

Healthcare

by Irise Joan Lewis

Submission date: 24-Apr-2026 04:35PM (UTC+0100)

Submission ID: 280914994

File name: 63485_Irise_Joan_Lewis_Healthcare_731072_668785816.docx (1.77M)

Word count: 2886

Character count: 17054



**Programme: Certificate of Higher Education Skills
for the Workplace (Health and Social Care)**

**Module: Professional Development within Health and
Social Care**

Module code: LCHS4009

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Year: 2026

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Introduction

The personal development in the sphere of Health and Social Care plays an essential role both in terms of high-quality care provided by the professionals and in terms of a proactive attitude to personal development. As the conditions evolve within the healthcare environment, new technologies, modalities of treatment, and some changes to the regulatory policies will occur; a professional must always work to improve their competencies and skills to be effective (Asamoah, 2025). The process of constant evolution can facilitate personal growth and enhance work with patients, as those who operate in that area would be able to stay abreast of the existing best practices and be ready to face new changes and challenges (Farahmand et al. 2022).

Task 1: CV Creation

CV:	Irise Lewis
Contact Information	Email: Irise4eva@yahoo.co.uk Phone: 07875009683 Location: London
Personal Statement	Humanistic and well-motivated healthcare assistant with over 8 years of experience in offering patient-centred care in various healthcare institutions. Trained in lending aid to medical employees in the clinic, including checking vital signs and blood pressure, administering medication, and assisting patients in performing daily tasks. I possess excellent communication/interpersonal skills, and I am resolved to provide quality care, attending to patients without undermining their well-being. I am now looking for a chance where I could also develop my skills and contribute to a patient outcome enhancement in a dynamic environment of health and social care.

Key Skills	<i>Patient-Centred Care:</i> Experienced in providing quality care without breaching patient dignity and confidentiality. <i>Care Delivery:</i> Skilled in offering assistance to patients in mobility, personal care, feeding and daily living. <i>General Examination:</i> Can check and measure vital signs (blood pressure, temperature, blood sugar) and monitor them. <i>Communication:</i> able to communicate effectively with patients, families and health care teams, can convey complex information through effective communication and empathetic and clear communication. <i>Teamwork:</i> A competent team with multidisciplinary teams to improve patient care. <i>Infection Control:</i> Experienced in maintaining the hygiene and infection control standards in a hospital.
Education	University of Wales 2024–Present Level 4 in Health and Social Care Relevant coursework: Advanced patient care, clinical assessments, and ethics in healthcare. Bromley College Sept 2011–May 2011 Diploma in Pre-Access Combined Studies (Including Maths and English)

	City and Guilds July 2016–March 2017 NVQ Level 3 Diploma in Health and Social Care
Professional Experience	Healthcare Assistant King's College Hospital, Denmark Hill, London January 2018–Present
	● Provide high-quality, dignified, and respectful patient care. ● Help nurses check the vital signs and complete clinical records, both in terms of food charts and risk assessments. ● Give medications and drugs, care about the mobility of patients, change and feed them. ● Assist patients with various health issues, feeling well and relaxed. ● Collaborate with interprofessional teams so that care delivery may be improved. ● Whether working with traumatised or hyperpatients and their loved ones, learn to be a good communicator.
	Care Support Worker Sanctuary Home Care Ltd, Thesiger Road, Penge, London December 2012–January 2018

	• Assistance with personal care, eating, and medications. • Worked hand in hand with clients to increase independence, including risk assessment. • Took health/safety, dementia, protection, and first aid training. • Registered incidents and accidents using company policies and procedures.
	Carer Assistant VERILIFE, Sanctuary Home Care Ltd, Penge, London September 2011–December 2012 • Provided personal care and assistance to clients in the community, including preparing meals and administering medication. • Documented care activities, reporting all concerns to the office for follow-up.
	Community Support Volunteer Local Care Network, London 2010–2011 Volunteered as part of a team to provide support for elderly and disabled residents in the community. Assisted with organising events and providing emotional support to vulnerable individuals.
Certifications	Medical, Manual Handling, Safeguarding, First Aid, Health and Safety, Equality and Diversity (City and Guilds) Dementia Care, Moving and Handling (Additional CPD Courses)

References
Available upon request.

