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Task 1

The job role that I will be applying for is a Personal Care Assistant (PCA) in the health and care setting. This is a position that requires assisting people in their personal care activities, mobility, food preparation, emotional assistance, and ensuring that the environment in which they live is safe and comfortable (Ultimatecareny, 2025). I have already determined the required skills in the position, and assessed my competence in them. Along with that, my focus is also on the development of a Personal Development Plan to fill any skills gaps in case of application and interview. I have also prepared possible interview questions and answers.

Key Skills Required and How I Meet Them

According to O'Toole (2024), a Personal Care Assistant needs to be a **good communicator** as the job will entail communicating with clients, knowing their needs, and collaborating with colleagues or health care providers. In my opinion, I can fulfil this criterion since I am an articulate communicator and a good listener. I can also change the style of communication according to the requirements and comfort of the person. **Empathy and compassion** are other necessary skills. As per the views of Hu *et al.*, (2024), Patients under care can become frail, frightened, or uncomfortable, which is why it is essential to express empathy. I also tend to exhibit empathy in my everyday life and am more than happy to help others. This will assist me in developing trust and establishing a good atmosphere with the people under my care.



Figure 1: Personal Care Assistant

(Source: Getcourse, 2025)

It is also important in terms of **reliability and time management**. Care assistants are to be routine-based and to be in timeframes to complete tasks and be uniform (Sage-care, 2025). I am already well organised, and I do not leave tasks unstructured and in due time. Lastly, the position needs to be conscious of **safe manual handling** as well as possess some level of physical strength (Garzillo *et al.*, 2020). Even though I am physically fit and can help with mobility, I appreciate that I need formal training on manual handling methods to ensure safe and proper methods.

Skill Gaps Identified

Although I have several points to fit into the job requirements, I have realised two key areas of improvement. To begin with, I have yet to receive formal training on the topic of manual handling and personal care procedures. Secondly, I did not have much professional care experience, even though I have some informal experience to support others. My Personal Development Plan will cover these gaps.

SMART Personal Development Plan



Figure 2: SMART goals

(Source: Cultivateadvisors, 2025)

Goal 1: Gaining certified Manual Handling and Basic Care training

Specific: I will undertake qualified training in the handling of manuals and basic personal care operations.

Measurable: This will be attained when I have managed to get certificates in both fields.

Achievable: Short professional courses are available locally and online.

Relevant: This training is necessary for the safe and confident care practice.

Time-bound: I will accomplish this training in the upcoming 2 months.

Goal 2: Building practical experience in a care setting

Specific: I will also become practically engaged through volunteering or a shadowing experience at a local community care facility or service.

Measurable: I will complete at least 4 hours every week throughout a period of 12 weeks.

Achievable: Local services will take volunteers and supervise them.

Relevant: The experience will assist me to learn about day-to-day care processes and client needs.

Time-bound: I would work towards starting a volunteering activity within 4 weeks and finish the 12-week course in 4 months.

Goal 3: Strengthening understanding of safeguarding and infection control

Specific: I will complete some recognised online training on safeguarding and infection prevention.

Measurable: The progress will be measured through certificates of completion.

Achievable: Free online courses have been found on reliable resources like local councils or the NHS.

Relevant: The skills are required to ensure that the safety and well-being of people receiving care are taken care of.

Time-bound: I will have both the modules finished in the next 6 weeks.

Three Possible Interview Questions and Responses

1. Why do you desire to work as a Personal Care Assistant?

I wish to be a Personal Care Assistant as I like to help people and bring a positive change in their lives. I find it gratifying to help people to live independently, comfortably, and with dignity.

2. How would you handle a situation where a service user becomes upset or uncooperative?

I would be self-composed, tolerant, and respectful. The thing that I would do is to listen in order to know the cause of their feelings and provide comfort. I would adhere to their care plan. If there is any need, I would consult a supervisor to provide that individual with proper assistance.

3. “What strengths do you bring to the role?”

I carry compassion, trustworthiness, and excellent communication skills. I am considerate, thoughtful and determined to deliver safe and person-centred care. I am always concerned with treating people in a dignified and respectful manner.

Task 2

Key Skill: Communication

Introduction

One of the most essential skills that one needs in the health and social care practice is communication. It has been highlighted on a regular basis during the discussions in classes as a crucial factor in facilitating person-centred care, protection, and efficient collaboration. Effective communication that is clear and respectful will make sure that the service users get the appropriate support, feel acknowledged and that they are involved in making decisions regarding their care (Trainingexpress, 2025). In this report, the relevance of communication in health and social care will be discussed. Along with that, various types of communication will be identified, and the effect that effective communication and poor communication may have on service delivery will be elaborated.

