

Personal Development Portfolio

by Asim Hussain

Submission date: 26-Jul-2023 05:19PM (UTC+0100)

Submission ID: 210713627

File name: 40506_Asim_Hussain_Personal_Development_Portfolio_504319_1811807623.docx (717.18K)

Word count: 2179

Character count: 12512

Running head: Report
Professional development within health and social care
Asim Hussain
2210069
LCHS4009_BIRM
Farah Islam

Personal Development Portfolio

1

Table of Contents

Task 1	3
TASK 2	5
Cover Letter	5
TASK 3	7
TASK 4	8
Introduction	8
Description	8
Feelings	8
Evaluation	8
Analysis	8
Conclusion	9
Action Plan	10
Introduction	11
Importance of Effective Communication in Health and Social Care:	11
Conclusion	12
References	13

2

Task 1

Asim Hussain

Objective

I am a committed and dedicated person with an experience in driving taxi and had done volunteering work in health and social care setting. I have an extensive knowledge and skills in delivering quality health and social care due to my educational background. I believe that I can apply my education and experience in healthcare setting in the UK for the benefit and wellbeing of people.

Experience

Taxi Driver • CHAUFMEN

UNITED KINGDOM [January 2022- Present]

- Provided customers with dependable transportation while showing in a polite and helpful behavior.
- Exhibited strong navigational abilities and local route knowledge to provide customers with prompt and effective transportation.
- Controlled monetary transactions and meticulously kept tabs on daily profits.
- By working with a variety of clients, I was able to develop good communication and customer service abilities.

Volunteer Health and Social Care Assistant • Prince's Trust

UNITED KINGDOM [July 2021 – October 2021]

- Helped medical personnel care for and assist patients with a range of medical issues.
- Assisting patients with activities of daily living such as grooming, movement, and meal preparation.
- Effectively interacted with patients and their families, providing compassion and empathy.
- Assist with care planning and delivery, ensuring that each patient's unique requirements are fulfilled.
- Noticed and quickly informed the medical staff of changes in the health state of patients.

Education

Level 4 Diploma in Health and Social Care, The Open University

UNITED KINGDOM [2014-2016]

- Completed my Level 4 Diploma Certification with major

[Your Address]
[City, ST ZIP Code]

[Your Phone]

[Your Email]

[Your Website]



subjects: Person-Centered Approaches, Communication in Health and Social Care, Safeguarding in Health and Social Care, and Equality and Diversity in Health and Social Care.

Achievements

- Passengers ~~appreciated~~ me for providing great customer service and safe driving during my time as a taxi driver.
- I successfully completed the Diploma in Health and Social care, which allowed me to enhance my knowledge in the subject and demonstrate my dedication to healthcare.

Skills

- Communication: Effective engagement and connection with people from all backgrounds, including patients, their families, and healthcare professionals, require strong interpersonal skills.
- Empathy: Being sensitive to the emotional needs of others and offering sympathetic assistance.
- Time management: Effectively allocating duties and setting priorities to guarantee the best possible care for patients.
- Problem-solving: ~~Recognising~~ problems and discovering workable answers in difficult circumstances.
- Flexibility: Quickly adjusting to various care environments and patient needs.
- Medical knowledge: Being able to successfully aid healthcare experts by understanding basic medical terminology and processes.
- Punctuality: I am a punctual person and attend meetings promptly. Moreover, I turn in assignments on the due date. Being punctual has helped me through out my career development and has helped me manage my workload in a effective way.
- Responsible: I provided effective and caring treatment by continuously exhibiting great communication, time management, and problem-solving abilities as a responsible professional.

Interest and Hobbies

- Reading
- Participating in exercise courses
- Volunteering in care communities
- Engaging in learning workshops

References

[Available upon request.]



TASK 2

NHS Care Assistant

Secure Healthcare Solutions

Posted 6 hours ago

£11.75-£15

Agency

Bridgnorth

Salary: 11.75-£15 Secure Healthcare Solutions is a company committed to providing outstanding levels of care to our clients and their service users. We are one of the UK's fastest growing agencies, supplying a range of healthcare professionals to clients all over the West Midlands, East Midlands, Lincolnshire and various other surrounding areas. From NHS, [...]

