

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

ASSIGNMENT 2

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

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Practical Portfolio

Introduction:

A portfolio is a collection of past work which show evidence of skills and achievements. This can be through documents, assets, or resources (Merriam Webster Dictionary, n.d.). In this portfolio, I will present my CV, a personal statement on the job of my interest, and SWOT analysis with my personal development plan and a reflection using Gibb's Reflective Cycle Model (1988).

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Reshmasing Roopchund

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Personal Profile

A well-mannered, articulate, and conscientious individual with the ability to communicate to customers on all levels. Smart and presentable with an ability to work as part of a team or individually to deliver and maintain a high standard of service. Possessing the necessary enthusiasm, drive and motivation required for safeguarding patients. Can communicate effectively with people from diverse backgrounds and would be an asset to any employer who respects loyalty and responsibility. Now looking for a new and challenging position as an NHS care coordinator in a hospital or care home that will build me a career in health and social care.

About me: hard working student and care worker, can juggle family and professional responsibilities, I am friendly, proactive and endeavouring, quick learner, good communication skills, good listening, research

Education & Qualifications

- University of Wales Trinity saint David ((UWSTD)
- BSc (Hons) Health and social Care 2025 - present (expecting graduation: 2028)
- Basic Life Support (BLS) Training (2025)
- Infection Prevention and Control Training (2025)
- Moving and Handling Training (2025)
- Safeguarding Adults
- Level 1 IT
- Level 2 English & Mathematics
- Level 1 Skills for Employment, Training & Personal Development
- Level 3 Introduction to British Values

Key Skills

- The ability to work on my own initiative unsupervised
- Problem solving and decision-making ability skills
- A warm and friendly person who puts people first
- Able to relate to people from diverse background
- Treating other colleagues with dignity and respect
- Always smartly presentable and articulate
- Extremely organised with a high level of attention to detail
- Fully aware of equality and diversity issues
- Delivering exceptional customer service
- Having a team-oriented approach to working
- Excellent patient care skills
- Track record of achieving agreed objectives
- Can work efficiently and accurately in a fast-paced service driven environment
 - Multilingual: Speaks English, Hindi, Italian & French

Work Experience.

Prudent Care Home - Oct 2025 till present.

Personal care for residents.

Administering medication to service users.

Preparing and serve breakfast, lunch, and dinner.

Doing activities.

Travelling and shopping for the residents.

Domiciliary Care - July 2015 to 2015 oct,

- Personal care for patients
- Providing medication and breakfast, serving them
- Moving around and handling hoisting from bed to chair and return

Waitress, Chennai Spice - 2023

- Greet customers, give out menus and take food and drink orders
- Answer questions about the menu and give advice on ingredients
- Serve food and drinks, handle bill payments and clean tables
- Handle any complaints and make sure customers are happy

Full time Mother - 2018 to 2022

Nursery Assistant, Teddy Bear Nursery 2017 to 2018

- Plan and supervise activities like arts and crafts, music and cooking
- Help children to learn numeracy and language skills through games, singing and story telling
- Take children on outings
- Feed and change babies
- Keep indoor and outdoor work areas clean and safe
- Record children's development and share with parents, carers and other staff

Picker & Packer, DHL - 2008 to 2016

- Team Leader
- Picking & packing pharmaceutical products
- Setting targets for the team & ensuring target were met
- Hand packages to the delivery trucks
- Report team performance

Interests

I enjoy volunteering in community activities and learning about physical and mental wellbeing. I'm also interested in fitness and go to small Zumba sessions and walk often as a daily activity.

References available on request

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Example – for a job as care coordinator.

I am currently studying for a degree in Health and Social Care, and I am interested in working with communities to help individuals and families to improve their wellbeing. I would like aim to build my career from working in Health and Social Care as an NHS care coordinator. I am particularly interested in working with public services like hospital, councils and schools. Care coordinating officer has an important role in our community as they manage patients care plans, scheduling services and facilitating between patients, families and medical services in the NHS across different environments, such as hospitals or homecare agencies.

