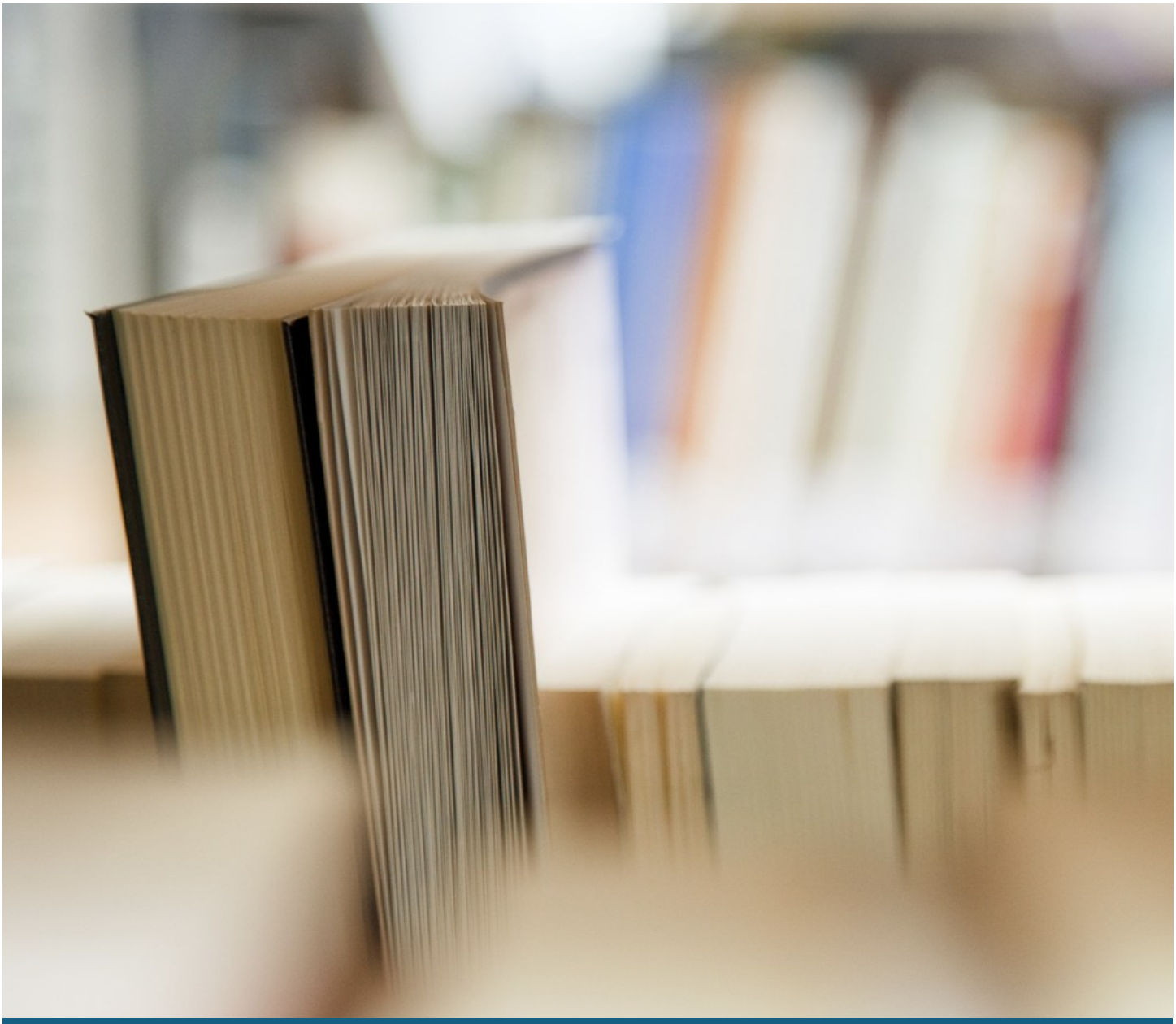

Professional Development within Health and Social Care

University of Wales Trinity Saint David

LCHS4009

Adama Bangura (2508235)

7/23/26

Health and Social Care

ADAMA BANGURA

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PROFESSIONAL PROFILE

Compassionate, dedicated and highly experienced Care Support Assistant with over 10 years' experience providing high-quality, person-centred care to elderly and vulnerable adults within residential and community care settings. Skilled in supporting individuals with personal care, medication administration, mobility, nutrition, safeguarding, emotional wellbeing and promoting independence while preserving dignity and respect.

