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1: Written Report

Career Role: Senior Care Worker in the UK Adult Social Care Sector

1.1 Introduction

This report examines the role of a Senior Care Worker in the health and social care sector in the UK. According to the National Careers Service (2026), senior Care Workers provide direct care, supervise and mentor junior care workers, assist in developing person-centred care plans and risk assessments, allocate shift duties, and report concerns to registered managers or healthcare professionals.

I would like to work in a senior care worker position because it involves care, responsibility, and leadership. CQC guidance indicates that care should be provided in a way that is personalised to the individual's needs and preferences, highlighting that good care is about knowing the person rather than simply carrying out routine tasks (Shaw, 2015).

The report outlines the reasons for my interest in the role, the nature of the role, the employability skills required, and what I need to do to become employable for the role.

1.2 Description of, and background to, Senior Care Worker in healthcare

What duties do people working in the Senior Care Worker role perform?

Senior Care Workers work in a variety of settings, such as residential care homes, nursing homes, supported living services, day centres, and domiciliary (home) care. Direct care tasks involve assisting people with personal care (washing, dressing, feeding, and mobility), checking on physical and emotional health, giving and/or supporting medication (where trained to do so), and keeping accurate care records and documentation. (Baldwin & Roberts, 2003).

What is the most important duty of the Senior Care Worker role?

The most critical role is to provide safe and person-centred care, as well as the practical aspects of personal care. The role of the senior member also involves being a leadership presence, ensuring that junior staff follow safe practice, care plans are carried out correctly, and that any changes in the service user's condition are identified and reported promptly.

Key skills needed to perform the Senior Care Worker role

The following table gives a quick overview of the key skill areas and how they are used in the job:

- Communication
- Leadership and Supervision
- Empathy and Compassion
- Active Response
- Problem-Solving
- Organization and Time Management
- Professional Knowledge

1.3 Evaluation of the skills needed for a Senior Care Worker in healthcare

The three most important skills for a Senior Care Worker are: Communication, Empathy and Compassion, and Leadership and Supervisory ability.

Communication

Communication is the first listed skill as it is involved in all aspects of senior care work. It's not just about speaking clearly; it's about listening, keeping accurate records, communicating with nurses, social workers, GPs, and family members. Davis et al. (2024) showed that good communication is vital for care homes to ensure that the residents' dignity and well-being are maintained. There are different types of communication, such as verbal, non-verbal, written, spoken, and visual. Non-verbal. Written, spoken, and visual.

For example, if a patient is anxious, believing that they are late for work or have to pick up their children. Never argue with them that "You are retired," or "Your children are grown"; rather, console them gently and say, "It seems that you have been a dedicated worker and responsible parent".

Sanerma et al. (2020) stated that miscommunication causes wrong medication, dosage change, missed appointments, and delayed responses.

Empathy and Compassion

In a BMC Geriatrics systematic review, Liao et al. (2023) concluded that person-centred care is effective in enhancing the outcomes of older people by acknowledging their

preferences, choices, and needs. If a Senior Care Worker is not truly empathetic, they may see a service user as a job to be done, instead of a person to be treated with dignity and respect.

For example, if a patient feels anxious, lonely, or worried, sit with them, listen carefully, and say, "I know that you are missing your family and it is difficult for you"

If empathy is missing, care can become task-driven and de-personalized. Research has shown that if there is a lack of person-centred values in the organization, staff are less likely to read care plans, listen to residents, and treat individuals as unique people (Damant et al., 2025).

Active Response

As a senior care worker, active response skill involves the quick assessing, validating, engaging the senses, managing urgent situations, acute observation, crisis management, and effective communication to address emergencies and behavioural changes. (Nixon, et al., 2018).

For example, if a patient feels difficulty breathing, assess the situation, reassure them that you are here, ask them to breathe gently, and immediately call the nurse and emergency staff for monitoring.

If a senior care worker lacks an active response, it will result in poor communication, delays in emergencies situation, emotional distress for people, and breakdowns in teams.

1.4 Strategies to improve the skills for Senior Care Workers

The three techniques below are especially useful for enhancing the skills listed below:

Reflective Practice (Gibbs Reflective Cycle)

Reflective practice is the systematic thinking about professional experiences to enhance future practice. In health and social care, there is a widely used framework that practitioners can use to guide them through the six stages of the Gibbs Reflective Cycle (1988): description, feelings, evaluation, analysis, conclusion, and action plan.

For example, if a senior care worker accidentally gave a patient the wrong dose of medication. This will make her anxious and worried, so it is crucial to double-check prescriptions and always follow the 'five rights' of medication administration in the future.

Reflective practice helps to enhance communication, empathy, and leadership skills by allowing workers to reflect on their own reactions. (Aneeis Hashim, et al., 2023).

Person-Centred Care Planning and Review

Use of care planning tools such as My Life, My Way assessments or REACH person-centred thinking tools enables Senior Care Workers to appreciate each service user as an individual, their preferences, communication needs, health history, emotional triggers, and daily routines.

For example, working with the patient to decide on their daily care plan, including meal choices and hygiene routines that matched their preferences. During the review, one should talk about their progress and change the plan based on their feedback and changing needs.

(Damant, et al., 2025) Found that care settings that actively used person-centred planning documentation had better quality of care and staff engagement (Sharma, et al., 2016).

Training and Continuing Professional Development (CPD)

To build the professional knowledge necessary for effective senior care practice, formal training and CPD are essential. Senior Care Workers' key training areas are: safeguarding adults; dementia awareness; medication management; moving and handling; infection prevention and control; mental capacity and consent; equality and diversity. (Byungura, et al., 2022).

For example, a senior care worker went to a CPD workshop on safe medication administration to improve his clinical skills and keep patients safe. After the training, he used the updated guidelines in practice and thought about the improvements during supervision.

I chose Training and Continuing Professional Development (CPD) for the senior care worker role because it helps me keep improving my knowledge and skills. It also allows me to stay updated with best practices and provide safe, high-quality, person-centred care to service users.

1.4 Conclusion

Through this report, there have been a number of competencies that have been outlined as those required in becoming a competent Senior Care Worker. This is an essential profession aimed at improving the wellbeing, dignity, and independence of elderly people and vulnerable members of society. Three core competencies have been highlighted that are key in ensuring safe, humane, and person-centered care. The competencies include knowledge and use of information, problem-solving skills, and teamwork. Through this report, strategies that can be used in the acquisition of these competencies have been suggested. The issue of lifelong learning is important and is essential in ensuring excellence in the healthcare and social care industry. Professional knowledge, leadership skills, written communication, and confidence in the UK care standards.

1.5 Reference List

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