



Name- Sylvie Djeuga Djeuga

Student ID- 2335842

Module Name- Changemakers: Creativity and Value Creation

Module Code- BMHP5014

Assignment Title- Component 1: Online Portfolio of Set Exercises.

INTRODUCTION

This portfolio compiles a number of assignments that have improved my comprehension of how health and social care are practiced on a daily basis. By completing each task, I learnt essential topics, investigated digital changes, and reflected on my own talents. The challenges taught me how care workers make judgements, how cooperation improves good care, and how technology is boosting services in the UK. Additionally, I gained additional knowledge about the characteristics of excellent care and leadership in the NHS. All things considered, this portfolio demonstrates my development, my comprehension of fundamental concepts, and how I am becoming a more self-assured and accountable student of health and social care.

TASK 1- DEFINING KEY CONCEPTS IN PRACTICE

Health and Social Care work is influenced by several fundamental beliefs that assist professionals deliver safe and courteous care. Person-centred care is one of these concepts, which entails concentrating on the individual's priorities. It entails listening to their wishes, knowing their past, and assisting them to make choices regarding their own care. This helps the person feel valued and improves their experience.

Another crucial principle is confidentiality, which implies keeping sensitive information protected. Staff must not divulge a person's details unless there is a major risk or a legal purpose. People's rights are safeguarded and confidence is increased via confidentiality.

The third important concept is protection. This entails shielding adults and children from injury, abuse, and neglect. Workers must be attentive to signals of danger, communicate concerns swiftly, and follow the necessary procedures. Safeguarding keeps individuals safe and ensures concerns are addressed with early.

Equality and inclusiveness are also important to excellent practice. This entails ensuring that everyone gets access to the assistance they require, treating everyone equally, and appreciating their individuality. Employees must refrain from discriminatory actions and modify their communication style to accommodate various demands.

Professional behaviour, which involves establishing boundaries, being dependable, and abiding by rules, is another essential concept. Good professionalism helps maintain interactions safe and courteous.

High-quality care is shaped by these ideas working together. When professionals follow these principles, they may support people in a safe, respectful, and successful way. Anyone working in the health and social care sectors must comprehend these concepts.

TASK 2- MIND MAP

My mental map illustrates the key concepts that influence the practice of health and social care. "Good Practice" is what I wrote in the middle. From this, I generated five branches:

1. Person-centred care emphasises communication, dignity, respect, and choice.
2. Safeguarding – reporting harm, recognising hazards, protecting vulnerable people.
3. Fairness, anti-discrimination, and cultural sensitivity are all part of equality and inclusion.
4. Confidentiality - privacy, secure information sharing, GDPR.
5. Professionalism – limits, teamwork, accountability, ethical behaviour.

The mind map depicts how all these ideas connect to support people's wellbeing. It also demonstrates how important it is for employees to comprehend these ideas and use them in their day-to-day job.

TASK 3- SELF-REFLECTION ON GROUP ACTIVITY

The group project taught me a lot about communication and cooperation. Our group initially needed some time to come to a consensus on a single idea, but by communicating and listening to one another, we were able to come up with a clear approach. I realised that I work well with others and strive to keep the group calm and focused. I honestly provided my recommendations and helped my coworkers when they were confused.

But I became aware that there are moments when I hesitate too much before speaking. I want to acquire greater confidence so I can contribute faster. I also learnt the value of organising jobs, because effective planning helped us finish on time.

This task helped me recognise that cooperation is crucial in Health and Social Care, where workers must communicate well to support individuals securely. It also made it easier for me to recognise my abilities and set goals for myself.

TASK 4- CASE STUDY ANALYSIS OF A UK INNOVATION

A useful innovation in the UK Health and Social Care system is digital care plans utilised in care homes. Instead of storing each person's daily needs, preferences, and health information on paper, these plans use a computerised approach. Staff can update the plans instantaneously using tablets or cellphones.

Because everyone can view the most recent information, this invention enhances worker communication. Additionally, it lessens errors brought on by missing papers or unintelligible handwriting. Digital care plans enable staff track medicines, monitor health changes, and share information with families more readily.

But there are obstacles. Some staff may struggle with technology and need training. Devices may break or need charging. Concerns concerning data security also exist.

Digital care plans have improved the efficiency and organisation of care despite these obstacles. They help staff spend more time supporting residents and less time on paperwork.

TASK 5- RESEARCH TASK

I researched how digital technology is being used in UK Health and Social Care. According to my research, digital tools are becoming more prevalent since they enable services to function more quickly and provide better support for individuals. Mobile care apps used by community workers are one example. While on the go, these apps allow staff to verify care plans, update notes, and document visits.

Another example is online prescription services, where customers can order medication without visiting the GP practice. Waiting periods are shortened and the procedure is made simpler.

My research also identified limitations, such as lack of technical skills, expensive costs, and the necessity for good internet connections. Employees need assistance and training in order to use digital tools with confidence.

Overall, digital technology is helping the Health and Social Care industry progress towards a more modern and efficient system.