Currently employed by **Real Life Options** supporting individuals with learning disabilities, autism and complex care needs within the community. Experienced in working collaboratively with multidisciplinary teams, families and healthcare professionals to deliver safe, compassionate and outcome-focused care.

Currently studying a **Level 4 Health and Social Care** qualification with the University of Wales Trinity Saint David to further enhance my professional knowledge and practice. Passionate about making a positive difference to people's lives by delivering exceptional standards of care.

KEY ACHIEVEMENTS

- Over 10 years of professional experience within health and social care.
- Extensive experience supporting elderly people and vulnerable adults.
- Strong knowledge of safeguarding legislation and person-centred care.
- Experienced in medication administration and accurate record keeping.
- Excellent communication and interpersonal skills.

- Proven ability to build positive relationships with service users, relatives and healthcare professionals.
- Committed to promoting dignity, independence, equality and inclusion.
- Currently completing a Level 4 qualification in Health and Social Care.

CORE SKILLS

- Person-Centred Care
- Personal Care & Hygiene
- Medication Administration
- Safeguarding Adults
- Care Planning & Record Keeping
- Moving & Handling
- Learning Disabilities Support
- Autism Support
- Dementia Care
- Mental Wellbeing Support
- Nutrition & Hydration
- Infection Prevention & Control
- Risk Assessments
- Communication Skills
- Teamwork
- Problem Solving
- Time Management
- Equality, Diversity & Inclusion
- Compassion & Empathy

PROFESSIONAL EXPERIENCE

Care Support Assistant

Real Life Options
February 2025 – Present

- Deliver person-centred care and support to adults with learning disabilities, autism and complex support needs.

- Assist individuals with personal care while maintaining dignity, privacy and independence.
- Administer and record medication safely in accordance with organisational policies and care plans.
- Support individuals with daily living activities including meal preparation, personal hygiene and household tasks.
- Promote independence by encouraging service users to make choices and develop life skills.
- Support individuals to attend appointments, social activities and community events.
- Complete accurate daily records, incident reports and care documentation.
- Work closely with families, healthcare professionals and multidisciplinary teams.
- Safeguard vulnerable adults by recognising and reporting concerns promptly.
- Maintain high standards of health and safety, infection control and confidentiality.

Care Assistant

Eric Williams Care Home – Coventry City Council
October 2015 – 2023

- Delivered high-quality personal care tailored to residents' individual needs.
- Assisted with washing, dressing, grooming and mobility support.
- Administered prescribed medication safely and accurately.
- Maintained daily care records, food and fluid charts.
- Supported residents during mealtimes and recreational activities.
- Worked alongside nurses, GPs and relatives to provide holistic care.
- Recognised and reported safeguarding concerns.
- Followed infection prevention, moving and handling and health and safety procedures.

Kitchen Assistant

Avalon Court Care Home
January 2015 – September 2015

- Assisted with preparing nutritious meals for residents.
- Maintained excellent hygiene and food safety standards.
- Cleaned kitchen equipment and maintained a safe working environment.

- Supported catering staff during meal service.

Care Assistant

HC-One Care Homes
2012 – 2014

- Delivered personal care and emotional support across various care homes.
- Assisted residents with medication and nutrition.
- Maintained accurate care records.
- Encouraged social interaction and physical wellbeing.
- Worked closely with senior carers and registered nurses.

Care Worker

Adept Care Group
2011 – 2012

- Supported vulnerable adults with everyday living activities.
- Assisted with personal care and mealtime support.
- Promoted independence wherever possible.
- Maintained clean and safe living environments.
- Recorded daily observations and reported concerns to senior staff.

