

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

ASSIGNMENT 2: Personal Portfolio

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Personal Portfolio

Introduction:

A portfolio is a collection of one's best works or achievements, and is used to showcase one's capabilities to employers or clients and they often contain writing reports, design samples and projects done. In my portfolio it contains a demonstration of my skills and writing projects that can be showcased for employers, educators and clients.

TASK 1:

1.

I have identified that I want to apply to be a Health care assistant (HCA) . an HCA plays a vital role in supporting patients with all sorts of care, such as mobility, emotional and personal care. To successfully apply for a role as HCA I must perform exceptionally during the application process which includes uploading the relevant certifications and acing the interview process. So to make this happen I have to come up with an action plan which will help me understand my skills and reflect on the skills that I require and make the necessary steps to acquire them. (*Service.gov.uk, 2025*)

Communication skills

The first skill I identified was communication skills , as strong verbal and non-verbal skills are required to communicate with patients' families, nurses, and other medical professionals. This includes being able to listen actively, reporting clearly all information found, maintaining eye contact to assure patients and changing the communication style you use of different types of patients for example patients with dementia and or learning disabilities to make sure they understand you clearly. (*Sagesa Healthcare, 2024*)

Compassion and empathy

As a HCA demonstrating compassion and empathy is a must as expressing these emotions towards a patient who may be in a vulnerable situation and are in pain can be very assuring and helpful to the patient. I aim to be calm and patient when dealing with the patients and especially with dealing with people who are distressed. (*Moudatsou et al., 2020*)

Teamwork Skills

The world in which HCA's live heavily relies on teamwork, as they work closely with nurses, senior careers and doctors, to work well with them and share responsibility equally. The

belief in cooperation, offering help, and communicating effectively within groups, which supports safe and high-quality care.

Time management

As a health care assistant you follow busy schedules including personal care, reporting documentation, and supporting the patients meal times. To manage my time well I have to recognize that my work is very fast paced and requires prioritisation from me as well as smart planning.

Safety awareness

The ability to spot critical infections in patients or dangers affecting patients is an essential skill in the workplace as a health care assistant, knowledge of hygiene, safeguarding and PPE is also required to be a successful and responsible health care assistant.

2.

For my identified skill gaps I have spotted one being my limited experience in clinical settings, knowledge of in depth infection prevention and control , under pressure time management and confidences in challenging times.

Limited clinical experience

I have experience in supporting people informally, but I have limited experience clinically, and a way to improve that is to seek volunteering or showing opportunities in hospitals and care homes that deal with clinical matters. I can also complete online training modules that focus on improving handling of clinical equipment.

knowledge of in depth infection prevention and control

For my improvement in this area I need extra knowledge on how hygiene procedures work, safe disposal of waste and clean environment maintenance. The way I could do this was to complete an accredited infection prevention and control online course which would provide me with a valid certificate of completion. I could also practice hand hygiene using the WHO 7 step model for safe practice. I can also watch training videos online and read blogs for the national health service.

under pressure time management

In healthcare the stress can be demanding and having the right properties are essential. So to improve my handling of pressure I will use task lists to prioritise all my days work in the form of an urgency ranking. I can also observe how other more experienced HCA's structure their day at work.

confidence in challenging times.

At times I feel nervous and anxious when dealing with confused or distressed patients. The way I could improve this was to attend classes about deescalation and communication training. I could also practise speaking techniques that could help me when trying to reassure, supporting vulnerable patients. I could also seek mentorship from more experienced staff and shadow them to learn more from them.

3.

Three possible interview questions that I could be asked and how I could respond to them.

Question 1: “Why do you want to work as a Health Care Assistant?”

Response:

I want to work as an HCA because I am passionate about helping people and making a positive impact on their lives. I enjoy supporting others, especially those who are vulnerable or unable to care for themselves. I am patient, empathetic, and caring, and I believe these qualities match the role. I also want to develop my skills and grow within the health and social care sector.

Question 2: “How would you handle a distressed or confused patient?”

My Response:

I would stay calm, speak softly, and listen to understand what is worrying them. I would use reassurance, maintain a gentle tone, and ensure the environment is safe. If needed, I would ask a colleague for support. My aim would be to make the patient feel safe, respected, and understood.

Question 3: “What does person centred care mean to you?”

My Response:

Person centred care means treating every patient as an individual with their own preferences, needs, and values. It involves listening, respecting their choices, promoting independence, and ensuring they feel involved in decisions about their care. It is about seeing the person, not just the condition.

Task 2

Introduction

Communication is an essential part of life and the health and social care sector heavily relies on the workers and patients having effective and appropriate interpersonal communication. Professionals that work in this field engage daily with people who are vulnerable due to sickness, age and disabilities. And the skill of communication is essential in bridging those unfortunate circumstances and making the process of working with them easy, professional and appropriate. The level of care delivered often relies on how effective the communication between all aspects of the health and social care sector is. This report focuses on the importance of communication and its impact on professionals and patients. (*Arnold and Boggs, 2019*)

Definition of Communication in Health and Social Care

Communication in health and social care is the process of exchanging information between individuals using verbal, non-verbal, written and electronic methods. Communication not only involves speaking and listening but it can also refer to body language, facial expressions facially and tone of voice, also cultural cues can be a factory in how people interpret information given to them. Communicating effectively is a two way process that involves clear use of clarity, empathy and understanding to make sure all information is accurately interpreted and converted through one to another. In the health and social care settings communication must be professional and adapted to the needs of the patients, including those with speech impaired impairments , hearing problems, and language barriers.