I can take responsibilities like including organizing care worker rotas and ensure that care calls are covered. I am also good in case management, for example developing, reviewing, and updating person-centred care plans. I have strong communication skills, I have acted as the main contact for families and liaising with professionals like doctors, nurses, and social workers in my work. I have moderate admin and compliance skills, such as maintaining accurate and confidential patient records, ensuring care meets regulatory requirements, and managing patient's appointments.

During this course, I have developed a strong understanding of how social factors can influence health and wellbeing. I have learned about the social determinants of health, including housing, employment, income, and education. These factors can have a significant impact on individuals and communities. For example, poor housing conditions or unstable housing can increase stress, negatively affect mental health and make it difficult for people to maintain employment and hard to manage their health. Learning about these issues has increased my interest of working as a care coordinator in the services where I can contribute to supporting individuals facing these challenges.

Throughout my studies, I have developed important professionals' skills, these include communication, teamwork, time management, and problem solving. During my course I have studied some modules that require analysing case studies. I have also taken part in class discussion by proposing possible solutions to real life social problems. This has developed my critical thinking skills and the ability to consider how services can work together to supports individuals effectively.

I consider that communication skill is a strong ability to communicate effectively, and I have the key strength of communication skills. I can listen carefully, explain information clearly, and interact with people respectfully from different backgrounds. In health and social this is particularly important, where professionals often work with individuals who may experience stress, anxiety, or complex personal challenges.

I have also developed strong organisational skills through managing coursework deadlines, group projects, and interdependent study. These experiences helped me become reliable, responsible, and able to manage my time effectively.

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a)

Strengths	Weaknesses
• Good communication skills when engaging with patients and colleagues • Experience in supporting individuals in need of help as a support work • Patience, understanding different perspectives, empathy and person-centred approach • Adequate understanding of wellbeing and safeguarding from studying Health and Social Care	• Limited language skills due to language barrier • Need to further train in case management • Professional confidence in complex circumstances is still at the stage of development • Tool advancements are difficult to adapt to
Opportunities	Threats
• Professional training and courses in the development of health and social care • Working in job position related to health and social care • Gain experience from working in communities where individuals require support and in social services, such as care homes • Opportunity to specialise in areas related to health and social care, such special needs individuals	• High demand for NHS positions • Competitive field of job. • Risk of contagious infections or diseases from patients. • Heavy load of work. • Pressure of time constraints

Strengths

Strengths from working as NHS care coordinator helps develop good communication skills with patients and colleagues. In addition, it is beneficial in gaining experience by supporting vulnerable individuals, which develops patience, empathy, and understanding of others. It also builds adequate knowledge of wellbeing and safeguarding in health and social care.

Weaknesses

Working as an NHS care coordinator often means that they will encounter different patients, some who may not understand or speak English. This is disadvantageous due to the language barrier and a lack of understanding. Additionally, care coordinators require further training to manage cases and staff. Furthermore, with technological advancements happening at a fast rate, new tools and techniques are difficult to adapt to, which bring professional confidence down in complex situations.

Opportunities

Professional training and courses are available for health and social care, and there are many job positions. Experience can be gained from working in communities and social services, where transferable skills can be applied. This gives the opportunity to specialise in the domain of health and social care.

Threats

The position of an NHS care coordinator is highly demanded and competitive. Working as a care coordinator often work within time and rushed constraints with a heavy load of work. It also raises the risk of contagious infections from working with patients.

b)

My PDP helps me to identify my strength and areas to improve, set my clear goals, and plan how to develop the skills needed for a health care coordinator role (University of Bradford, 2019). It supports a reflective and continuous learning, which are significant in health and social care. It also allows for self-improvement when working in areas where these skills are transferable.