EDUCATION

University of Wales Trinity Saint David
Level 4 Health and Social Care *(Currently Studying)*
Expected Completion: July 2028

Paragon Scheme
Level Diploma in Health and Social Care
2015

Coventry College (Henley Campus)
Level 2 Hospitality and Catering
2015

PROFESSIONAL STRENGTHS

- Caring and compassionate
- Patient and empathetic

- Honest and trustworthy
- Reliable and punctual
- Calm under pressure
- Excellent communicator
- Organised and adaptable
- Positive attitude
- Professional and confidential
- Committed to continuous professional development

INTERESTS & HOBBIES

- Keeping up to date with developments in health and social care.
- Supporting community wellbeing initiatives.
- Reading professional literature on person-centred care.
- Walking and maintaining a healthy lifestyle.
- Spending time with family and friends.
- Learning new skills through higher education and professional development.
- Volunteering and supporting local community activities.

REFERENCES

Available upon request.

I am applying for the support assistant position because I have a genuine passion for supporting people and several years of experience working within the health and social care sector. Throughout my career, I have been committed to helping individuals maintain their independence, dignity, and quality of life while providing compassionate, person-centred care. My long-term career aim is to continue developing within the care profession, expanding my knowledge and skills while making a positive difference to the lives of those who require support.

Over the years, I have worked with a diverse range of individuals, including older adults, people with physical disabilities, learning disabilities, mental health needs, and those requiring support with daily living activities. This experience has enabled me to develop a thorough understanding of delivering high-quality, person-centred care that respects everyone’s preferences, values, and independence. I understand the importance of promoting choice, safeguarding vulnerable adults, maintaining confidentiality, and working in accordance with care plans, policies, and professional standards.

My education and professional training have provided me with the knowledge required to work safely and effectively within the care environment. Throughout my career, I have completed mandatory training in areas such as safeguarding, moving and handling, infection prevention and control, health and safety, medication awareness, first aid, and equality and diversity. I am committed to continuous professional development and welcome opportunities to undertake further training that will enhance the quality of care I provide.

One of my greatest strengths is my ability to build trusting relationships with service users, their families, and colleagues. I believe effective communication is fundamental to delivering excellent care, and I always take the time to listen, understand individual needs, and provide emotional as well as practical support. I am patient, compassionate, and respectful, recognising that every individual deserves to be treated with dignity regardless of their circumstances.

Throughout my career, I have gained extensive experience assisting individuals with personal care, mobility, meal preparation, medication support, household tasks, community access, and encouraging participation in social and recreational activities. I have supported people to achieve greater independence by promoting confidence and empowering them to make decisions about their own lives. I am equally comfortable working independently or as part of a multidisciplinary team and understand the importance of accurate record keeping, reporting concerns promptly, and always maintaining professional boundaries.

I pride myself on being reliable, adaptable, and calm under pressure. Working in care has taught me how to respond appropriately in challenging situations while remaining compassionate and professional. I understand the importance of flexibility, as every day presents different needs and opportunities to improve someone's wellbeing.

I believe my experience, caring nature, strong work ethic, and commitment to delivering outstanding person-centred care would make me a valuable addition to your team. I am enthusiastic about the opportunity to continue supporting individuals to live fulfilling and independent lives while contributing positively to your organisation's values and high standards of care. I look forward to bringing my knowledge, dedication, and passion for supporting others to the Support Assistant role.

Strengths	**Weaknesses**
Several years of practical experience working in health and social care.	Can sometimes take on too much responsibility instead of delegating tasks when appropriate.
Effective communication and people skills, enabling positive relationships with service users, families, and colleagues.	May initially lack experience with specific electronic care recording systems used by a new employer.
Compassionate, patient, and empathetic, with a genuine commitment to improving people's wellbeing.	Can become emotionally invested when supporting individuals with complex needs,

	although I maintain professional boundaries.
Experienced in providing person-centred care, including personal care, mobility support, medication assistance, and promoting independence.	May require additional training on organisation-specific policies and procedures when joining a new workplace.
Reliable, adaptable, and able to remain calm under pressure in challenging situations.	Sometimes spend extra time ensuring every task is completed to a high standard, which can affect efficiency if priorities are not managed carefully.

