

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

ASSIGNMENT 2

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Introduction:

A portfolio is a meticulously arranged compilation of records and proof that shows a person's expertise, abilities, accomplishments, experiences, and professional growth over time. Assignments, certifications, reflective accounts, comments, projects, and other supporting resources that highlight learning and development may be included. With the use of a portfolio, people can evaluate their strengths, pinpoint areas for development, and present proof of their proficiency in a certain field or occupation. Portfolios are frequently used in both school and the workplace to evaluate learning outcomes, track personal growth, and show that one can apply knowledge and abilities in real-world scenarios.



Dementia Care Assistant

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Job details



Pay

£14.85 - £16.64 an hour



Job type

Zero hours contract

Part-time

Permanent

Full-time



Shift and schedule

Flexitime

CURRICULUM VITAE

Kulwinder Kaur

Address: 19B Sheffield Road, SL1 3EG, Slough , UK

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Personal Profile:

A compassionate, reliable, and dedicated Dementia Care Assistant with almost five years of experience working within the NHS, including experience supporting older adults in a Dementia Unit. Skilled in delivering person-centred care, promoting dignity and independence, and supporting individuals with physical and cognitive needs. Experienced in assisting with mobility, personal care, rehabilitation, and emotional support whilst working effectively as part of a multidisciplinary team. Passionate about improving the quality of life of people living with dementia and committed to providing safe, respectful, and compassionate care.

Key Skills:

Person-centred care

Dementia care and support

Personal care assistance

Communication and interpersonal skills

Patient mobility and moving & handling

Rehabilitation support

Emotional support and reassurance

Safeguarding vulnerable adults

Infection prevention and control

Observation and reporting

Teamwork and collaboration

Time management

Record keeping

Compassion and empathy

Health and safety awareness

Education:

Further Secondary Certificate (FSC) – Computer Science

India

Secondary School Certificate (Matriculation) – Biological Science

India

Physiotherapist certification

Italy

Clinical Internship:

Orthopaedic Department Internship

Hospital, India

Completed a clinical placement within the Orthopaedic Department.

Assisted healthcare professionals in supporting patients with bone, joint, and musculoskeletal conditions.

Observed patient assessments and rehabilitation programmes.

Assisted patients with mobility exercises and recovery following injuries and surgery.

Developed an understanding of patient-centred care and multidisciplinary working.

Employment History:

Healthcare Assistant / Physiotherapy Assistant

NHS

Approximately 5 Years

Key Responsibilities

- Assisted physiotherapists in delivering rehabilitation programmes.
 - Supported patients with mobility, transfers, and therapeutic exercises.
 - Encouraged patients to maintain independence wherever possible.
 - Assisted with daily living activities when required.
 - Monitored patients' progress and reported concerns to registered healthcare professionals.
 - Maintained accurate patient records.
 - Worked collaboratively within a multidisciplinary healthcare team.
 - Ensured patient safety, dignity, and confidentiality at all times.
-

Dementia Care Assistant:

NHS Dementia Unit

Key Responsibilities

Delivered high-quality person-centred care to individuals living with dementia.

Assisted residents with personal care, including washing, dressing, grooming, and toileting.

Supported individuals with eating, drinking, and nutrition.

Encouraged independence whilst ensuring safety and wellbeing.

Built trusting relationships with residents and their families.

Supported individuals experiencing confusion, memory loss, and behavioural changes with patience and empathy.

Assisted with recreational and therapeutic activities to promote wellbeing.

Maintained accurate care records and communicated effectively with nurses and senior staff.

Followed safeguarding, infection control, and health and safety policies.

Self-Employed Business Owner:

Hair and Beauty Business

Responsibilities

Successfully owned and managed a small business.

Delivered excellent customer service.

Managed appointments and scheduling.

Maintained financial and business records.

Build strong communication and leadership skills.

Worked independently whilst managing business operations.

Achievements:

Nearly five years of NHS healthcare experience.

Experience working within a Dementia Unit.

