

Academic and employability skills

Report

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Module

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REPORT: THE ROLE OF A SUPPORT WORKER IN HEALTH AND SOCIAL CARE

1.

If A support worker is a person who supports peoples with learn disabilities, autism, and other assed needs to live an independent and fulfilled life.

They worked with people who need extra help, like people with mental health problems, or people who are ill.

Support worker does not just do things for the people they help; they help them to thing themselves.

Support worker duties could include helping with meal preparation, household cleaning and chores, medication administration, managing finance, help with appointments, accessing community facilities, going shopping, meeting friends, and providing general emotional support. To make sure people get the best care.

2.THREE ESSENTIAL SKILLS FOR A SUPPORT WORKER AND WHY THEY ARE IMPORTANT

Skill 1: Excellent communication

Good listening means pay full attention to what someone is saying. Excellent communication is passing on clear and correct.

An excellent communication skill builds trusting relationship with Understand their needs and preferences, providing compassionate and personalised care.

Why is it important?

People who need support feel like no one listens to them. When q support

worker listens well, it makes the person value and respected. it also helps the support worker understand what the person really needs, which might be different from what they say at first.

Example

Deborah is supporting worker who help Cassie an 89-year-old woman who lives alone, one day, Cassie keeps talking about how her garage is messy. Deborah could just go and tidy the garage for her. But instead,

If you're happy and you know it stop your feet if you're happy and you know it shout hurry hey if you're happy and you know we shall hurry hurry if you're happy and you know it then your face will surely show it if you're happy and you know it shout going oh hey, she is sad because she used to love cleaning her garage herself and can not do it anymore. So, Deborah does not just help clean the garage she helps tidy up as well. She is also helping Cassie to plant some fake flowers to make it design. So, Cassie can enjoy her garage again like before. Because Deborah listened well, she solved the real.

Here in the old man.

Skill 2: Patience

Patience means being able to wait without getting angry or frustrated.

Patience allows a support worker to remain calm and understanding, even in challenging situation. Helps support worker to deal with customers in a calm manner.

Why is important

Support workers need patience as they work with vulnerable people who have individual challenges and diverse need, or May need extra time and

Example: Mike is a support worker who help Ben, a 23-year-old man man with autism. Ben finds it hard to try new things, Mike want to help Ben eat more healthy diet. Instead of making Ben try new food straight away, he is patient. He starts by letting Ben look at the new food, then smell it, the touch it over many weeks. After a month, Ben finally tries a small pice of fruit. Because Mike was patient. Now Ben feels safe to try other foods.

Skill 3: Being flexible

Being flexible is being able to modify how they do parts, or all, their jobs. is being able to change plans quickly when things go wrong.

Why is important

No two days are the same for a support worker.

A person's needs can change suddenly, maybe they feel unwell. Enhance productivity.

Example

Merveille is a support worker who helps Sheila, a woman with mental health problems. They have a plan for every Thursday. Go to the gym and do some shopping. Sheila wakes up feeling sad and doesn't want to leave the house. Merveille could insist they follow the plan. But she's flexible.

She stays with Sheila, makes her a cup of tea, and they talk about how she feels. Later when Sheila feels a bit better, they do a small workout in her living room instead of going to the gym. Because Merveille is flexible.

THREE STRATEGIES TO IMPROVE THE SKILLS AND HOW THEY HELP

No one was born with perfect skill. Support workers can get better at what they do. The more you practice, the better you will become. Each day or week to focus on your skill. Ask others for feedback on your work. This can help you identify areas where you need to improve.

Strategy 1: practice active listening in daily life

Active listening is a way of listening that shows you are paying attention to practice it.

Look at the person when they talk

Ask questions to make sure you understand

Repeat back what the person said in your own words

How does it help?

Practise active listening in daily life with friends, family or even strangers.

Make it easy to do at work

Develop an action and improvement plan, gather feedback

Create a strong culture.

Strategy 2: Learn to take breaks and manage your emotions

You need to question their emotion, ask themselves they feel and how they should manage to maintain a relationship of trust with patients. patience can be hard when you are busy or tired. To improve your patience, you can

Take a short break when you feel frustrated

Breath slowly for a few seconds to clam down

Remind yourself that everyone works at their own space.

How does it help?

Taking break and managing your emotion stops you from getting angry and frustrated. Accept your emotion, make positive affirmation a part of you daily routine.

Try mindfulness.

This will help you stay calm with a patient.

They will be more likely to try new things and make progress.

Strategy 3: plan for unexpected and stay open minded

To be more flexible you can

Make a plan

Think to what can be wrong

Have back up idea

Try to focus on the positives

Write down how you are felling in dairy

Be open to changing your plans if it helps the person

How does it help?

When you plan for unexpected, you would not panic when the thing goes wrong. Able to change or be change easily according to the situation.

For example: if you plan to take someone on the Gp appointment and you need to take a train but arrived in the station the train is cancelled

I can have a back up plan: I will take a taxi and call the Gp to let them know they we are running late. This way the day still goes well, and the person does not feel disappointed.

Conclusion

Support worker are integral to the success of assisted living premium support house services. Their compassionate and dedicated support enables vulnerable adults to achieve stability, independence and improve quality of life. A support worker plays a very important role in health and social care.

The three most important essential skills for this job are good listening, patience and flexibility. By practicing active, listening, managing your emotion to stay patient, and planing for unexpected to be flexible , you can become a better support worker.

Support worker is not always easy, but it is very rewarding. When you use the skills well you can make a real difference to the people you help.

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