Summary of Career Path in Health and Social Care

I have had a great exposure in the health and social care industry, having started my work in the industry as a carer's assistant and then gradually building my career as a healthcare assistant with one of the best healthcare institutions in London, King's College Hospital. These areas of my career progression have been guided by my patient-centred, compassionate care, where I have profiled my skills in clinical observation and care provision and infection control. Over the years, I have gained good communication skills that equip me with the skills to work together with patients, families, and multidisciplinary teams to assist individuals in getting high-quality care.

Personally, my profession has introduced me to the different needs of different patients, and this has widened my understanding of the intricacies in care delivery. An example of such was the work I have done in the King's College Hospital, where I have been assisting in the maintenance of patients who have chronic diseases such as diabetes and hypertension and in the process, I have gained my experience in clinical assessment. In addition, my time at Sanctuary Home Care Ltd gave me an understanding of how to manage home care, where I will be learning how to improve the independence of elderly and disabled clients, whom I will support in their lives and well-being.

Task 2: Personal Development Plan (PDP)

Goal 1: Enhance Clinical Skills in Patient Monitoring and Care Delivery

Current Skills: I have gained some fundamental skills, such as reviewing clinical observations, such as checking vital signs, such as blood pressure, blood sugar levels, and temperature. However, I would like to develop more expertise in the ways I could read clinical information and apply it to treat patients.

Action Plan: To achieve this, I will enrol in advanced-level clinical training at the University of Wales, which will entail skills of clinical assessment and diagnosis. I will also request the senior nurses at King's College Hospital to become my mentors so that I can develop the skills of making real-time decisions in clinical practice. Workshops and webinars on patient monitoring technologies and their use in a clinical setting will also be attended (Hilty et al. 2021).

Monitoring and Evaluation: Monthly feedback (with my supervisor and mentor at the hospital) will be provided to evaluate me. I will add cases in the clinical practice to keep track of the progress and ensure that I am able to apply more improved skills, ensuring that I can make independent decisions (Wilesmith et al. 2025). It will also be obligatory to selectively compare the results of pre- and post-training measurements to see any improvement in clinical decision-making.

Goal 2: Improve Communication Skills in High-Pressure Situations

Current Skills: I have been able to develop my communication skills in the course of working with suffering patients and their families. My weakness is, however, that during high-pressure situations, such as those where decisions have to be made urgently.

Action Plan: I will participate in the communication-oriented workshops to improve my communication, and this will involve learning how to deal with awkward conversations, particularly where an emergency or a high-stress situation arises (Place et al. 2026). During another session, I will practice stressful communication situations with my colleagues, simulated by the use of role-playing exercises. Moreover, I will engage in peer feedback to assess the success with which I am conveying crucial information in urgent situations.

Monitoring and Evaluation: I will measure progress through self-monitoring as well as monitoring my coping with stressful communication situations, and positive feedback regarding the exercise with the help of colleagues during the role-play exercise. In addition, I will measure the improvements based on the outcomes of the high-pressure situations, in which communication was a central element, such as the response to patient problems during an emergency.

Goal 3: Strengthen Leadership and Teamwork Skills

Current Skills: I am accustomed to working in interdisciplinary teams, and I am not familiar with the tasks of managing roles. I would like to develop the leadership abilities that will enable me to inspire other people, especially in the tense healthcare environments.

Action Plan: I shall actively seek a leadership position in the King's College Hospital. The first step is to become the leader of small groups when attending to patients. I will also enrol in leadership training sessions that will entail emotional intelligence and team management. I would like to volunteer in interdepartmental projects where teamwork is practised, so that I can learn what to do to establish effective communication and synergy within a team.

Monitoring and Evaluation: A success indicator will be put in place in the form of quarterly reviews with my supervisor to check my effectiveness as a leader in the team. I will also make a

track of the improvements by seeking feedback regarding the feedback given to me, especially that of my team members, on how I have been doing in my leadership style, as well as how I handle the conflict within my team. In addition, I will assess my growth due to self-assessment, with which I will evaluate how confident and able to make decisions I will be in leadership situations (Ogurek and Harendza, 2024).