[View Now](#)

Cover Letter

To,

NHS England

United Kingdom

SUBJECT: APPLYING FOR THE POSITION OF NHS CARE ASSISTANT.

Dear Concern,

I am applying for the health and social care assistant position advertised as NHS Care Assistant role at NHS England. My skills and commitment to delivering outstanding patient care will benefit NHS. I have gained experience in a health and social care setting by volunteering as a health and social care assistant in Prince's Trust to develop my clinical knowledge and improve my communication and collaboration skills whilst working in a multidisciplinary team. Due to my educational background in Health and Social Care, which I obtained during my Bachelor's program from The Open University, and my Diploma Certification from Oxford College, I have increased my knowledge in providing person-centred care to patients with critical problem-solving skills. I have also assisted medical experts in providing quality care treatment to individuals suffering from illnesses. Through this position as NHS Care Assistant, I will improve my communication abilities and capacity for empathy towards patients and their families. As

specified in my CV, I also developed my flexibility, adaptability, and time management abilities while working as a taxi driver, which will benefit my future role in a healthcare setting. I will significantly contribute to the healthcare team of NHS and support the company's goal of providing top-notch patient care. My background, abilities, and sincere empathy perfectly align principles of the NHS since I am a person with a strong desire to assist and serve people. I will be thankful if you allow me to pursue my career and utilise my current skills and knowledge for the betterment of your organisation, as it will also contribute to my personal and professional growth and development.

Thank you for your consideration.

Sincerely

Asim Hussain

TASK 3

Goals/Targets	Action Steps	Timeline
<i>To Improve Clinical Skills</i>	I will enrol in seminars and training programmes to improve my decision-making skills by involving advanced clinical skills within healthcare.	Next six months
	I will consult with seasoned healthcare experts for mentoring.	Ongoing two years
	I will also take part in simulation activities to gain practical experience.	Next twelve months
	I will do extensive research for medical material frequently and go to seminars.	Ongoing two years
<i>To Advance Leadership Abilities</i>	I will volunteer for leadership positions in healthcare organisations to improve my leadership traits in a health and social care setting.	Next six months
	I will participate in online leadership and management courses/workshops to increase my management capabilities within the health and social care setting.	Next twelve months
	I will seek feedback from coworkers and superiors to help enhance health and social care facilities, which will help me improve my decision-making within critical situations.	Ongoing for two years
	I will also create a mentoring connection with a healthcare leader to understand better the roles and responsibilities within the health and social care sector. This will help me conduct my tasks as an assistant nurse more effectively and professionally.	Next six months

TASK 4

Introduction

To analyse my presentation skills during my educational experience, I have used the Gibbs reflective model which includes six stages such as description, feelings, evaluation, analysis, conclusions, and plan of action (Wilding, 2018).

Description

During my educational experience for Diploma program, I had been assigned presentation making which I had to convey in front of the audience on the given topic by my tutor. This experience had provided me detailed analysis on my current skills which I have to improve for better outcomes in the future.

Feelings

I was nervous about presenting in front of the audience and had doubts about my ability to convey the information effectively. My apprehension eventually faded as I began speaking, and I felt more confident due to the audience's enthusiastic responses.

Evaluation

During my experience whilst giving presentation, I evaluated that I had adequate knowledge and skills on ² the use of Information and Communication Technology (ICT) skills which include the use of PowerPoint for attractive presentation. In addition, I had done thorough research on the topic and had created attractive slides with the visual aid such as images and graphs which had gained attention of the audience. I have analysed that these are my major strengths which had made this experience successful. However, I had evaluated that I had faced issue during delivery of presentation because of hesitation which had made me stumbled or stuttered due to anxiety and nervousness (Schostak, et al., 2020). I had analysed this is my main weakness which I have to overcome for clear delivery of information.