Successfully completed an Orthopaedic Hospital Internship.

Strong understanding of person-centred care.

Developed excellent communication and teamwork skills within healthcare settings.

Successfully managed and operated a self-employed business.

Interests:

Dementia care and elderly wellbeing

Health and social care

Physiotherapy and rehabilitation

Community volunteering

Health promotion

Reading healthcare literature

Fitness and wellbeing

Personal Qualities:

Compassionate

Caring

Patient

Reliable

Respectful

Honest

Friendly

Adaptable

Calm under pressure

Excellent team player

References

Mehwish

Self-Employed

Email: _____

Reference available upon request.

Task 2 of 4

Personal statement to apply for Dementia Care Assistant:(500 words)

I'm a kind, trustworthy, and committed person looking for work in the health and social care industry as a dementia care assistant. My primary professional goal is to advance in the field of dementia care and offer people with dementia excellent, person-centered support. I'm especially interested in supporting people both practically and emotionally while preserving their independence, safety, dignity, and quality of life.

I have worked for the NHS for nearly five years, including as a physiotherapy assistant and in a dementia unit. I now have a solid grasp of healthcare settings and the significance of treating each person with decency, patience, respect, and compassion thanks to this experience. I gained knowledge of the difficulties that persons with dementia may have, such as memory loss, confusion, and behavioral changes, while working in a dementia unit and helping people with their everyday needs. I discovered how crucial it is to communicate with people who might be nervous or upset while maintaining composure, patience, and understanding.

I gained useful professional skills from my work as a physiotherapy assistant that will help me in my role as a dementia support worker. I have assisted patients with everyday tasks, exercise, mobility, and rehabilitation while promoting independence whenever feasible. I am aware of how crucial it is to protect patient safety and notify the proper medical personnel of any issues. Working for the NHS has also taught me how to successfully communicate with coworkers and function as a member of a multidisciplinary team.

I completed my Further Secondary Certificate (FSC) in Computer Science and my Matriculation with Biological Science in India. Additionally, I finished an internship at the orthopedic department of a hospital in India, where I learned how to work in a medical setting and acquired insight into patients with musculoskeletal, joint, and bone disorders. I now have a solid foundation for dealing with people who need both emotional and physical help because of these experiences.

Compassion, patience, dependability, empathy, communication, teamwork, and the capacity to maintain composure under duress are some of my strongest personal traits. I have good listening skills and see the value of developing connections based on trust with people and their families. Additionally, I'm open to learning new things, taking criticism, and expanding my knowledge and abilities thru professional development and training.

I have successfully operated my own hair and beauty business in addition to my experience in healthcare. My abilities in communication, organization, customer service, time management, and accountability were all enhanced by this experience. I had to work independently, cultivate a good rapport with clients, and successfully handle a variety of tasks in order to run my own company.

I think my background in the NHS, my knowledge of healthcare, my experience in dementia units, and my character would make me an invaluable member of a dementia care team. My long-term professional goals are to advance in the fields of dementia and health and social care, acquire new skills and credentials, and serve people with dementia in a person-centered, safe, and compassionate manner.

Task 3 of 4 (approx. 800 words)

a) SWOT analysis:

When it comes to my chosen career as a dementia care assistant, a SWOT analysis is a helpful tool for determining my Strengths, Weaknesses, Opportunities, and Threats. It enables me to evaluate my present skills and experience, identify areas for improvement, and find possibilities that will help me advance my career in the health and social care industry.

Strengths:

My NHS experience is one of my greatest assets. My nearly five years of employment with the NHS has given me invaluable experience working in a formal healthcare setting. I have worked in a dementia unit in addition to being a physiotherapy assistant. I now see how crucial it is to provide safe, considerate, and person-centered care as a result of this experience.

My background in helping individuals with dementia is another significant asset. I've learned that people with dementia may have memory loss, confusion, communication problems, and behavioural changes thanks to my work in a dementia unit. I've discovered how crucial it is to support others with patience, composure, empathy, and understanding. Because every person has unique requirements and may need different kinds of support, these attributes are especially crucial for a dementia support worker.