Goal	Description	Importance	Development & Evaluation
Improvement of time management	Learning to plan tasks and prioritise them	Reduces stress, increases efficiency, and helps achieve a balance in between work and other commitments	- Track time, keeping a log of tasks and identifying those that are time-consuming - Set priorities between urgent, important tasks and working on ones that are more likely to achieve set goals - Plan and organise tasks, create a helpful plan to fulfil tasks - Minimise distractions, such as placing unneeded devices in hidden places - Establish a routine through continuous habits that reinforce productivity - Review the regime and adjust to improve efficiency
Planning and Organising tasks in a short time	Establishing objectives, breaking them down to be easily achievable and creating a	Helps manages resources, prioritise tasks and consistent smooth-running processes	Setting main goals fulfil and acting on them, and creating a timeline or list to complete the goals

	structure to achieve them		
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Summary

Over the next two years, my focuses on developing on two specific key areas that are fundamental to fulfil a career in healthcare. Firstly, I will develop my time management skills by creating an organised plan that establishes urgent and important tasks, reduce distractions, remain a consistent routine and adjust my regime to ensure my development in this skill remains efficient.

Secondly, I will progress in planning tasks to remain organise in a time span. I will also be developing case management and record keeping skill will allow me to organise patient information, manage workloads effectively, and maintain accurate records. These skills are essential for safeguarding, accountability and delivering quality services.

Conclusively, improving communication and resolving conflicting factors, such as distractions, is crucial because a care coordination officer often involves interacting with patients and their families who may be experiencing difficult situations. Having the ability to manage time and to remain organised consistently will help me build trust and resolves problems professionally.

University of Bradford (2019) *Planning and Organising*, [Bradford.ac.uk](https://www.bradford.ac.uk). Available at: <https://www.bradford.ac.uk/careers/develop-skills/planning/>.

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Introduction

This reflection is to evaluate my performance of my presentation, assess my thoughts, feeling and performance, and analyse what areas require refinement. I have used the Gibb's Reflective Cycle Model to structure this reflection. This is because it guides reflection through the six stages, which are description, feelings, evaluation, analysis, conclusion, and action planning.

Description

For my LCHS4009 Component 1 assessment, I chose to present on teamwork as a significant skill in health and social care. My presentation was five minutes long, and mentioned the definition of teamwork, why it is important in professional settings and how this can be applied. I demonstrated that teamwork in health and social care is important in producing high quality of work, helping in decision-making situations, enhances professional trust, creates an appreciative environment and speeds up the workload (West and Borrill, 2023). I included some examples of the importance of teamwork in health and social care by showing how this skill applies in my current job, within the healthcare sector, and the advantages of it. Additionally, I added the Gibb's Reflective Cycle Model as an example of how this skill is applicable in the workplace.

Feelings

Before beginning my presentation, I did not feel very confident and I believed I would make a lot of mistakes, such as stumble over my words or skip important points due to anxiety. Though once I started my performance, I grew confident and spoke following the presentation I created. I expressed my points seriously and consciously, but there were many moments where I used conversational fillers when expressing them. Additionally, I was not conscious of the time, and this caused me to rush my speech in the ending. As I finished my presentation, I was relieved but I was more aware of the areas that needed improvement.

Evaluation

My presentation had many strengths. For example, each point about required skills for teamwork, the advantages of work quality when teamwork is present as opposed to

when it's not, and I how I use this skill in my daily professional life were expressed with clarity and were well-understood. The lecturer had pointed this out and further noted that my presentation made the importance of teamwork understandable in the healthcare sector. My use of the Gibb's Model for this skill further helped my points in being more explicable. However, my speed of speech was not consistent, as I began slow but later rushed in the end. Additionally, I could have immersed my audience by asking them short questions.

Analysis

Teamwork is very important in health and social care as it helps staff evaluate information and allows the work environment to remain safe. My presentation showed this skill through highlighting different skills needed for teamwork and applying this in my current professional life working in the healthcare sector, also using Gibb's Model to show how it can be applied. Although, as per my lecturer's feedback, perhaps simplifying my structure, shortening my points and using simpler terms would have helped me keep a consistent speech speed, start to finish, without needing to rush any points.

Conclusion

In conclusion, my presentation covered teamwork and its aspects, answering all the questions that are asked about it, such as advantages and disadvantages of this skill, and how the Gibb's Reflective Cycle Model can help this skill be applied in work. My lecturer stated that my presentation was good as it was clear, understandable and easy to follow through, however I must keep my speech speed consistent, which can be done by prioritising more important points, so I do not need to rush at the end.