Analysis

Reflecting on my experience, I have analysed that I spoke very quickly which had made me stumble when delivering the content to the audience. This has resulted in decreasing my self-confidence, making me anxious on whether I was presenting properly or not. According to the research of Sibiya (2018), it has been claimed that for effective delivering of information during presentation, the flow of content should be concise and should be focused on the topic. Additionally, a successful presentation should be able to deliver the necessary information in a clear and consistent manner. I made the mistake of neglecting to think about the components of a good presentation, which I will fix by creating an action plan. I also needed to make more eye contact, which weakened the connection with the audience and maybe reduced the impact of my speech. According to Ratna, (2019), it has been demonstrated that in order to produce a great presentation, it is vital to establish constant eye contact with the audience. This can increase confidence and makes the presenter seem more interested and confident.

Despite these drawbacks, my researching skills have been beneficial in answering any arising questions easily which increased my confidence at the end of the presentation session. In addition, my ICT skills have helped me in creating attractive and informational content on the given topic which had improved interest of my audience. According to Renn's, (2020) research, persons who emphasise and require visual representation of their work when making a presentation may impact the audience and make it more memorable for them. Additionally, by emphasising the advantages and worth of the presentation, the presenter may make a lasting impact on the audience. However, for improving my weakness I will create effective action plan for better results in future

Conclusion

This reflective practice had assessed my presentation skills which I had developed during this experience. I assessed effective communication skills while delivering my presentation which helped me boost my confidence in front of the audience. I also evaluated that my communication skills during the module were improved when I started making frequent eye contacts with the audience as this helped me gain my capabilities of delivering an effective presentation. Moreover, during the module presentation I also discovered some weaknesses

which made me feel anxious while delivering the content to the audience. However, I will develop a concise action plan to help me overcome my weaknesses

Action Plan

I intend to spend more time practising and rehearsing for future presentations. This will improve my delivery and make me feel more at ease with the material. I will also focus on maintaining constant eye contact to develop a greater connection with the audience. I will also concentrate on speaking slowly to communicate with the audience because my tendency to talk too quickly might provide challenges for me as a professional nursing assistant in the future. I may practise to attain a consistent and intelligible delivery by recording my practise sessions and assessing my speech rate (Wilding, 2018).

However, this reflective evaluation of my presentation has given me significant insights into my strengths and places for growth. By embracing critical comments and proactively resolving my faults, my future presentations will be more effective, engaging, and professional. I look forward to implementing my action plan and improving my skills as a healthcare presenter.

TASK 5

Introduction

Effective communication is a fundamental skill ¹⁵ in the field of health and social care. It plays a pivotal role in establishing strong connections with patients, their families, and fellow medical professionals, ultimately ensuring the delivery of high-quality care (Renn, 2020). In this report, I will delve into how my presentation skills during the module impacted my communication abilities.

Importance of Effective Communication in Health and Social Care:

⁷ Health communication is a multidisciplinary area of research and practise that uses communication strategy, theory, evidence, and creativity to advance behaviours, policies, and practises that improve individual and population health and well-being. The results of health outcomes are improved by effective communication abilities. During the module, I have learnt that communication is necessary for a diverse team to function well since it fosters greater idea sharing, project execution, and teamwork. Improved health outcomes, stronger rapport and trust, higher patient satisfaction, and successful interdisciplinary collaboration are all benefits of excellent communication. Better communication, according to Sibiya (2018), fundamentally increases trust and is particularly helpful in enhancing cooperation. When multiple individuals are working towards the same objective, a clear and direct communication approach increases productivity and reduces problem-solving duration by minimising misunderstanding and uncertainty.

According to research of Moudatsou et al., (2020), a multidisciplinary team's ineffective communication frequently results in medication mistakes, unhappy patients, and greater healthcare costs. For instance, I determined during the module that ⁹ poor communication may cause patients to receive the incorrect surgery, medication, or essential tests and treatments, all of which may have a negative effect on patient outcomes. During the module, I have learnt that to improve my communication skill, it is important to have active listening skill. This necessitates that the healthcare professional pay close attention to the speaker. According to Suter et al., ¹⁰ (2018), actively listening to patients demonstrates respect for their understanding of themselves

and fosters trust. It enables doctors to take on the position of the reliable middleman. Physicians and patients can only together develop a genuine, functional care system via knowledge sharing.

