CNA Psychosocial Care Skills Questions

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1. A client's dignity and respect are maintained by referring to the client by:

A. room number

B. the name the client prefers

C. using terms of endearment

D. last name only

Answer: B. the name the client prefers

Referring to a client by the name the client prefers is a simple but powerful way to protect dignity and respect.

Dignity is about honoring a person's identity and choices, and a name is central to who someone is. Asking the client what name they want to be called and using it consistently shows respect, supports person-centered care, and upholds the client's rights. This small act builds trust and helps the client feel valued rather than treated as a task or a number.

A) Room number

Calling someone by a room number treats the person like a location or a case file, which can feel impersonal and demeaning. It may seem efficient on a busy unit, but efficiency does not outweigh the client's right to be recognized as an individual.

C) Terms of endearment

Words like "honey" or "sweetie" may be meant warmly, but they can feel overly familiar or belittling, especially to an adult client. Unless the client has clearly said they like such terms, it is safer to use the preferred name and avoid assumptions about closeness.

D) Last name only

Using only the last name can feel formal, distant, or even like being addressed as a number in a system. It may seem professional, but it ignores the client's own preference and can miss the personal connection that supports dignity.

Conclusion

Always ask clients how they want to be addressed and use that name consistently. Respecting a client's preferred name is a basic, everyday way to protect dignity and uphold resident rights.

2. The nurse aide demonstrates good listening skills by:

A. continuing to perform oral care

B. waiting for clients to express thoughts

C. interrupting clients when they ask questions

D. showing frustration toward clients during activities of daily living

Answer: B. waiting for clients to express thoughts

Good listening skills are shown by waiting patiently for clients to express their thoughts before responding.

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Listening is an active skill in nursing care. When a nurse aide pauses and gives the client time to finish speaking, the client feels respected and understood, and important information about needs, comfort, or concerns is less likely to be missed. Patience also builds trust and supports the client's right to communicate at their own pace, which is especially important for clients who speak slowly, have hearing loss, or have conditions affecting speech.

A) continuing to perform oral care

Staying busy with a task while a client is trying to talk can make the client feel ignored and can cause the aide to miss what is being said. It may seem efficient to keep working during care, but listening requires attention to the client, not just to the task.

C) interrupting clients when they ask questions

Interrupting cuts off the client's message and can make them feel dismissed or rushed. It may feel faster to jump in with an answer, but it shuts down communication and can lead to misunderstandings about what the client actually needs.

D) showing frustration toward clients during activities of daily living

Visible frustration can make clients feel like a burden and may cause them to stop expressing needs altogether. It may seem understandable when care is busy or difficult, but it damages trust and discourages open communication.

Conclusion

Good listening means giving clients your full attention and time to finish their thoughts. Choose the response that shows patience and respect, since that is what supports safe, effective communication in CNA practice.

3. Comfort a lonely resident by:

A. showing you care

B. leaving alone most of time

C. avoiding eye contact

D. bringing small gifts

Answer: A. showing you care

Comforting a lonely resident starts with showing you care through presence, kindness, and attention.

Loneliness is a common emotional need in long-term care, and the CNA plays a key role in addressing it. Simple actions such as greeting the resident warmly, listening, sitting nearby, and acknowledging feelings help the person feel valued and connected. Showing care does not require special training or gifts; it is about respectful, person-centered interaction within the CNA scope of practice. This supports emotional well-being and can reduce isolation.

B) Leaving alone most of time

Leaving a lonely resident alone most of the time may seem like respecting privacy, but isolation can deepen sadness and withdrawal. Residents who are lonely need companionship and social contact, not extended solitude.

C) Avoiding eye contact

Avoiding eye contact might feel like giving personal space, but it can come across as disinterest or rejection. Appropriate eye contact and a friendly presence help build trust and show the resident they matter.

D) Bringing small gifts

Small gifts may seem like a kind gesture, but they do not replace genuine emotional connection and can even create awkwardness or appear impersonal. Consistent, caring interaction is what truly comforts loneliness.

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Conclusion

For CNA exam questions about loneliness, choose the response that reflects active, compassionate presence. Showing you care through listening, kindness, and respectful attention is the most appropriate way to comfort a lonely resident.

4. Best way to help a dying resident is to:

A. promise recovery

B. avoid topic

C. let family handle

D. be positive but realistic

Answer: D. be positive but realistic

Being positive but realistic gives the dying resident honest hope and comfort without false promises.

Residents who are dying often sense what is happening and need caregivers who are honest, warm, and present. A positive but realistic approach means offering kindness, listening, and reassurance while not pretending the illness will go away. This builds trust, respects the resident's dignity, and supports emotional well-being within the CNA scope of practice. It also helps the resident feel safe discussing fears and wishes.

A) Promise recovery

Promising recovery can feel tempting because it seems comforting in the moment, but it creates false hope. When the promise is not kept, the resident may feel betrayed or confused, and trust in the care team can break down. Honest reassurance is more supportive than a promise no one can guarantee.

B) Avoid the topic

Avoiding the topic may seem like a way to protect the resident from sadness, but silence often leaves the person feeling isolated with their fears. Dying residents usually know what is happening and may want to talk. Gentle, honest conversation, guided by the resident's cues, is more comforting than changing the subject.

C) Let family handle

Leaving all emotional support to the family may seem respectful of family roles, but the CNA is part of the care team and can offer presence, comfort, and listening. Families may be overwhelmed or absent, and the resident still needs compassionate care from staff. Support should be shared, not handed off entirely.

Conclusion

For end-of-life care questions, choose the answer that shows honesty, warmth, and respect for the resident's dignity. Comfort comes from being present and truthful, not from false promises, silence, or stepping away.

5. How SHOULD a nurse aide respond if a client does not hear or does not understand something the nurse aide says?

A. Speak more quickly

B. Whisper the words

C. Face the client and speak clearly

D. Face the client and speak loudly

Answer: C. Face the client and speak clearly

Facing the client and speaking clearly gives the person the best chance to see and hear the message.

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When a client does not hear or understand, the nurse aide should first get the client's attention by facing them directly, then speak clearly at a normal, steady pace. Facing the client lets them see facial expressions and lip movements, which support understanding, and clear speech helps the words carry without distortion. The aide can also pause, repeat, or rephrase as needed and confirm the client understood before moving on. This approach respects the client's dignity and stays within the nurse aide's scope of practice.

A) Speak more quickly

Rushing the words makes them harder to follow, especially for someone who already missed part of the message. It may seem efficient when time is short, but speed works against comprehension and can make the client feel dismissed.

B) Whisper the words

Whispering reduces volume and clarity, so a client who is already struggling to hear will have even more trouble. It may feel gentle or private, but it does not help the message come through.

D) Face the client and speak loudly

Facing the client is helpful, but raising the voice does not fix understanding and can sound harsh or patronizing. Shouting also distorts speech and may embarrass the client, so clear speech at a normal volume is the better choice.

Conclusion

For communication problems, the reliable first step is to face the client and speak clearly, then check that the message was understood. Choose the response that supports both hearing and comprehension while preserving the client's dignity.

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