TASK 6- EXPLORING DIGITAL INNOVATION

Telecare devices include sensors and alerts that assist keep individuals safe at home. Bed sensors, emergency alert buttons and fall detectors are a few examples. With the help of these tools, people—especially older adults—can maintain their independence while still having access to assistance when needed. Telecare offers families peace of mind and lowers dangers. On the other hand, some people could not know how to operate their devices or forget to wear them. Despite this, telecare is a beneficial digital tool that encourages safety and independence.

Many GP surgeries now employ digital systems that let clients book, change, or cancel appointments online. As a result, fewer phone calls occur, and selecting times that work for them is made simpler. Additionally, it makes staff schedule organisation easier. The problem is that not everyone is able to use internet services, particularly those with poor computer skills. However, digital appointment systems make healthcare more accessible for many consumers.

Health applications help consumers track their wellbeing, such as sleep, food, exercise, or long-term problems. Some apps remind users to take medication or check symptoms. People can take charge of their health with the help of these tools. However, apps must be accurate and secure because they store sensitive information. When used properly, health apps boost healthy practices and help people manage their ailments better.

TASK 7- UNDERSTANDING THE NHS LEADERSHIP FRAMEWORK

The behaviours that promote effective leadership in health and social care are explained by the NHS Leadership Framework. One of the primary categories is Inspiring Shared Purpose, which includes understanding why care matters and helping people stay motivated. In order to improve patient care, leaders must demonstrate their dedication.

Another element is Leading with Care, which entails displaying kindness, supporting workers, and making sure people feel comfortable. Leaders need to be positive role models and treat everyone with respect.

The framework also incorporates Evaluating Information, where leaders make wise decisions by utilising facts, evidence, and experience. This ensures services stay safe and effective.

The area Connecting Our Service focusses on teamwork. Leaders must work with other teams, organisations, and experts to deliver people coordinated and consistent care.

Sharing the Vision is about explaining goals clearly and giving guidance so everyone works towards the same aim.

Engaging the team entails paying attention to employees, appreciating their opinions, and boosting their self-esteem.

Holding to Account guarantees that issues are resolved, resources are used wisely, and work is finished to a high standard.

This framework aids employees in comprehending what effective leadership looks like and how to cultivate these abilities.

TASK 8- SELF-REFLECTION JOURNAL ENTRY

By finishing this portfolio, I was able to gain greater insight into both the health and social care industry and myself. Key ideas like equality, person-centred care, and protection are now easier for me to understand. Additionally, I discovered how digital tools are assisting in the organisation and efficiency of services.

During the tasks, I saw that I am skilled at observing details and collaborating with others. I also discovered that I need to acquire greater confidence when speaking in groups. The leadership task helped me think about how I can enhance my communication and decision-making skills.

All in all, this portfolio gave me greater confidence and expertise. I now feel more equipped to pursue further education and work in the field of health and social care.

CONCLUSION

This portfolio helped me develop my understanding of fundamental topics in Health and Social Care. I learnt how fundamental ideas like person-centred care, protection, confidentiality, and equality impact everyday practice. I also looked at how internet systems, health apps, and telecare are enhancing services. The leadership challenge helped me grasp the qualities needed in the NHS to support both workers and people who use services. I discovered my talents and the areas I wish to continue developing through introspection. All things considered, this portfolio enhanced my understanding, aided in my personal development, and equipped me for positions in the health and social care industry in the future.

REFERENCES

Age UK, (2023), "*Technology and older people*", Available at: <https://www.ageuk.org.uk>(Accessed: 1 December 2025).

British Medical Association, (2024), "*Digital tools in general practice*", Available at: <https://www.bma.org.uk>(Accessed: 2 December 2025).

Information Commissioner's Office, (2022), "*Guide to data protection*" Available at: <https://ico.org.uk>(Accessed: 2 December 2025).

NHS Digital, (2023), "*What are digital social care records?*" Available at: <https://digital.nhs.uk>(Accessed: 2 December 2025).

NICE – National Institute for Health and Care Excellence, (2023), "*Person-centred care overview*", Available at: <https://www.nice.org.uk>(Accessed: 3 December 2025).

Public Health Scotland, (2022), "*Technology Enabled Care (TEC)*", Available at: <https://www.publichealthscotland.scot>(Accessed: 3 December 2025).

Royal College of Nursing, (2023), "*Principles of nursing practice*", Available at: <https://www.rcn.org.uk>(Accessed: 3 December 2025).

SCIE – Social Care Institute for Excellence, (2023), "*Safeguarding adults: Key guidance*", Available at: <https://www.scie.org.uk>(Accessed: 1 December 2025).

Skills for Health, (2022), "*Healthcare leadership competencies framework*", Available at: <https://www.skillsforhealth.org.uk>(Accessed: 1 December 2025).

UK Health Security Agency, (2023), "*Health apps and digital tools for wellbeing*" Available at: <https://www.gov.uk/government/organisations/uk-health-security-agency>(Accessed: 2 December 2025).