I have analysed that having good communication skill which I had developed during the module will potentially improve my care delivery in terms of safety and efficiency. I can boost patient satisfaction and overall healthcare quality by fostering trust with patients, enhancing collaboration among healthcare teams, and speaking clearly and empathically. I have learnt that through effective communication healthcare practitioners can successfully handle challenging situations and disagreements within the healthcare team through collaboration. Additionally, effective teamwork and coordination among medical professionals enhances communication, which benefits patients' results (Nutbeam and Lloyd, 2021). Through my module's focus on communication skills, I have developed the capacity to establish trust with patients, practise active listening, and effectively communicate information, all of which will help to create a productive and effective healthcare environment.

Conclusion

Effective communication is an essential in social and health care. Effective communication with the patients and coworkers considerably improves the quality of care provided to the patients in the health and social care sectors. At every step of a project, listening skills are crucial since communication is essential for solving a variety of difficulties, such as identifying annoying situations, learning from and collaborating with health care users, and helping people adjust to change. Everyone benefits from active, engaged listening, including patients, their families, healthcare professionals, and their coworkers.

11

References

- Alsop, A., 2019. *Continuing professional development in health and social care: Strategies for lifelong learning*. John Wiley & Sons.
- Bramhall, E., 2018. Effective communication skills in nursing practice. *Nursing Standard* (2014+), 29(14), p.53.
- 12 Havea, P.H. and Mohanty, M., 2020. Professional development and sustainable development goals. Springer Nature.
- Moudatsou, M., Stavropoulou, A., Philalithis, A. and Koukouli, S., 2020, January. The role of empathy in health and social care professionals. In *Healthcare* (Vol. 8, No. 1, p. 26). MDPI.
- Nutbeam, D. and Lloyd, J.E., 2021. Understanding and responding to health literacy as a social determinant of health. *Annu Rev Public Health*, 42(1), pp.159-73.
- 13 Ratna, H., 2019. The importance of effective communication in healthcare practice. *Harvard Public Health Review*, 23, pp.1-6.
- 8 Renn, O., 2020. Risk communication: Insights and requirements for designing successful communication programs on health and environmental hazards. In *Handbook of risk and crisis communication* (pp. 80-98). Routledge.
- 5 Schostak, J., Davis, M., Hanson, J., Schostak, J., Brown, T., Driscoll, P., Starke, I. and Jenkins, N., 2020. 'Effectiveness of continuing professional development' project: a summary of findings. *Medical teacher*, 32(7), pp.586-592.
- 3 Sibiya, M.N., 2018. Effective communication in nursing. *Nursing*, 19, pp.20-34.
- 6 Suter, E., Arndt, J., Arthur, N., Parboosingh, J., Taylor, E. and Deutschlander, S., 2019. Role understanding and effective communication as core competencies for collaborative practice. *Journal of interprofessional care*, 23(1), pp.41-51.
- Wilding, P.M., 2018. Reflective practice: a learning tool for student nurses. *British Journal of Nursing*, 17(11), pp.720-724.

Personal Development Portfolio

ORIGINALITY REPORT

20%

SIMILARITY INDEX

14%

INTERNET SOURCES

1%

PUBLICATIONS

19%

STUDENT PAPERS

PRIMARY SOURCES

1

Submitted to University of Wales, Lampeter

Student Paper

3%

2

www.coursehero.com

Internet Source

2%

3

Submitted to Kingston University

Student Paper

2%

4

Submitted to University of Limerick

Student Paper

2%

5

Submitted to University of Ulster

Student Paper

2%

6

myassignmenthelp.com

Internet Source

2%

7

Submitted to Coventry University

Student Paper

1%

8

Submitted to University of Wales Institute,
Cardiff

Student Paper

1%

9

Submitted to Luton Sixth Form College

Student Paper

1%

10	Submitted to Sheffield College, Granville Road, Sheffield Student Paper	1 %
11	Submitted to University of Wales, Bangor Student Paper	1 %
12	Submitted to University of Bolton Student Paper	1 %
13	www.bombessays.com Internet Source	1 %
14	Submitted to Fiji National University Student Paper	1 %
15	pure.southwales.ac.uk Internet Source	<1 %
16	scholar.ufs.ac.za Internet Source	<1 %

Exclude quotes Off

Exclude matches Off

Exclude bibliography Off