Importance of Communication in Care Settings



Figure 3: Communication of PCA

(Source: Kiranacolleges, 2025)

Communication is vital in the development of trusting relationships between care workers and service users. A large number of people under care can be vulnerable or nervous, and effective communication can help to offer them reassurance and emotional support (Ncbi, 2025). Employees should be capable of clarification, hearing issues, and changing the strategy to suit the needs or preferences of the individual. Efficient communication also assures that risks, health variations or care safety are documented precisely and within the required time, which adds to secure and quality treatment.

Types of Communication

There are verbal, non-verbal and written communication. Spoken words, tone, pace and clarity are also part of verbal communication. The care workers should also adapt the language according to the needs of the person, like explaining things to people with learning problems in an easy way or speaking slowly to the person with hearing problems (Ncbi, 2025).

As per the views of Bull and Frederikson (2019), non-verbal communication entails body language, facial expression, eye contact and gestures. During the lesson, we were taught that non-verbal communication can be more emotional than verbal. The service users could feel heard and respected by maintaining eye contact and open posture.

Record keeping also requires written communication (Indeed, 2025). Care plans, risk assessment, and notes made daily should be done clearly and professionally, which ensures that all staff members know the needs and daily routines of the service user.

Active Listening and Person-Centred Care

Listening skills are a major communication skill that are stressed during lessons. It entails being a good listener, empathetic and responding properly. The skill will assist in making the service users feel special and involve them in sharing their needs with the health facility. According to King (2022), active listening is also very much related to person-centred care. In this way, the preferences, feelings, and choices of the person will be used to determine the support that they get.

Impact of Effective and Poor Communication

As per the views of Lasher and Stinson (2020), good communication also results in enhancements in wellbeing, good relationships and cooperative service users. It also minimises the occurrence of misunderstandings and errors, which contributes to safer care. Poor communication, on the other hand, may lead to confusion, fear or distress. The wrong interpretation of information can lead to negligent care, harmful circumstances or dignity violation. The lack of teamwork communication may also result in a lack of uniformity of support or needs.

Conclusion

It is concluded that communication is an important ability in health and social care environments and is a key factor in the promotion of safe, respectful, and person-centred practice. Verbal and non-verbal communication, active listening and proper documentation are some of the factors that lead to positive patient outcomes in service users. As a newcomer in the health and social care profession, it is important to learn effective communication skills as required by the course.

Task 3



Figure 4: ERA model of reflection

(Source: Reflectivewriting, 2025)

Experience

For my LCHS4009 Component 1 assessment, I delivered a presentation on professional development within health and social care. The presentation was based on self-awareness and ways in which career growth tools, such as SWOT analysis, can be used to determine strengths, weaknesses, opportunities, and threats. Some of the skills that I identified as strengths in the content include communication, empathy, organisation and teamwork, and I have addressed the areas that require improvement, which include confidence, digital literacy and conflict management. The other opportunities that I learned about included training, career development and volunteering, and the possible threats like burnout and emotional tension in care work.

I was nervous in the beginning when presenting. Even after practising, I was anxious to talk to people; thus, I paced myself and spoke in a low tone at the beginning. When I went on to the subsequent slides, I felt somewhat more at ease, though I continued to rely on screen reading far too much as opposed to natural talking. I obtained verbal feedback on the presentation given by my lecturer. The responses to the feedback proved that my content and structure were good, related, and well-connected with the professional growth in health and social care, but I should

become more confident, maintain eye contact, and project my voice better in the next presentations.

Reflection

In reflection, I can identify the strengths and weaknesses that I should work on. In my opinion, I proved to have a good grasp of the subject, and the feedback allowed me to feel that my analysis and explanations were well-composed and appropriate. This made me feel like I did something good, and it was also because research and preparation are some of the areas I feel confident about. The experience also helped me be more conscious of my communication issues, specifically, the problem of speaking publicly. The nervousness that I experienced affected my presentation, and there were times when I would talk too fast or take longer than intended. I also observed that my body language was closed on certain occasions, and this could have influenced the confidence I looked.

Emotionally, I experienced a certain level of anxiety, relief and pride. Initially, I was afraid of making mistakes, but in the end, I was happy that I did it. The experience made me realise that confidence is going to be built up over time through practice. My weaknesses, as pointed out in my SWOT analysis, particularly in terms of speaking to the audience and confidence, were reflected in the assessment, which reveals that my self-awareness check was accurate and realistic.

Action

Information given in this reflection and feedback will guide me to engage in actions that will enhance my presentation skills. I will speak in smaller and supportive environments so that I can gain confidence over time. I will also practice my upcoming presentations, not reading out of slides, but outlining briefly using short cue cards so that I can deliver naturally. I will read aloud and record myself so that I can practice pacing and tone to become a better voice projector and speaker. Along with that, I will take a chance to train communication skills when discussing in class, in future modules, volunteering or working in groups. Such measures will make me feel more confident and ready for further examinations and in the skill of communicating in health and social care facilities.

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