
 - b) Before applying your gloves
 - c) After disposing of your gloves
 - d) All of the above
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Question 30: You have to empty the commode in your service user's home. It contains both urine and faeces. Would you?

- a) Carry it to the toilet, dispose of waste, rinse commode
 - b) Carry it to the toilet, dispose of waste, clean commode with available cleaner
 - c) Cover with lid, dispose of waste, rinse commode
 - d) Cover with lid, dispose of waste, clean commode with available cleaner
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Question 31: Which of the following items belonging to your service user that you have a responsibility to care for?

- a) Computer
 - b) Television
 - c) Wheelchair
 - d) Playstation
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Question 32: You regularly visit a service user for a medication call. You are aware of the medication to give but the medication form is outdated. Would you?

- a) Continue to carry on with your task
 - b) Call your supervisor immediately for advice
 - c) Continue to carry on with this task and inform your supervisor later
 - d) Write up a new medication form and then continue with the task
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Question 33: Your service user wants to clean the kitchen herself. Would you?

- a) Remind her that you are there to clean the kitchen
 - b) Tell her that she should sit down and rest
 - c) Place the things she will need within her reach
 - d) Quickly do as much as you can, leaving her very little to do
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Question 34: Your service user who has multiple sclerosis and uses a wheelchair, would like to go to a restaurant for their birthday but they have difficulty eating. Which of the following is an appropriate response?

- a) You do not think it is a good idea for them to eat in public place so you discourage them from going
 - b) You suggest that you can arrange for a meal to be delivered to the home from the restaurant
 - c) You help choose a restaurant which has good wheelchair access
 - d) Ask them which restaurant they would like to go to and book the table immediately
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Question 35: Which of the following would interfere with a service user's ability to exercise their rights?

- a) Listening to your service user and respecting their choices
 - b) Preventing your service user from going outside
 - c) Preventing your service user with dementia from going out alone
 - d) Telling your service user's relatives that they should be aware of the risks of the service user going out unaccompanied
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Question 36: Your service user is a Muslim. Which of the following is important to them?

- a) Easter
 - b) Christmas
 - c) Sabbath
 - d) Ramadan
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Question 37: Your service user has a visitor who often stays overnight with her lesbian partner. What would you do?

- a) Accept that the service user has visitors and treat them with respect
 - b) Ask your supervisor not to send you there again
 - c) Express your opinion about lesbians
 - d) Tell the service user that visitors should not stay there as you are embarrassed by their presence
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Question 38: Your service user is occasionally incontinent and you think she needs to go to the toilet. Which of the following speech statements is appropriate?

- a) "I'm going to take you to the toilet before you wet yourself"
 - b) "Have you been to the toilet since breakfast? Would you like me to help you?"
 - c) "I will take you to the toilet so that you don't have an accident"
 - d) "We don't want you to have an accident, do we? So, let's go to the toilet"
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Question 39: What would you do if your service user became uncooperative over the past few weeks and is preventing you from delivering their personal care?

- a) Speak to your service user, listen and try to understand the problem and discuss this with your supervisor
 - b) Tell your service user that it is essential that they allow you to carry out the tasks you have been instructed to do
 - c) Tell your service user there is no point you coming to them and leave the house
 - d) Just do what you can and leave the rest
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Question 40: Which of the following lunches would NOT be an example of a balanced diet?

- a) Salad sandwiches on brown bread
 - b) Homemade vegetable soup and a roll
 - c) Beans on toast
 - d) Packet of crisps and a Mars bar
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- Question 41:** You notice a change in your service user's weight. What would you do?
- a) Talk to them about the level of their appetite and report to your supervisor if they give permission
 - b) Try to make interesting food to encourage them to eat more
 - c) Tell them they are losing weight and they should eat better
 - d) As you only visit once a week, there is not much you can do
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- Question 42:** Personal hygiene is important, because:
- a) It keeps the soap and shower gel companies in business
 - b) It keeps you in a job
 - c) It helps maintain the service user's comfort and prevents infection
 - d) Clean is good, dirty is bad
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- Question 43:** Which of the following do NOT affect the appearance of the skin?
- a) Age
 - b) Poor diet
 - c) Eating too much chocolate
 - d) Race
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- Question 44:** Your service user is confined to a wheelchair all day. Which area is most at risk of developing a pressure sore?
- a) Back of the head
 - b) Buttocks
 - c) Heels
 - d) Elbows
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Question 45: The following statements are examples of why it is important for a person to take good care of their feet. Which is NOT applicable to your job?

- a) Painful feet can affect mobility
 - b) Older people are at risk from poor circulation to their feet
 - c) It is important that feet look their best
 - d) Regular chiropody can help maintain a good standard of foot hygiene
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Question 46: What are the dangers to your service user if they persistently have a dirty mouth?

- a) There is no real danger
 - b) They will have a bad breath
 - c) They could develop mouth ulcers and gum infection
 - d) It could affect the way they speak
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Question 47: What kinds of foods do you think would help to maintain a normal bladder and bowels function?

- a) Chocolate
 - b) Starchy foods
 - c) High fibre foods
 - d) Fizzy drinks
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Question 48: Which of the following will help you to understand a service user with dementia?

- a) Asking frequent questions about what they want you to do
 - b) Trying to learn something about their life history from them and their relatives, so that you can refer to their previous interests
 - c) Reading things you find around the house to learn more about them
 - d) Correcting the things they do wrong and try to make them understand that they need help
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Question 49: Mr. Smith, who has dementia, refuses to let you into the house and is rude to you without apparent reason. How should you respond?

- a) Report him to your supervisor and say that the service should be withdrawn because he is uncooperative
 - b) Keep trying to explain who you are and that you have to get in to do your job
 - c) Understand that he is confused and uncertain about who you are, so try to reassure him and gain his confidence
 - d) Take a firm approach because he knows very well who you are and why you are there
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Question 50: You find that you feel very emotional when one of your service users dies. Do you?

- a) Allow yourself to shed a tear
 - b) Bottle your emotions up
 - c) Try to cheer up everyone around you
 - d) Keep busy to hide your emotions
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