My interpersonal and communication abilities are also strong points. I know how important it is to listen intently to others, speak politely, and establish relationships based on trust. I can collaborate with coworkers and make a contribution as a team member. My experience with the NHS has also made it clearer to me how important it is to voice concerns to the right medical personnel.

My experience working as a physiotherapy assistant has improved my practical healthcare abilities, especially with regard to mobility, rehabilitation, exercises, and promoting independence. These abilities are helpful when working with senior citizens since preserving their freedom and mobility can improve their general well-being.

In addition, I am dependable, compassionate, patient, flexible, and able to maintain composure under duress. Additionally, managing my own hair and beauty company helped me hone my organizational, time-management, customer service, accountability, and autonomous working skills.

Weakness:

My official credentials in dementia care and health and social care are one area I would like to strengthen. Even though I have useful real-world NHS experience, obtaining more accredited credentials would broaden my knowledge and enhance my prospects for employment in the future. In addition to other aspects of health and social care, I would like to pursue pertinent training in dementia care, safeguarding, moving, and handling.

My understanding of contemporary dementia care methods is another area that needs improvement. Healthcare professionals must stay up to date on the latest developments in dementia care. I still need to learn more about person-centered approaches, dementia types, communication techniques, and how to help those who exhibit behavioral changes.

My understanding of contemporary dementia care methods is another area that needs improvement. Healthcare professionals must stay up to date on the latest developments in dementia care. I still need to learn more about person-centered approaches, dementia types, communication techniques, and how to help those who exhibit behavioral changes.

Additionally, I want to gain more self-assurance in handling difficult or upsetting circumstances. Working in dementia care might bring unanticipated scenarios, even if my NHS background has helped me stay composed under pressure. I would feel more competent handling these circumstances if I had more training and experience.

Opportunities:

I have a number of options in the field of health and social care. I have a solid basis for applying for jobs as a dementia care assistant because of my prior NHS and dementia unit experience. I can show that I already comprehend the duties involved in assisting vulnerable persons by drawing on my prior experience.

Another significant potential would come from additional training and professional growth. My knowledge and job possibilities could be enhanced by completing dementia awareness training, safeguarding training, moving and handling training, and pertinent Health and Social Care certificates. In the future, I could advance into more senior care positions and acquire more experience to further my career.

Additionally, working in dementia care would allow me to advance my knowledge of person-centered care and hone my communication abilities. I can keep growing professionally by picking the brains of seasoned nurses, caregivers, therapists, and other medical experts.

Threats:

The struggle for jobs as dementia care assistant is one possible danger. Other candidates might have substantial experience with dementia or formal training in health and social care. I must keep improving my knowledge, abilities, and credentials in order to be competitive.

The psychological and physical difficulties of dementia care are another potential risk. It can occasionally be difficult to assist those who suffer from memory loss, confusion, discomfort, or behavioural changes. Physical difficulties associated with personal care and mobility assistance may also affect caregivers. Therefore, it will be crucial to maintain my personal welfare and make use of the proper training and assistance.

Conclusion:

Overall, my SWOT analysis reveals that I have a number of strengths that are extremely pertinent to becoming a Dementia care assistant, including my nearly five years of NHS experience, my familiarity with dementia units, my knowledge of healthcare, my communication skills, my compassion, my patience, and my capacity for teamwork. I have definite chances for professional advancement, even if I still need to improve in a few areas, including formal qualifications and more dementia-specific information. My primary professional goals are to expand on my current experience, keep learning, and establish a long-term career offering dementia patients person-centered, safe, and compassionate support.

b) Personal Development Plan (PDP):

A Personal Development Plan (PDP) is a methodical strategy that pinpoints areas in need of development and establishes realistic objectives for both professional and personal growth. My PDP is centered on helping me advance in the health and social care industry over the following two years and preparing me for my chosen position as a dementia care assistant. My current NHS and dementia unit experience, along with the areas for improvement found in my SWOT analysis, serve as the foundation for the plan.