Importance of Communication for Service Users

For patients, effective communication is essential for them to interpret the words their professional say. Clear and respectful communication helps people understand their condition, treatments and plans to care for themselves, allowing for them to make informed decisions and with all the relevant knowledge of their own health. When patients feel that they are understood and listened to they are more than likely to listen to the care professionals and put their trust in them and participate willingly in their care plans. This is

really important is person centred care, which puts priorities in the preferences of the individuals values and needs.

But with poor communication, it leads to misunderstandings, anxiety and lower quality of care. For example giving out unclear explanations about medication can lead to errors that can cause complications in recovery and safety of the patients. In social care settings communication that is ineffective may cause people to feel ignored and not understood, affecting their mental wellbeing negatively, therefore strong communication skills are vital for making sure communications are positive for patients. (*Bach and Grant, 2015*)

Importance of Communication for Professionals and Teams

The importance of communication in the health and social care sector is that the care often involves collaboration between doctors, nurses and HCAs. Having an accurate and timely communication between the professionals reduces the risks of mistakes and supports effective teamwork between all parties. Written communication such as care records and medical reports are really important for sharing information and maintaining accountability.

Furthermore, effective communication helps professionals make patients and their families know everything that they need to know. The skills that are listening, empathy and appropriate questioning allow practitioners to collect relevant information and respond to emotional needs sensitively. Good communication also supports professionals' boundaries and practices honestly, confidentiality and respect.

Barriers to Effective Communication and Strategies to Overcome Them

Even though it's really important, communication in health and social care can be hindered by some barriers, which include language differences, cultural misunderstandings, distress emotionally and environmental factors such as noise and time pressures. To overcome those barriers, the professionals that develop strategies must adapt and build awareness, these strategies could be made using clear and simple language, visual aids, interpreters (sign language) and assistive technologies.

Doing training and reflection practice also play a crucial role in improving one's communication skills. By reflecting on interactions and feedback the professionals can realise and act on areas that they are weak at and improve on them over time.

Conclusion

In conclusion, communication is a crucial skill needed in the health and social care sector, it is essential that the communication is effective, clear and appropriate. Communication also

supports teamwork, standards and comradery. By developing the communication skills and addressing potential barriers such as language, disabilities and cultural differences. Understanding these points and addressing them can improve quality of care significantly plus the experience of the patients will also be significantly improved. As such, communication remains an important cornerstone of successful and ethical practice with the health and social care sector. (*Person specification for Health Care Assistant, n.d.*)

Task 3

Critical Reflection on LCHS4009 Component 1 Presentation Using Gibbs' Reflective Model

Gibbs' reflective model provides a framework structured to reflect on learning about experiences through six experiences: description, feelings, evaluation, analysis, conclusion and an action plan. Thai reflection will evaluate my performance in the presentation , focusing on my thoughts , emotions, strengths and limitations which can then be analysed to find areas of improvement.

Description

The presentation required me to deliver an individual presentation applying psychological theory to a health and social care context. My presentation was focused on applying Piaget's cognitive development theory and applying it to support a three year old child experiencing anxiety, limited verbal communication and having troubles engaging with group play. The presentation is aimed at demonstrating my understanding of the theory and practically applying it using verbal communication. After the presentation , my lecturer provided verbal feedback highlighting both strengths and weaknesses of my presentation.

Feelings

Before I had to walk up to do the presentation , I felt anxious and nervous and it was particularly about the speaking part. I got nervous about speaking clearly and managing my time effectively. I had concerns about forgetting some points and whether I could communicate my ideas clearly. But as the presentation progressed I had more confidence as it was building up the more I spoke about the topics. After receiving the feedback , I felt a sense of encouragement after receiving positive comments about the presentation but I am also aware that I need to improve certain presentation and academic skills.

Evaluation

A positive aspect of my performance was the clear application of Piaget's cognitive theory to a real situation, as Amira as an example was well chosen and relevant. And the practical

strategies demonstrated a very good understanding of the development of children. This indicates that I successfully linked the theory to practice which is a core part of being in the health and social care sector.

However the key weakness I found in the whole presentation period was my delivery style as I relied too much on reading from the slides at times and maybe having more personal speaker notes would help.

Analysis

The feedback highlights the importance of communication skills when presenting. Even though my knowledge of the content was strong, my presentation delivery limited my overall performance. According to communication principles, engaging with the audience in presentations is crucial and having very concise slides and confident verbal explanation skills. Also my nervousness likely contributed to the over reliance on the slides.

Furthermore, the suggestions I got as feedback is that I could have been more critical about the theory of Piaget's cognitive theory. While I identified weaknesses, deeper evaluation and comparison with alternative theories would have strengthened the academic quality of my work.

Conclusion

In conclusion the presentation was a valuable learning experience that helped me recognise both my strengths and weaknesses. I also demonstrated a solid understanding of the psychological theories and applying it practically, which aligns with the learning outcomes of the module. Furthermore I need to improve my presentation delivery, read off the slides less and develop my theoretical explanations more in future assessments.

Action Plan

To improve my future presentations, I plan to practise more and build confidence and reduce nervousness. I will also aim to use speaker notes in cards to help me read less of the slides as well as engaging more with the audience that I am presenting with. I will also be seeking further guidance on developing critical guidance by studying more. I believe that all these actions will improve professional communication in future presentations. (Gibbs, 1988)

Overall Conclusion:

Overall the report is a portfolio of some of my reports which included identifying a role I want to apply for and finding out the skills needed to perform well in the role. Also another report focusing on how important communication is to being a health care assistant . and the final report being a reflection on the presentations I did before and analysing it using the Gibbs model.

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