Opportunities	Threats
Gain further qualifications such as a Level 3 or Level 5 Diploma in Health and Social Care.	Staff shortages within the care sector can increase workload and pressure.
Progress into senior support worker, team leader, or care coordinator roles.	High emotional demands of supporting individuals with complex health or social care needs.
Develop specialist knowledge in areas such as dementia care, autism, learning disabilities, or mental health support.	Frequent changes in legislation, policies, and care standards require continuous learning and adaptation.
Attend employer-funded training to expand professional skills and knowledge.	Risk of burnout if work-life balance is not maintained due to the demanding nature of care work.
Build experience working within multidisciplinary teams and broaden career opportunities within health and social care.	Exposure to challenging behaviours, safeguarding concerns, and unpredictable situations requires resilience and ongoing professional support.

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Here is my summary on the above:

My experience, compassion, and commitment to person-centred care provide a solid foundation for a support assistant role. While there are areas where I can continue to develop, such as learning new systems and gaining higher qualifications, I view these as opportunities for professional growth. By continuing to build my skills and maintaining resilience in a demanding environment, I can make a valuable contribution to both service users and my employer while progressing my career within health and social care.

Below is a Personal Development Plan (PDP) tailored to the support assistant role and suitable for me based on my several years of experience in health and social care industry.

Personal Development Plan (PDP)

Development goal	Actions to achieve the goal	Timescales	How I will monitor and evaluate progress
1. Gain a Level 3 diploma in adult care (or equivalent qualification)	Enrol on a recognised Level 3 adult care course through my employer or a training provider. Complete coursework, attend training sessions, and apply my learning in the workplace.	Within 12–18 months.	Monitor progress by completing course modules on time, receiving feedback from my assessor, and successfully achieving the qualification. I will also reflect on how my new knowledge improves the quality of care I provide.
2. Develop leadership and mentoring skills to prepare for a Senior Support Worker role.	Volunteer to mentor new staff, take responsibility for leading small tasks or shifts where appropriate, attend leadership training, and seek regular feedback from my manager.	Within 18–24 months	Review progress during supervision and annual appraisals. Evaluate improvements through feedback from colleagues and managers and by reflecting on increased confidence when supporting the wider team.

3. Improve my knowledge of supporting people with complex needs, including dementia and mental health	Complete specialist training courses, attend workshops or webinars, read current best practice guidance, and gain practical experience supporting individuals with complex care needs.	Within 24 months	Keep a professional development record of completed training, reflect on learning after each course, and discuss progress during supervision meetings. I will evaluate success by demonstrating increased confidence and competence in supporting individuals with complex needs.

Monitoring and Reviewing My Development

To ensure I achieve these goals; I will create a personal learning record to document all completed training, qualifications, and reflective practice. I will meet regularly with my line manager during supervision sessions to discuss my progress, identify any areas requiring further development, and agree on new learning opportunities.

I will also use feedback from colleagues, service users, families, and managers to evaluate my performance and identify ways to improve. Reflecting on my daily practice will help me recognise my strengths, learn from challenges, and ensure I continue to provide high-quality, person-centred care.

By following this Personal Development Plan over the next two years, I will strengthen my professional knowledge, improve my leadership abilities, and enhance my specialist care skills. These developments will prepare me for increased responsibilities, enable me to deliver an even higher standard of support, and support my long-term career progression within the health and social care sector.

For my LCHS4009 Component 1 assessment, I delivered a presentation on the importance of communication within health and social care. My presentation aimed to demonstrate an understanding of effective communication and its impact on delivering person-centred care. I supported my discussion with relevant evidence, including statistical data, to strengthen my key arguments. Following the presentation, I received verbal feedback from my lecturer, who commented positively on my ability to answer questions and my understanding of the topic. However, I was also advised to improve my presentation delivery by incorporating a recognised communication model, maintaining better body language, reducing unnecessary movement, and presenting with greater confidence and composure.

