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Module Code: LCHS4009

Module: Professional Development within Health and Social Care

Assessment 2: Personal Development Portfolio

Lecturer: Amitave Banik

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

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Introduction

A portfolio is a collection of your work that shows your skills and what you can do. It can include things like project description, assignments, samples of work or achievements and awards. People use it to show teachers or employers what they're capable of doing.

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Barts Health NHS Trust

Senior Healthcare Support Worker - Surgery

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The closing date is 27 April 2026

Job summary

Whipps Cross University Hospital is looking to recruit a Healthcare Support Worker (HCA) Band 3 who will work within the surgery division at Whipps Cross. This post is open to individuals who are both experienced Healthcare Support Workers or those new to care. Individuals that are new to care will receive support to complete the Band 3 competencies and progress into a Band 3 role within six months upon successful completion of all required competencies.

We are looking for compassionate and motivated individuals who are passionate about delivering high-quality, person-centred care in a hospital setting. The role involves undertaking a range of delegated

For questions about the job, contact:
Senior Nurse
Zurka Iqbal
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Task 1 of 4

Professional Curriculum

Name: Leslie De La Rosa

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Personal Profile

I am a reliable and outgoing Health and Social Care student currently studying for a BSc at the University of Wales Trinity Saint David. I'm passionate about supporting and helping my community and helping people in need. I have experience working in a nursery and previously worked in fast-food where I developed strong communication, leadership and customer service skills. I am very reliable and enjoy caring and working with people and contributing positively to a team.

Education

University of Wales trinity saint David

BSc (Hons) Health and Social Care

2025 – Present (Expected graduation: 2028)

Haringey sixth form College, London

Triple Science

September 2023 – June 2025

Health and Social Care Level 3

September 2023 – June 2025

Job experience

- McDonald's shift manager (2019 - Present)
- 1ST Choice Day Nursery (2024-2025)

Volunteering work

- Hackney Half Marathon (2024)
- King's College Hospital volunteering (2025)
- Event volunteer to help raise funds for breast cancer (2025)

Achievements and training

- First Aid (2025)
- Participation in community health activities (2024 - Present)
- Basic life support, BLS (2025)
- Manual handling training (2025)
- Medication awareness training (2026)
- Phlebotomy training (2026)

Professional skills

- Patience and empathy
- Time management and organisation skills
- Communication skills
- Record keeping and documentation

Interests

In my free time I'm interested in learning new things and reading books. I like learning and exploring different topics, especially things that help me understand people better and improve my skills through reading. I enjoy gaining new knowledge or trying new experiences to grow my skills. I also like to stay positive, helping others and having new opportunity to develop myself.

References

Available upon request

Task 2 of 4

Personal Statement

I am currently studying for a master's degree in health and social care and I want to show my interest in the Senior Healthcare Support Worker vacancy. I am currently a Health and Social Care student working towards my masters. I am a very committed and highly motivated person, with experience in patient care, nursery and fast-food and have a strong desire to contribute to my community and help those who need healthcare. Throughout all my career experiences, I have developed key skills that allow me to provide safe, empathy and patient-centred care.

During my year in university, I have developed a strong understanding of how psychology works in health and social care has an influence in patient care. I learned that individuals could react differently to illness, stress or their environment and that is very important to take emotions seriously as well as their physical needs. I also understand that communicating, empathy and emotional support can improve patient experience in care. This module helped me see how it's important to treat people with respect and understanding and to adapt accordingly to their change in behaviour and to adapt my behaviour to improve patient's individual need of everyone.

I have experience working in healthcare environments where I volunteer in a hospital where I have supported patients with special needs including personal care, feeding, moving and emotionally. Also, I am confident with my knowledge in maintaining high standards of infection control, hygiene and compliance with health care protocols. Moreover, I had the opportunity to work closely and learn from nurses, doctors and care workers.

