

Healthcare Assistant

Exploring the Role, Skills and Research Process

Module: LCHS4001 – Academic and Employability Skills

Programme: CertHE Skills for Workplace (Health and Social Care)

Task 1 – Individual Video Presentation

My Chosen Role: Healthcare Assistant (HCA)

What is a Healthcare Assistant?

- Healthcare Assistants (HCAs) are human service providers offering direct and practical services to hospitalized, care home, and community patients.
- They are continuously supervised by the registered nurses and allied health professionals.
- Key responsibilities are: helping with personal care (washing, dressing and feeding), measuring and recording vital signs, helping the patient get around, and providing emotional support.
- The HCAs play a vital role in ensuring the patient dignity, comfort, and safety of any care environment (NHS, 2024).

Why I Chose This Role

1

Passion for Helping People

I am also greatly inspired by the chance of contributing a real, positive change in the lives of people. Having a job in the field of healthcare implies helping people in their most degraded situations with attention and kindness.

2

Genuine Interest in Healthcare

I am very interested in the health and social care sector. I would like to come up with an in-depth knowledge, skills and responsibilities needed at each level- first being the HCA.

3

High Demand and Career Value

One of the most demanded employees in the NHS is HCAs. According to Skills for Care (2023), over 1.5 million adult social care workers are employed in England, and this career option is thus highly relevant and employable.

How I Started My Research

Keywords Used

- How to become a healthcare Assistant role UK.
- HCA responsibilities NHS
- HCA skills needed.
- HCA priorities and education.

Sources Consulted

- NHS website (nhs.uk)
- Skills for Care (skillsforcare.org.uk)
- Care Quality Commission (CQC)
- Google Scholar (initial search)

Search Strategy

- Preferred .nhs.uk and .government/ Government domains.
- Checked publication/update dates
- Assessed author credentials
- Made comparisons of information between sources.

Source Evaluation: The CRAAP Test

Source evaluated: NHS (2024) 'Healthcare Support Worker' — www.nhs.uk

C	Currency	Most current and up to date information was reviewed on the page 2024 - it is quite up-to-date and the information about the NHS is relevant nowadays.	PASS
R	Relevance	Gives a specific focus to the HCA role, the role, and the training pathways - which is exactly what I require to include in my report.	PASS
A	Authority	The sources are official, which may be regarded as some of the most authoritative ones published by the NHS England, the official national health service.	PASS
A	Accuracy	In line with other reliable sources like Skills for Care; no cases of inaccuracies and bias have been identified.	PASS
P	Purpose	Created to educate the community and potential workers in the NHS - no business interest and no advertisement.	PASS

Overall: This source passes all five CRAAP criteria and is suitable for use in the Task 3 written report.

Challenges Faced During Research

Information Overload

01

When the term Healthcare Assistant was searched on Google it generated thousands of results, with some being job adverts and unofficial blogs that cannot be used in the academic setting. It used to be time-consuming and overwhelming to filter reliable sources.

Identifying Reliable Sources

02

Other websites looked professional, and did not have a clear author or recent update date. I used the CRAAP criteria critically to all sources to determine credibility before arriving at the decision on whether to use the source in my work.

Accessing Academic Journals

03

Some of the scholarly articles in Google Scholar demanded academic authentication or payment of subscription fee. I addressed this by selecting deficiently free, credible, and authoritative official NHS and Skills for Care resources.

Next Steps – Preparing for the Task 3 Report

1

Deepen Research into HCA Skills and Strategies

Discuss 3 fundamental skills (communication, compassionate care, clinical observation) utilizing 5 reliable resources in total, in NHS, Skills for Care, SCIE, and CQC.

2

Evaluate All Sources Using the CRAAP Test

Use the CRAAP test to test each source prior to using it. Make sure that all the sources used are recent (less than 5 years old) and belong to the authoritative, credible organisations.

