

<b>Communication Skills - checklist</b>		<b>1</b>	<b>2</b>	<b>3</b>
<b>Speaking and listening</b>		OK	Needs a little support	Needs extended support
- vocabulary:				
numbers				
days and months				
telling the time				
foods				
clothes				
parts of the body				
medical conditions				
equipment for care tasks				
- follow verbal instructions				
- ask questions to check understanding				
- word order and use of tenses				
- write a word when it is spelt out e.g. name/address in a phone call				
- make requests politely				
- make everyday conversation				
- use appropriate eye contact & body language				
- accent & pronunciation				
<b>Reading</b>	- safety signs			
- training hand outs				
- instructions & procedures				
- care plans				
- use reference material e.g. dictionary, first aid book				
- personal development plan				
- policy documents				
- care specific vocabulary				
<b>Writing</b>	- use of capital and lower case letters			
- phone message				
- entry in care plan				
- spelling				
- use of vocabulary				
- word order and grammar				
<b>Numeracy</b>	- words for numbers			
- 12 hr and 24 hr clock				
- money				
- metric units				
- temperatures				

1. A care assistant buys three items for a service user.

Toothpaste £2.30

Bottle of milk £1.45

Magazine £2.25



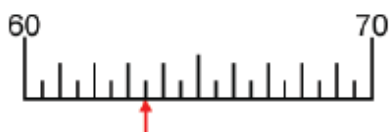
How much change would she have from £10.00? .....

2. A service user was born in 1935.

How old is she? .....

3. The scale below is in kilograms.

What weight is shown? .....



4. It is 7.45 am. A care assistant has a team meeting at 10.10 am. How much time does she have till the meeting starts?

.....



5.



A resident has a mug of tea.

Is that roughly –

(a) 50 ml? (b) 250 ml?

(c) 750 ml? (d) 950 ml?

6. A service user takes 30 ml of vitamin supplement per day - half in the morning and half in the evening before she goes to bed. How many 5 ml spoonfuls does she take in the evening?

.....

7. A person's weight goes up from 62.8 kg to 65.3 kg. What was the increase in weight?

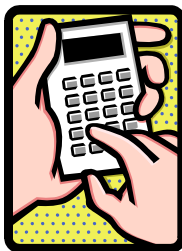
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8. A service user takes tablets for angina. She has 40 tablets left in a box. She takes 2 tablets, four times a day. For how many days will the tablets last?

.....

- 9.



On a calculator an answer to a money sum is shown as £15.8685. What is that amount nearest penny?

.....

10. What is 5.30 pm in the 24 hr clock format?

- (a) 1530                      (b) 0530  
(c) 1830                      (d) 1730

1. Put the words below into the correct boxes to make some safety signs you might find in a care home -

handwashing

shut


machine

exit

touch


wash

Fire .....



Hot surface!  
Do not .....

This sink is for  
.....  
only



Keep door .....

Do not overload the washing  
.....

Now ..... your  
hands

2. Use the words in the box to complete these sentences:

I helped Bill take a .....

Alan did not ..... his dinner.

Sandra was still in bed when I .....

Tom asked me to ring his .....

Mrs Smith said she did not sleep ..... last night.

doctor

eat

arrived

bath

well

3. The passage below is taken from a set of daily care notes.  
Fill in the gaps with the missing words. You are given the first letter of each word.

John had s\_\_\_\_\_ cornflakes and a cup of coffee for his b\_\_\_\_\_.  
He s\_\_\_\_\_ he had slept well. I h\_\_\_\_\_ him get dressed then I  
washed up and g\_\_\_\_\_ him his medication. He mentioned that he  
w\_\_\_\_\_ be spending the week-end with his daughter so no care is  
needed till M\_\_\_\_\_.

4. In the sentence below circle the four letters that need capital letters.

mrs white will be going on an outing to colchester on tuesday.

5. Put three full stops in the passage below.

Try and keep Mrs Bean active if she dozes in the afternoon she can't  
sleep at night she enjoys looking round the garden remind her she has  
a hospital appointment on Monday.

6. Read the phone message below and answer the questions.

**Telephone message**

**To:** Hamish                      **From:** Seema  
**Taken by:** Lali                **Time:** 1430  
**Date:** 4/10/11

**Message:**

Seema is still at the hospital with Mr Price. They are going to admit him for a couple of days. Please cancel his medication for tonight. Ask Sheila to ring the hospital tomorrow to find out when he might be discharged.

Who wrote the message down?

- (a) Seema
- (b) Hamish
- (c) Lali

What is the date of the message?

- (a) 10<sup>th</sup> April 2011
- (b) 4<sup>th</sup> October 2011
- (c) 4<sup>th</sup> November 2010

What is the time of the message?

- (a) 2.30 am
- (b) 2.30 pm
- (c) 4.30 pm

Who should cancel the medication?

- (a) Seema
- (b) Hamish
- (c) Sheila

7. The table below shows some sections from a care plan.

Title	First name	Last name	DoB
Mr			
Address	Tel. no.	Marital status	GP
12 Rose Lane Bradwell Colchester CO3 0SL	01206 331902		
Contact name & address	Relationship to client	Name and address of next of kin	Relationship to client
Mrs Sally Clark 18 Gatehouse Road Chelmsford CM2 9DE	Sister	Alan White 72 Black Street Chelmsford CM1 1HH	
Medical condition	Allergies	Communication	Mobility
Recovering from a stroke			Very weak on left side, wheelchair dependent
Dietary requirements	Mental Health and cognition	Continence	Social interests
			Likes to watch sport on TV, especially rugby

Complete the care plan above with the information below. Write the number of each piece of information in the correct box of the care plan.

- |                          |                               |                               |
|--------------------------|-------------------------------|-------------------------------|
| (1) vegetarian; low salt | (2) Dr Connell                | (3) Prone to constipation     |
| (4) widower              | (5) John                      | (6) 11.5.44                   |
| (7) son                  | (8) penicillin                | (9) Can feel low and confused |
| (10) Burton              | (11) Has slow, slurred speech |                               |

8. Tick the correct spelling in each group of words:

enough  
enuff  
enuogh

tomorow  
tomorrow  
tomorrer

dentures  
denchures  
denshures

medercation  
meddication  
medication

alergic  
allergic  
allurgic

arthuritis  
arthritis  
artheritis

9. Sum up in about 100 words why you would enjoy working for us as a care assistant

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....



1. Put the words below into the correct boxes to make some safety signs and instructions -

skin

flammable


reach

recycled


cleaning

exceed

Keep out of the  
..... of children



Avoid contact  
with .....  
and eyes



Can be  
.....



Highly  
.....



Do not .....  
the stated dose.

Do not mix with any  
other .....  
products

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Sandra was still in bed when I .....

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doctor	eat	arrived	bath	well
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tomorow  
tomorrow  
tomorrer

dentures  
denchures  
denshures

medercation  
meddication  
medication

alergic  
allergic  
allurgic

arthuritis  
arthritis  
artheritis

9. Sum up in about 100 words the qualities you need to be a good care worker

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....