One of my strengths is my ability to communicate with my coworkers and patients. I understand that everyone has a different need so I can adapt how I communicate to respect individuals needs. Also, due to my experience working in management in fast-food restaurants, I can handle sensitive situations with empathy and professionalism.

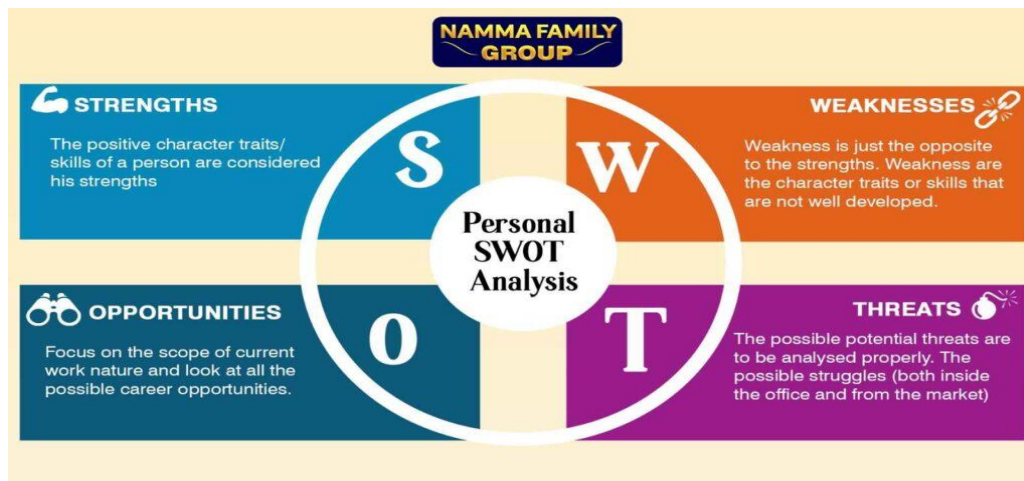
Likewise, I am an organised person and know how to work under pressure and will be able to act accordingly to changes in patient's need and emergency situations.

Working in a fast-food environment and volunteering in hospitals has allowed me to develop strong communication skills to work well under pressure. In those environments I think is essential to communicate clearly and fast with my team so that everything can be smoothly, which is very important in healthcare. Additionally, I have learned to stay calm in stressful situations. Responding quickly to patients need and helping my team. These skills are helpful to the position of senior healthcare support worker, where it's very important to respond to changing needs, working with a team and ensuring patients receive quality care in a timely manner.

I believe that my experience and positive attitude make me a suitable candidate for this position. I'm happy to bring my dedication to the team. I appreciate the consideration of my application and look forward to show how I can contribute to the team and your patients.

Task 3 of 4

SWOT analysis is the core of values, the strengths, the weaknesses, the opportunities and the threats as well as the strategies (Gurel & Tat, 2017)



A) SWOT analysis for senior healthcare support worker job

Strengths – I have strong communication skills and can speak to patients, their families and staff clearly and kindly. I work very well under pressure because I have years of experience working in fast food, where things can get very busy and stressful, which has helped me to get used to stay calm. I'm reliable and organised, which means I can be trusted to complete task on time.

Weaknesses – I understand that I need further training in some areas to build more skills and knowledge, however I'm always willing to learn and improve my skills. It may take some time for me to adjust, but I am confident that I will learn fast and become more confident

Opportunities – This role will give me the opportunity to gain more training and improve my skills. I'm willing to learn and take more courses to become even better at my job. It also gives me the opportunity to gain experience and grow even better within the role.

Threats – Working in healthcare can be stressful and emotionally challenging, dealing with sad situations can be very difficult. Another threat is making mistakes if I don't have enough experience, but will do my best to always ask for help and continuing to learn by doing more trainings and asking more experienced staff for help and their knowledge.

