

Bluestar Medics Solutions

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New Starter Basic Skills Test

Literacy

1. You are working in a residential care home for the elderly and whilst walking through the hall a resident of the opposite sex asks you to help them to the toilet what do you do?

2. You have just started working in care home and have not completed the manual handling training. Your colleagues are all assisting other residents when a call bell goes off, you check on the resident and she asks you to assist her to the toilet... What do you do?

3. You are working at a home that you have only worked a couple of shifts in so are still new. The team leader asks you to work with another HCA for the day until you get to know the unit better. The person you have been asked to work with is very rude and you do not want to continue working with them. What do you do?

4. You are talking with a resident when they tell you they are not happy with an employee from the previous shift as they were extremely rude and very rough when helping them bathe and dress. She says she is going to speak with her son when he comes to visit. What do you do?

Print Name: _____

Sign: _____

Date: _____