

ASSIGNMENT 2- Practical Portfolio

Professional Career Development in Health and Social Care (LCHS 4009)

Name of Student: Sultana Rumi

I.D. Number: 2434775

Name of Tutor: Odette Jack

Acknowledgement of AI use: I confirm that I have not used AI to complete my work.

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Practical Portfolio

Introduction

The qualifications, skills, experiences and personal development of an individual are depicted in a well-planned Professional Portfolio (Jalilzadeh and Çelik, 2025). It presents the employment readiness and makes it possible to reflect on the strengths and growth in health and social care. This portfolio demonstrates my preparedness to be employed, my self-awareness, and my preparation in health and social care. I would like to demonstrate that I possess the knowledge, motivation, and character to work effectively and professionally in a care environment in all tasks. I would select Care Assistant in this portfolio. This will be informed by my interest in helping vulnerable people and my experience in the long-run taking care of such people. This portfolio includes a professional resume of the Care Assistant position, a personal statement of my qualifications, a SWOT-analysis and a Personal Development Plan which details my strengths and objectives and a Gibbs Reflective Cycle critical reflection on my Component 1 presentation.

Job Advertisement

Job Title: Care Assistant

Organisation: Barchester Healthcare

Location: London

Contract: Full-Time / Part-Time

Salary: £11.80 per hour

Responsibilities: Provide personal care to residents, assist with their daily living, observe well-being, maintain accurate care documentation, and collaborate in a multidisciplinary team to provide person-centred care.

Eligibility: Kind-heartedness, good communication, and a desire to fulfill the Care Certificate and experience in a caring position.

Task 1 — Professional CV

SULTANA RUMI

 07535889975 |  sultana_rumi@yahoo.co.uk | London, UK

Personal Profile

A dedicated individual who is keen on learning and developing new skills. I have numerous core competencies, including being organised, good communication, dependable and an excellent team worker. I am in the process of completing a Certificate of Higher Education in Health and Social Care and am looking to work as a Care Assistant, where I would be able to put into practice all of my hands-on experience to offer high-quality, person-centred care and make a positive difference in the lives of the service users daily.

Key Skills

- Compassionate personal care and wellbeing support
- Clear verbal and written communication
- Teamwork and collaborative working
- Hygiene maintenance and safety awareness
- Time management and ability to prioritise
- Active listening and empathy
- Organised, self-motivated, and fast learner
- Effective multitasking under pressure

Work Experience

Paradise Care Home | Care Assistant Trainee | 2024 — London

- Completed a professional care training course within a regulated care home environment
- Supported understanding of care standards, safeguarding, and personal care procedures
- Maintained awareness of health and safety protocols throughout the placement

Childminder | London | September 2020 – October 2020

- Supported children's development through structured play, storytelling, and creative activities
- Monitored and assisted with daily care routines, maintaining hygiene and safety standards
- Supervised indoor and outdoor activities, ensuring children's safety at all times

Adult and Child Care Assistant | Family Setting | 2001 – Present

- Consistently cared for in-laws and own children over 23+ years

- Assisted with personal care, meal preparation, hygiene support, and mobility assistance
- Provided compassionate emotional support and companionship, promoting dignity and independence

Education & Qualifications

Qualification	Institution	Year
Certificate of Higher Education — Health & Social Care	University of Wales Trinity Saint David	2025–Present
ESOL Level 2	Ben Jonson Primary School, London	2012
Childcare Level 1	Account3, London	Completed

Hobbies

I am a very creative person when it comes to arts & crafts, reading, baking and travelling. I tend to experiment and innovate within these hobbies to broaden my knowledge and enhance my enjoyment of said hobbies.

Task 2 — Personal Statement

The position of Care Assistant that I am seeking fits my personal and professional ambitions. I have always been interested in health and social care after having worked with vulnerable people and observed the effect true and caring treatment can have on the dignity and quality of life in a person. Now I have the motivation to become that devoted on a professional level of care, where I could become part of a competent care staff and transform the lives of the people I am working with on a day-to-day basis.

I have numerous years of caregiving experience. I was a London childminder in the year 2020, and I assisted children in everyday opportunities, safety, and hygiene, as well as offering interesting and age-appropriate activities to learn and develop. In addition to this formal education, I have been offering primary care to my in-laws and my own children throughout the last 23 years, which involves patience, compassion, and good insight into the needs of the different individuals at various stages of life. The care training at Paradise Care Home in 2024 taught me the professional standards, protection requirements, and regulation of care requirements (Palesy and Jakimowicz, 2019). All these experiences have provided me with a wholesome background in personal care, hygienic support, and wellness promotion, which can be applicable to the Care Assistant profession.