Development Goal	Actions I Will Take	Timescale	Monitoring and Evaluation
Expand my understanding of and proficiency in dementia care	I'll finish the necessary training on dementia awareness and care. I'll get greater knowledge about various forms of dementia, person-centered care, communication strategies, and how to help people who are confused or exhibiting behavioral changes. I'll also pick up tips from more seasoned colleagues and use what I've learned in real-world scenarios.	1-6 Months	I'll maintain a log of my training and certifications. I'll consider what I've learnt and get input from coworkers or managers. Every three months, I'll assess my development and determine what more I need to study.
Expand my health and social care professional credentials	In order to support my job as a dementia support worker, I will	1-6 Months	Certificates, training records, comments, and proof of finished

	investigate and pursue a pertinent Health and Social Care qualification. In addition, I'll finish any necessary workplace training in areas like infection prevention and control, moving and handling, and safety.		learning will all be kept in a portfolio. Every six months, I will evaluate my success and talk to my manager or supervisor about prospects for growth.
Boost my self-assurance in helping someone with complicated dementia requirements	With more real-world experience, I will improve my behavior-support and communication abilities. I'll watch seasoned caregivers in action, learn how to handle difficult or upsetting situations, and practice polite, calm communication. I'll also think back on challenging circumstances and think about how I can do better.	6-24 Months	To document significant events and pinpoint the lessons I've learned, I'll use reflective narratives. I'll ask bosses and coworkers for input on a frequent basis and utilize it to enhance my work. Every three months, I'll assess my progress and level of confidence.

Objective 1: Increasing Knowledge about Dementia Care

My primary objective is to increase my comprehension and knowledge about dementia care. Despite my prior experience working in a dementia unit, I understand that effective and person-centered support requires ongoing learning. I will finish pertinent training and expand my knowledge of dementia, person-centered approaches, communication, and emotional support within the first six months. Certificates, training logs, comments, and frequent introspection will all be used to track this objective.

Objective 2: Acquiring Professional Credentials

Developing my official credentials in the field of health and social care is my second objective. I have a solid foundation thanks to my practical NHS experience, but obtaining more credentials will expand my professional knowledge and enhance my chances for future employment. I will find appropriate training and credentials over the first eighteen months, as well as finish pertinent required and supplementary learning. I'll keep a professional portfolio with credentials and proof of growth. Every six months, I'll assess my development.

Objective 3: Developing Self-Belief and Useful Skills

Increasing my self-assurance when assisting people with severe dementia requirements is my third objective. Situations where people become disoriented, upset, or exhibit behavioral abnormalities might be part of dementia care. Over the course of the two years, I will gain knowledge from seasoned experts, create effective communication techniques, and consider difficult circumstances. I'll gather input from coworkers and managers to pinpoint areas that need work and document my progress with reflective narratives.

Overall Assessment:

I will assess my PDP at the conclusion of the two-year period by looking over my credentials, training certificates, feedback, reflective accounts, and real-world experience. In order to determine which objectives I have met and which still need improvement, I will assess my progress in relation to the initial goals I set. If it is feasible, I will also talk about my development with my manager or supervisor. This

will promote my advancement in dementia care and assist me in determining my future professional objectives.

All things considered, this PDP will help me expand on my current NHS experience, solidify my understanding of dementia care, advance my professional credentials, and boost my self-confidence. I may take ownership of my professional growth and strive to become a knowledgeable, sympathetic, and successful dementia care assistant by routinely tracking and assessing my progress.

Task 4 of 4

Description:

For my LCHS4009 Component 1 presentation assessment, I prepared and delivered a presentation on Problem Solving in Health and Social Care. The purpose of my presentation was to explain the importance of problem-solving in healthcare, discuss how it supports safe and person-centred care, and demonstrate a problem-solving model through a practical example. I explained the main stages of problem-solving, including identifying an issue, collecting relevant information, considering possible solutions, selecting an appropriate course of action, and analysing the outcome. I also discussed the Fishbone Diagram as a tool for identifying the underlying causes of a problem.

