

# Better Security, Better Care

## Multiple choice quiz for frontline staff



Version 3 – September 2023

This quiz will provide evidence that you have completed data security and protection training that meets requirement 3.2.1 of the [Data Security and Protection Toolkit](#). Circle or tick the correct answers.

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Score: \_\_\_\_\_

### 1. Understand the importance of data security and protection in the care system and your personal responsibility to handle personal data safely

Question	Answer options
<b>1a</b> True or False: We have a legal duty to respect the privacy of the people who use our care services?	True False
<b>1b</b> True or False: Sharing information with the right people can be just as important as not disclosing to the wrong person?	True False
<b>1c</b> Can someone you support ask to see and have a copy of the personal data that is held about them?	Yes No
<b>1d</b> When you collect someone’s personal details, should you tell them what will happen to that information and who it will be shared with?	Yes No
<b>1e</b> Which of the following are examples of personal data? Choose all correct options.	The health condition(s) of the people you support  The payroll details of your colleagues  The name of the nearest opticians to where you work  The name and contact details of the next of kin of the people you support

Question		Answer options
		<p>The bank details of the people you support</p> <p>An anonymised list of the ages of all the people that you have cared for or supported over the last year</p>
<b>1f</b>	True or False: Under the Data Protection Act an individual member of staff cannot be held responsible for a data breach?	<p>True</p> <p>False</p>

## 2. Be able to apply relevant data security and protection legislation and principles

Question		Answer options
<b>2a</b>	When should information be recorded? Choose the correct answer.	<p>As soon as possible, whilst the event is still fresh in your mind</p> <p>Within a couple of weeks</p> <p>When there is time to do it</p>
<b>2b</b>	Who should have access to people's care records, including confidential information about their care? Choose the correct answer.	<p>All the staff, we need to know what's going on</p> <p>Only the senior staff and managers, so that its kept safe</p> <p>Only those staff involved in their care should look at their records</p>
<b>2c</b>	True or False: If you have previously obtained someone's consent to access and use their information, you do not have to get their consent again if you wish to use it again for the same purpose?	<p>True</p> <p>False</p>
<b>2d</b>	How could you safely share confidential information with another person? Choose all correct options.	<p>You take the person to a private and safe area to discuss the matter</p> <p>You put the information on social media</p>

Question		Answer options
		<p>You send the information by secure email for example NHSmail</p> <p>You password protect the information and then email it to the person</p>
<b>2e</b>	Which of these people would 'need-to-know' about an individual's care and support needs? Choose all correct options.	<p>A care worker who provides care to the individual</p> <p>The individual's neighbour</p> <p>A social worker supporting the individual</p> <p>The individual's family and friends</p>
<b>2f</b>	You are in the supermarket when you overhear two other members of staff talking about someone you provide care for. What should you do? Choose the correct answer.	<p>Join in. They may have information you need to know</p> <p>Go to your line manager and ask for them to be fired</p> <p>Speak to them and say that this behaviour breaches confidentiality</p>

### 3. Be aware of physical and digital threats to data security and know how to avoid them

Question		Answer options
<b>3a</b>	Which of these is a strong password and therefore harder for a hacker to crack or guess? Choose the correct answer.	<p>123456</p> <p>qwerty</p> <p>Password1</p> <p>monkeyspoonCh2air</p>
<b>3b</b>	You have created a strong password for your email account, should you use the same strong password for the information system you use at work?	<p>Yes</p> <p>No</p>

Question	Answer options
<p><b>3c</b> You receive an email which you are not expecting that says it is from CQC, it urges you to save the attachment for best results and then open it. What should you do? Choose the correct answer.</p>	<p>Open the document before you save it just to be sure it is not a scam.</p> <p>Save the document and then open it as CQC correspondence is very important.</p> <p>Report it to your manager and delete it without opening the attachment.</p>
<p><b>3d</b> Which of the following are ways you could protect your mobile phone from being used without your permission? Choose all correct options.</p>	<p>PIN</p> <p>Password</p> <p>Facetime</p> <p>Fingerprint</p> <p>WhatsApp</p> <p>Biometric facial recognition</p>
<p><b>3e</b> Which of the following are ways that you could protect paper records from being seen by people who shouldn't have access to them? Choose all correct options.</p>	<p>Locking them in a filing cabinet when not in use</p> <p>Keeping confidential files with you rather than leaving them in a car if you are driving between visits/offices</p> <p>Having a clear desk policy so that no paperwork is left out for others to see when you finish work</p> <p>Ensuring that all staff and visitors wear a security badge/identity badge</p>
<p><b>3f</b> You have been sent a message from a colleague asking you to follow a link to a website where you can make money quickly. What should you do? Choose the correct answer.</p>	<p>Reply to them and ask for more information</p> <p>Select the link to find out more</p>

Question	Answer options
	Phone them or get in touch in another way to see if they sent the message

#### 4. Be able to identify data breaches and incidents and know what to do if one happens

Question		Answer options
<b>4a</b>	You see that another member of staff has forgotten to lock their computer and it is showing the care record of someone your organisation supports. This is not the first time. What should you do? Choose the correct answer.	<p>Use the computer to send some e-mails</p> <p>Nothing. They will only be a moment</p> <p>Lock the computer for them and report the incident to your line manager.</p>
<b>4b</b>	You notice that a fax has arrived on the fax machine with hospital discharge papers; the fax machine is in a public area. What should you do? Choose the correct answer.	<p>Turn the papers upside down so that no one can see them</p> <p>Hand over the papers to your line manager and report the incident to them</p> <p>Read the papers to see who they are talking about</p>
<b>4c</b>	What are the main causes of data breaches in the UK? Choose the correct answer.	<p>Hackers, scammers or cyber criminals</p> <p>IT equipment or systems failures</p> <p>Human error</p>
<b>4d</b>	You work in a care home and accidentally take the care handover notes home with you at the end of a shift, is this a data breach?	<p>Yes</p> <p>No</p>
<b>4e</b>	Which of the following are data breaches? Choose all correct options.	<p>Sending an email that contains confidential data to the wrong person</p> <p>Overreacting to scare stories about cybercrime</p> <p>Losing the care notes of someone you support</p> <p>A laptop that has copies of people's care or support plans is</p>

Question	Answer options
	<p>stolen and it is not encrypted, or the data is not password protected</p> <p>Telling your friends or family members about the health or care needs of someone you support</p> <p>Changing the care notes for someone you support because you realise that you had turned up at the wrong time</p> <p>Receiving a phone call and not checking who you are talking to before telling them confidential information</p>
<p><b>4f</b></p>	<p>Why is it important to report a data breach or data security incident as soon as possible? Choose the correct answer.</p> <p>To make sure you don't make the same mistake again</p> <p>To reduce the impact of any potential harm</p> <p>So that other users won't have to report the same incident</p>