B) Personal Development Plan (PDP)

	Time frame	Why is effective	Development
1. Improve my clinical skills	By 2028, improve my skills by training and courses	Helps patients stay safe and better treatment and recovery. Supports good teamwork	Attend workshops, volunteering work, shadowing experienced staff and keeping a reflective journal. My supervisor to give me feedback

2. Confidence and conflict resolution	By Sep. 2028, I will speak clearly my thoughts, keeping calm in difficult situations	Helps patients because it helps create a calm and safe environment and understand their care more clearly and feel listened to	I will monitor by seeing if I can manage a stressful situation with calmness. Also will ask my manager and colleagues to give me feedback
3. Record keeping	By Nov. 2028, I will know how to write and record patient information so it's clear and professional,	Helps the health team staff understand patient's condition properly and reduces mistakes	I will practice writing records, follow correct examples and ask for help when needed

My achievements for my personal development plan. Firstly, for the next two years will be to improve my clinical skills by doing more training and courses, for example, how to help patients with dementia. I have a plan to enrol in courses and learn both in class and at work by shadowing and observing more experienced health care workers. This will ensure that patients stay safe and I will be able to give patients more comfort.

Secondly, I will improve my conflict resolution skills by shadowing how more experience staff deal with conflict, so that problems are dealt with quickly and respectfully, so that it helps improve patients overall care and experience.

Thirdly, enhancing my record-keeping skill is crucial because the whole team can understand the patient's condition properly. It also reduces mistakes and makes sure patients are given the best care and are treated safely

Overall, by setting SMART goals and outlining a PDP will help me develop these skills and become more confident and effective in my role as a senior healthcare support worker. It allows me to give a high quality and safer care to patients and work better.

Tasks 4 of 4

Introduction

The purpose of this reflection is to explore my thoughts, feelings and performance during the presentation, also to identify areas for improvement. I have used Gibbs's model (1988) which consist of six stages: description, feelings, evaluation, analysis, conclusion and action plan.

Description

For my LCHS4009 Component 1 assignment, I chose to present on critical thinking in health and social care. The presentation was 5 minutes long. I gave a definition of critical thinking, why is important and relevant. I also gave a practical example. As well as I explained how the DRC model helps health care workers to think more clearly.

Feelings

Before the presentation, I was nervous because I am not confident speaking in front of others and worried of forgetting my speech. During the presentation, I tried to remember the speech I had prepared, however I still felt I rushed at times. After I finished my presentation, I felt relieved but also aware that there were things I could improve on, especially my confidence when public speaking.

Evaluation

Overall, I think my presentation had both positive and negative. A strength was that I demonstrated good knowledge on critical thinking in health and social care and included relevant information in my slides. My lecturer also gave positive feedback on my content and structure, stating that my points were clear and that I had good knowledge. However, a weakness that my lecturer pointed out was that I did not do some citations properly. I included two citations on the same sentence, which next time will fix. I also relied slightly too much on my notes instead of maintaining eye contact with the audience.

Analysis

From the feedback I received from my lecturer, I understand that while my knowledge was good, my communication skills need improvement. Forgetting things while doing public speaking may have been due to nerves, which affects my speech. This shows that I need to develop better presentation skills, such as eye contact and body language. I should also engage more with the audience, which is important in healthcare because communication is a key skill when working with patients and health care staff. Reflecting on this, I realise that effective communication is not just about what is said, but how I delivered.

Conclusion

This experience has shown me that I can prepare and deliver a well-done presentation, however I still need to improve my confidence and how I deliver what I want to say. I learned that good preparation skills is important, but it is equally important to practise speaking clearly and to know how to put citations on my slides properly. The feedback from my lecturer helped me understand my weaknesses more clearly and gave me a clear direction for improvement.

Action plan

In my future presentations, I will focus on improving by practicing my presentation in front of a mirror and/or friends before assessment. I will also try to reduce my need on notes so I can have better eye contact with the audience. Also, my lecturer mentioned that I need to improve how I include citations properly in my slides, so I will make sure I learn the correct referencing and apply it consistently in future presentations and assignments. By doing this, can improve both my communication and academic skills, becoming a more confident and professional healthcare student.

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