Task 3: SWOT Analysis

<i>Strengths</i>	<i>Weaknesses</i>
Patient-Centred Care: I am highly sensitive to patient-centred care, and I ensure that I uphold patient dignity and confidentiality.	Leadership Experience: I lack extensive experience in leadership despite having been a good team player. This constrains my ability to act as a leader in a life-threatening situation (Targhi, 2025).
Communication Skills: I have encountered a favourable experience with my communication skills in terms of patients, families, and healthcare groups, especially in sensitive situations (Albaharna et al. 2024).	Non-combat Behaviour Under Stress: I lack the ability to make decisions when faced with stressful times, and this could influence patient care in the case of an emergency.
Clinical Competence: I have already developed basic skills in monitoring vital signs, movement assistance, and medication administration that are crucial in delivering quality care to the patient.	Additional Clinical Prep: I am currently in the basic level of clinical work, even though I need clinical skills at an advanced level, so that I can advance my career by grasping complex clinical information.
<i>Opportunities</i>	<i>Threats</i>
Further Education and Training: I will also get an opportunity to develop by taking more advanced clinical development and leadership development courses, so as to be able to take up more senior posts.	Workplace Stress: The stressful nature of healthcare working conditions may influence my ability to make smooth and effective decisions during an emergency (Mota et al. 2025).
Leadership Roles: By volunteering to play leadership roles in my current workplace, I will	Burnout: Prolonged work hours and emotional stress can result in burnout, and this burnout

be in a position to gain the necessary skills to lead teams (Tsai et al. 2024).	would not only affect my personal well-being but also my work performance.
Technological Integration: Applications of revolutionary technologies and tools in medical care and patient monitoring will increase my clinical practice capacity and will help me to improve how I can offer care to the patients.	

Task 4: Reflective Analysis Using Gibbs' Model

Description

I recently received an opportunity to work with an aged patient with dementia at King's College Hospital. The client had bad and unhealthy thoughts and struggled to communicate. I did this by making them feel at ease through assuring them of simple personal care and engaging them in a relaxing conversation. This experience saw me collaborate with the nursing team as I helped to monitor the vital signs of the patient and offer emotional support to the family.

Feelings

First of all, it would have terrified me because the patient was extremely nervous and confused, and the situation would have been more emotional, and I would have lacked familiarity with how to deal with his nervousness. I felt tied to the fact that there was a duty of settling the situation, but I also realised that there is hardly any experience that I possess with how to approach patients with dementia in such a troubling state. The more the situation developed and progressed, the more confident I began to feel after watching the situation as the patient got calmer following his being attended to.

Evaluation

This proved to be an interesting experience since I had the ability to employ my communication skills to bond with the patient. However, in that slipper of a moment, I felt that I was not as effective in my responses as I could have been, especially when the patient became agitated. The encouragement of the team was highly primary, and I realised that I still had more training to do when dealing with patients in distressing conditions with dementia (Midtbust et al. 2022).

Analysis

This experience taught me that I need to learn to be more patient and use some skills to de-escalate stressful situations with patients with dementia. I also left out other communication strategies that would have been more successful in this context, e.g. distraction, despite the fact that I used communication strategies, such as reassurance (Akyirem et al. 2022).

Conclusion

I will also consider dementia care training in the future to find out more effective communication methods and de-escalation techniques. Also, I will work on being more emotionally resistant to stressful experiences as well. It will help me to be more sensitive to the emotional needs of the patients and contribute to the overall care experience.

Action Plan

I will also actively mentor more senior colleagues who are experts in dementia care in related trainings. Furthermore, I will find time to reflect on all the experiences with suffering patients and continue to learn and develop.

Conclusion

In conclusion, this personal development plan reflects the following areas of my progress in the healthcare career: I need to work on forming clinical competencies, communication in a stressful situation, and leadership. I will also make sure that I am a lifelong learner by making the objectives I have to meet very clear and achievable, and participating in certain learning opportunities. Feedback will be given on a constant basis to help me track my progress so that I can serve the patients more, coupled with ascending the ladder in the health and social care industry.

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