In my caregiving experience, I have acquired some skills that can help me in this position. My ability to communicate enables me to adjust to the scenario, e.g. speaking in a very soft and quiet manner to an older and ill individual, communicating in a clear and gentle way to a child and assisting him/her with his/her everyday routine. Being in constant contact with children and parents as a childminder, I had to be simple, compassionate, and serious. Time management and multitasking have also been enhanced by the fact that I am organised, and I have to attend to the needs of several family members simultaneously. I understand how important cleanliness and safety are in the professional care environment and have adhered to them. I also like to work in a team as I understand that the high quality and great care lie in the good cooperation and support of the employees.

I am a good fit in this profession because I have a true passion to contribute to the lives of other people. I understand how to direct them at the most difficult times and

treat every interlocutor with a smile, respect, and a strong wish to preserve dignity and independence. To conclude, I am motivated, experienced and committed to this role and my career and development. I would also love to achieve the Care certificate, research health and social care and devote myself to your team with personal motivation, compassion, and commitment to change.

Task 3a — SWOT Analysis

SWOT Table

Strengths	Weaknesses
23+ years of adult and child caregiving experience	No formal Care Certificate
Completed care training at Paradise Care Home (2024)	Limited formal UK employment history in care
Currently studying Health and Social Care at HE level	English as an additional language may affect documentation
Strong communication, empathy, and organisational skills	Limited experience in clinical or NHS settings
Opportunities	Threats
Complete the Care Certificate through employment	Highly competitive care job market
Gain NVQ Level 2/3 in Health and Social Care	Risk of emotional burnout
Career progression to Senior Care Assistant	Increasing workload due to staff shortages
Access employer-funded training programmes	Changes in health and social care funding and policy

Written Explanation

My best qualities as a Care Assistant are caregiving skills and having a true interest in the people that I assist. My 23-year experience of nursing my in-laws and children has provided me with some valuable information about the personal care, emotional issues and daily routine of vulnerable people. Person-centred, responsive, polite care as a Care Assistant is a skill that I have acquired in this real-world experience. My professional standards are also evident because I completed my care training in 2024 at Paradise Care Home, and I am still studying higher education, which assists me in building theoretical knowledge to supplement the practical experience.

The greatest weakness is my incompetence in care profession qualifications. In the absence of the Care Certificate, I am unable to satisfy one of the standard requirements of the majority of the care professions, and my absence of formal UK work experience in a regulated environment may be perceived as a tabula rasa to potential employers. I may find it challenging to handle written paperwork, such as the care record, since I am an English speaker with a second language. I am putting effort into all these aspects. I enhance the academic writing and professional writing skills in my current classes, and the Care Certificate will come first after securing employment.

The opportunities that I will have in the care sector are so many, and as a matter of fact, they are motivating. My competencies and skills would be formalised with the Care Certificate and further improvement of my abilities to NVQ Level 2 or 3 in Health and Social Care, which would provide me with new professional opportunities (Favor, 2020). There are numerous care businesses that have promoted training programs that will assist me in developing professionally during employment. The chances align with my long-term goal of becoming an effective and competent care worker.

My main threats include the intensity of the competition in the care job market and the emotional pressure of stressful care-based jobs. To deal with them, I will develop a powerful professional profile in qualifications, experience, and reflection. This is proven by my natural toughness and my experience in life, when I believe I am able to handle the emotional burden of caring, and I have hope that I will succeed in a professional care setting.

Task 3b — Personal Development Plan (PDP)

Goal	Actions Required	Timeframe	How I Will Evaluate Progress
Goal 1: Improve communication skills in a care setting	Attend workplace communication training; practise care documentation; seek regular supervisor feedback	0–6 months	Supervisor feedback; improved record accuracy; reflection diary
Goal 2: Gain Level 2 Health and Social Care qualification	Enrol on accredited NVQ Level 2 programme; complete workplace evidence portfolio consistently	6–18 months	Qualification certificate; assessor portfolio review
Goal 3: Gain professional experience in a regulated care setting	Secure Care Assistant employment; complete Care Certificate; seek varied care opportunities	0–24 months	Care Certificate completion; appraisal reviews; increased responsibilities

Personal Development Plans assist individuals in establishing professional objectives, strategising on how they will accomplish the same and gauge their performance in a significant and systematic manner. The health and social care professionals are required to engage in continuous professional growth in order to deliver good and safe treatment (Pauliina et al., 2024). I understand the PDP as the deliberate shift between informal care-taking and a more formal and regulated profession. It demonstrates that I am dedicated to making that change with a mentality, goals, and a feasible plan.