3

Plan and Structure the Report

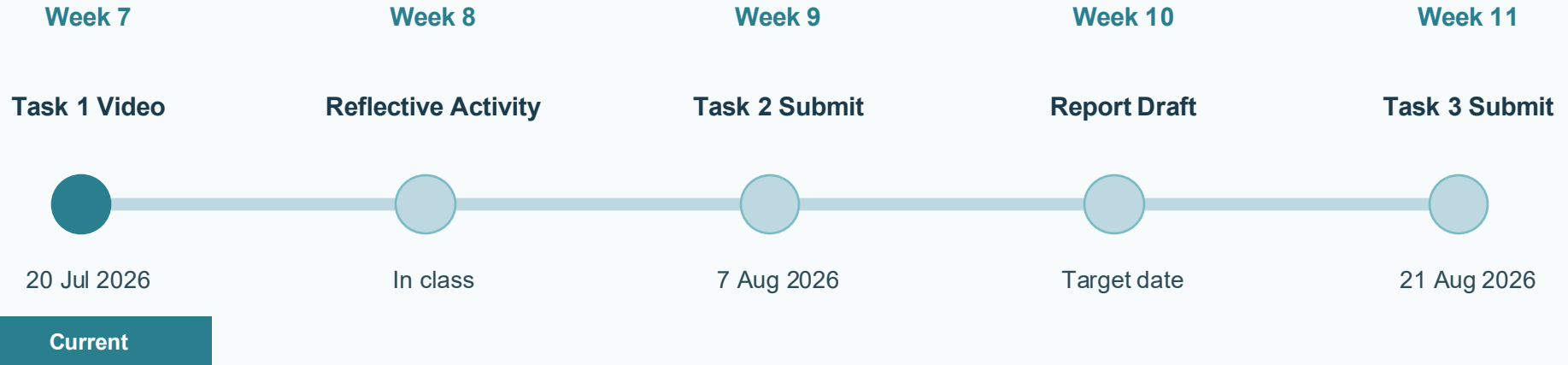
Develop a comprehensive outline that includes: title page, table of contents, introduction, role description, 3 skills and examples, 3 improvement strategies, one per skill, conclusion and reference list.

4

Practise Harvard Referencing Throughout

Use in-text citations in Harvard style (Author, Year) and compile an accurate reference list. Check references and citations all over the 1,200-word report.

Research and Submission Timeline



Summary

This presentation has covered five key areas:

1 Chosen Role: Healthcare Assistant (HCA) Great role, patient facing in NHS and social care.

2 Research Process: NHS.uk, Skills for Care and CQC were searched using very specific key words associated with the HCA position.

3 CRAAP Evaluation: NHS (2024) source met all five standards Currency, Relevancy, Authority, Accuracy and Purpose.

4 Challenges: overwhelm of information, differentiating between credible and not, and inaccessibility of scholarly journals.

5 Next Steps: The investigations on 3 skills, researching 5+ sources, planning report structure, practicing Harvard referencing.

Reference: NHS (2024) Healthcare Support Worker. Available at: www.nhs.uk (Accessed: June 2026)

Thank You

I am happy to answer any questions.

Key Takeaways

- Role chosen: Healthcare Assistant (HCA)
- Research: NHS, Skills for Care, CQC used
- NHS (2024) source subjected to CRAAP test.
- All the 5 criteria successful.

Looking Ahead

- Study 3 key HCA skills in detail.
- Evaluate 5+ sources with CRAAP test
- Write and plan Task 3 report (structured).
- Cite Harvard referencing correctly.

References

Harvard Referencing Style

Care Quality Commission (CQC) (2024) What we do. Available at: <https://www.cqc.org.uk/what-we-do> (Accessed: 27 June 2026).

NHS (2024) Healthcare support worker. Available at: <https://www.nhs.uk/careers/explore-roles/healthcare-support-worker/> (Accessed: 27 June 2026).

Skills for Care (2023) The state of the adult social care sector and workforce in England. Leeds: Skills for Care. Available at: <https://www.skillsforcare.org.uk> (Accessed: 27 June 2026).

Social Care Institute for Excellence (SCIE) (2023) Workforce development. Available at: <https://www.scie.org.uk/workforce> (Accessed: 27 June 2026).