For my practical example, I considered a situation where an elderly resident who normally eats well begins refusing meals. I explained how I would communicate with the resident, look for possible physical or emotional causes, inform a senior carer or nurse, record observations, follow the care plan, and monitor the resident's progress.

Feelings:

Before the presentation, I felt nervous because I knew I had to speak in front of my lecturer and demonstrate my understanding of the topic. I was particularly concerned about forgetting information or not explaining my ideas clearly. However, I also felt prepared because I had researched the topic and organised my presentation into different sections.

During the presentation, I gradually became more comfortable as I progressed through the slides. I felt more confident when discussing the practical example because it was easier for me to relate problem-solving to a realistic healthcare situation. After completing the presentation, I felt relieved and pleased that I had successfully communicated my main points. The experience also made me aware that I need to develop greater confidence when speaking in challenging situations.

Evaluation:

One positive aspect of my presentation was that I clearly explained the importance of problem-solving in Health and Social Care. I discussed how effective problem-solving can improve patient safety, decision-making, teamwork, and

person-centred care. I also used the Fishbone Diagram to demonstrate a structured approach to identifying the underlying causes of a problem rather than simply addressing its symptoms. Another strength was my practical example because it helped connect theoretical information with healthcare practice. My self-reflection also helped me recognise that I remain calm under pressure, listen carefully, consider different options, work effectively with colleagues, and learn from experience and criticism.

However, there were areas that could have been improved. I could have developed greater confidence in my delivery and made some explanations more detailed. I also recognise that presentation skills require practice, particularly maintaining confidence while speaking and explaining academic information clearly. The feedback received from my lecturer encouraged me to consider how I could improve my presentation and professional communication skills.

Analysis:

Reflecting on the presentation has helped me understand that effective presentation skills are closely connected to professional practice in Health and Social Care. Healthcare professionals need to communicate information clearly and confidently when working with colleagues, patients, and other professionals. My presentation showed that I understand the importance of structured problem-solving, but the experience also demonstrated that knowledge alone is not enough; I need to communicate that knowledge effectively.

The Fishbone Diagram was particularly useful because it showed me the importance of looking beyond the immediate symptoms of a problem. In my example, refusing meals could have several possible causes, such as physical discomfort, illness, emotional difficulties, or other factors. A structured approach can therefore help healthcare professionals avoid making assumptions and support safer decision-making.

The assessment also increased my self-awareness. I identified increasing my self-assurance, expanding my clinical knowledge, learning from experienced healthcare professionals, and continuing professional development as areas that I need to work on. This is important for my future career because I want to work as a Dementia Care Assistant, where calm communication, observation, teamwork, and problem-solving are essential.

Conclusion:

Overall, completing the presentation was a valuable learning experience. I developed a better understanding of problem-solving and the Fishbone Diagram, while also gaining greater awareness of my own strengths and weaknesses. I was pleased that I could relate the theory to a practical healthcare situation. However, I recognise that I need to improve my confidence, presentation delivery, clinical

knowledge, and ability to communicate information effectively. The lecturer's feedback helped me recognise that there are areas where I can continue to develop.

Action Plan:

In the future, I will practise presentations regularly to improve my confidence and reduce nervousness. I will prepare speaking notes rather than relying heavily on reading from slides and will practise explaining key points in my own words. I will also seek feedback from lecturers, colleagues, and experienced healthcare professionals so that I can identify areas for improvement.

To strengthen my professional knowledge, I will undertake relevant training and continue developing my understanding of Health and Social Care. I will also use reflection after important experiences to consider what went well, what could have been improved, and what I can do differently next time. These actions will help me become a more confident communicator, improve my problem-solving ability, and prepare me for my future role as a Dementia Care Assistant.

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