The first objective is to enhance my formal skills of care communication. Care Assistants should also possess strong communication skills in order to offer personal care, adhere to the care plan, collaborate with their peers, and report problems to senior staff (Zhao, 2021). My caregiving practice has also enhanced my interpersonal communication skills, but I still need to work on formal professional skills such as care

record documentation, formal handover reporting, and multidisciplinary team communication. I will also achieve this objective by undertaking employer-sponsored communication training, documentation supervision training and much more frequent feedback on my line manager to detect and resolve any professional communication gaps.

Second, I would like to have a Level 2 NVQ in Health and Social Care. The care business is becoming more dependent on job growth and job identification, dependent on professional qualifications (Sargent, 2018). My experience is vast, but a nationally recognised qualification will enable me to prove my competence in relation to professional standards and increase my employability. NVQ Level 2 in Health and Social Care includes person-centred care, protection, health and safety and effective communication, which are applicable in my employment. I shall research appropriate programs and enlist them within six months of joining employment, which I shall develop during the qualification.

The third objective is that I would become a Care Assistant and obtain the Care Certificate in order to have a formal professional experience in controlled care. Formal care providers with special supervision, systematic accountability, and the full spectrum of care responsibilities, as opposed to informal care (Johansson, 2015). Care Certificate, consisting of fifteen core care practice requirements, is going to make sure that my work will be in line with the national requirements and will serve as a professional foundation. My practical ability and confidence in a wider range of care scenarios will also improve from different job experiences and clientele.

Keeping track of my progress and evaluating it will be a practical and reflective strategy. I will maintain a personal reflection journal of my experiences, issues, and improvements to maintain my level. I would also take part in assessments and supervisions at the workplace actively to establish goals and correct my behaviour. Objective results of achievement will be represented by formal qualifications and diplomas, and external growth will be revealed through the assessment of managers and coworkers. The approaches will make my development centered, authentic, and tied to my health and social care career goals.

Task 4 — Gibbs' Reflective Model: Critical Reflection on Component 1 Presentation

Description

In the evaluation of Component 1 of the LCHS4009 module, I was required to provide a verbal presentation on health and social care professional development. I structured my major ideas on PowerPoint slides and delivered them to my colleagues and lecturer, Odette Jack, within the given timeframe. It was a personal task as one of my first official academic speeches since joining this program. This training has allowed me to understand how to deliver my information in a well-organised academic environment clearly and confidently, which I was not really exposed to until then.

Feelings

I was nervous in the days preceding the presentation. I was aware that I was a second-language English speaker and feared that it would have an impact on the fluency and confidence of my oral presentation. Another thing that concerned me was that I might lose track or forget some important points during the presentation. My heartbeat increased when I rose to turn it on, and I knew who was watching me. But when I went through my slides and concentrated on my preparations, I became less anxious. I was happy and secretly proud that I had managed to finish the work even with my adrenaline rush.

Evaluation

Some of the presentation features were effective. I was comprehensive, topical, and logically structured and covered the issue thoroughly. I had adequate planning and preparation as I completed the presentation on time. I could also confidently answer questions at the conclusion. Nevertheless, some sections needed to be better. My lecturer informed me that I was too fast and that people were unable to follow the material. My eye contact with the audience was very minimal as I stared at my notes. I also overloaded my slides with too much text and read them rather than talking normally.

Analysis

These problems are primarily due to being anxious. Fear when addressing people causes them to talk faster, use printed materials and fail to look at the audience, and this was evident in my presentation. The fact that I overused the notes was because I did not trust my memory and communication skills in times of duress. According to my lecturer, my text was well-researched, and I was not asked about my competence and understanding of the problem. Technique of deliveries and self-confidence are the skills that can only be learned through active practice and speaking in front of people.

Conclusion

I learned a lot during my stay with this program. Today, I realise that a good presentation is more about being confident than being prepared. I was trained to practice oral presentation in a high tone instead of reading silently, and eye contact is more effective and natural. I ought to have rehearsed my speech beforehand to feel more at ease and give a more refined and interesting talk.

Action Plan

To enhance my presentation skills, I will make several calculated and practical moves. I will rehearse how to make presentations using the slides as a summary. I will rebuild the following slides with important words and short sentences only in order to encourage natural speech. I will also take the initiative of speaking in non-assessment situations, such as group discussions and seminars, to gain confidence in a less stressful setting. To ensure that every encounter will be an opportunity for growth and development, I will request to comment after every presentation and take notes about my ideas frequently.

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