Feelings

Before the presentation, I felt prepared but also quite nervous. Although I had researched the topic thoroughly and understood the content well, I was concerned about speaking in front of others. During the presentation, I became aware of my nerves, which affected my body language and caused me to move from side to side more than I intended. Despite this, I remained focused on delivering the information accurately and answering questions to the best of my ability. After receiving feedback, I initially felt slightly disappointed that my nervousness had affected my overall presentation. However, I was also encouraged because the lecturer recognised my subject knowledge and acknowledged the strengths of my presentation. This feedback increased my confidence and motivated me to improve my presentation skills.

Evaluation

Overall, my presentation had several strengths. My lecturer stated that I gave good answers to the questions asked, demonstrating a sound understanding of the importance of communication in health and social care. Additionally, I effectively supported my discussion with evidence, including relevant statistics, which enhanced the credibility of my presentation and demonstrated that I had researched the topic thoroughly.

However, there were also areas requiring improvement. One significant weakness was that I did not incorporate a recognised communication model into my presentation. Including an established model, such as the Shannon and Weaver Model or Berlo's SMCR Model, would have strengthened my academic analysis and demonstrated a deeper understanding of communication theories. Furthermore, my body language reflected my nervousness. I moved from side to side during the presentation and did not always appear composed, which may have distracted the audience and reduced the overall effectiveness of my delivery.

Analysis

Reflecting on this experience, I recognise that effective communication involves more than simply presenting accurate information. It also requires confidence, professionalism and the ability to engage an audience through appropriate verbal and non-verbal communication. My lecturer's comments about body language highlighted how non-verbal behaviours influence how a message is received. Even when the content is accurate, nervous movements can affect the audience's perception of the presenter.

The absence of a recognised communication model also limited the academic depth of my presentation. Communication theories provide a framework for explaining how information is transmitted and interpreted within health and social care settings. By incorporating an appropriate model, I would have demonstrated stronger critical thinking and linked theoretical knowledge to professional practice more effectively.

Nevertheless, my ability to answer questions confidently and support my presentation with evidence indicates that I had developed a solid understanding of the subject matter. This suggests that my preparation regarding the content was effective, but I need to devote equal attention to developing my presentation and public speaking skills.

Conclusion

This presentation was a valuable learning experience that highlighted both my strengths and areas for development. I demonstrated good knowledge of communication in health and social care, answered questions effectively and supported my discussion with relevant evidence. However, I need to improve my confidence when presenting, maintain more controlled body language and ensure that I integrate appropriate theoretical models into future presentations. Developing these areas will strengthen both my academic performance and my professional communication skills.

Action Plan

For future presentations, I will prepare more thoroughly by practising my presentation several times in front of family, friends or classmates to improve my confidence and reduce nervousness. I will also record myself presenting to evaluate my posture, eye contact and body language, helping me remain composed and minimise unnecessary movement. Additionally, I will ensure that I include relevant communication models and theories within my presentations to strengthen my academic analysis and demonstrate critical understanding. Finally, I will continue using high-quality evidence and statistics to support my arguments while seeking regular feedback from lecturers and peers to monitor my progress and continuously improve my presentation skills.

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References matched to sections of your assignment

Assignment section	Recommended references
Support Assistant role	Skills for Care (2024); NMC (2018); CQC (2024)
Personal Statement	Skills for Care (2024); King's Fund (2023)
SWOT Analysis	Kolb (1984); Gibbs (1988)
Personal Development Plan	Skills for Care (2024); HCPC (2023); NHS England (2019)
Person-centred Care	Care Act 2014; CQC (2024); NICE (2021)
Safeguarding	Care Act 2014; Mental Capacity Act 2005
Equality & Diversity	Equality Act 2010; Human Rights Act 1998
Communication	Berlo (1960); Shannon and Weaver (1949)
Reflection (Gibbs Cycle)	Gibbs (1988); Kolb (1984)
Professional Standards	NMC (2018); HCPC (2023); Skills for Care (2024)