



Name: Lina Solange Olivia

Student ID:2513888

Module Code: LCHS4001

Module: Academic and Employability Skills

Lecturer: Dr. I G

Submitted on:

1.1 Introduction

The role I choose to talk about for this project is the care worker. This report will cover the responsibilities, and it will talk about 3 main important skills needed to execute this role. The aim of the report is to bring awareness to all implications a care worker may face executing this job, and how certain skills can help support specific daily activities and tasks.

2 Care worker in the Health and Social Care Field

Whether in assisted living facilities, as hospitals, care homes, or people's own homes, carers are essential in helping individuals live securely, pleasantly, and with dignity. (National Careers Service)

2.1 Description of Care worker in Health and Social Care

A professional carer may work with people who have learning impairments, dementia or with the elderly in a care facility by assisting individuals with personal care and assistance, such as dressing, showering, and administering medications. (The Orders of St. John Care Trust)

T (Topic Sentence)

A care worker plays a vital role in the health and social care sector by providing practical and emotional support to individuals

E (Explanation) Their role focuses on meeting individuals' physical, emotional, and social needs while promoting independence and dignity.

E (Example)

For example, a care worker may help an older person with washing, dressing, and preparing meals while encouraging them to do as much as possible for themselves.

L (Link)

This show that the care worker's role is centred on person-centred care and improving overall wellbeing.

Importance of the role.

T (Topic sentence): The role of a care worker is important because it directly improves the quality of life of vulnerable individuals.

E (Explanation): Provide essential support that enables individuals to live safely and comfortably

E (Example): For instance, regular support with medication and mobility can prevent hospital admissions and reduce the risk of accident such as falls.

L(Link): Crucial in maintaining individuals' wellbeing and supporting the wider health and social care system.

Main duties of the role.

T (Topic sentence): Care workers carry out a wide range of duties to ensure individuals receive safe and effective care.

E (Explanation): Main duties include assisting with personal care, supporting mobility, helping with eating and drinking, and providing emotional support.

E (Example): For example, a care worker may notice changes in an individual's behaviour or appetite and record this information so appropriate action can be taken.

L(Link): These duties ensure continuity of care and help protect individuals from harm.

Key skills needed to perform the Role

T (Topic sentence): To perform the role effectively, care workers must have a range of essential skills.

E (Explanation): Good communication skills are needed to interact clearly with individuals' families, and professionals. Empathy and compassion are important to understand individuals' feeling and provide emotional support.

E (Example): For instance, a care worker must communicate calmly and respectfully with an individual who is distressed while working closely with colleagues to meet care needs.

L (Link): These skills enable care workers to deliver high-quality, person-centred care.

2.2 Explanation of Most Significant Skills Needed for [care worker

Good communication helps care workers understand individuals' needs, preferences, and concerns. Empathy is the ability to understand and create a meaningful relationship with those under their care. The individuals might be having both physical and mental health issues, therefore patience is an important quality that a care assistant should have to perform these tasks.

Communication Skill

T (Topic sentence): Excellent communication in care work involves active listening, clear explanations, and tailoring your style to fit different personalities.

E (Explanation): Allows care workers to understand clients' needs, share information accurately, and build trusting relationships.

E (Example): For example, if some clients want to chat all afternoon and others barely say 'hi' – adapting your communication style for each is essential to making everyone feel comfortable.

L (Link): Words mean everything – and a cheerful approach in the way you communicate with people can turn around even the toughest of days.

Empathy Skills

T (Topic sentence):

That means feeling real concern for your clients' wellbeing and understanding their experiences

E (Explanation): Empathy is the ability to relate to others and understand what they are feeling.

E (Example): It's about finding out and thinking about how that situation makes someone feel, and responding

L (Link): Empathy helps us build stronger relationships, gaining insights into how they are thinking and feeling

Patience Skills

T (Topic sentence): Patience empowers healthcare workers to effectively communicate and build trust with people.

E (Explanation): Patience in healthcare refers to the ability to remain calm, composed, and understanding when dealing with various challenges

E (Example): Being a patient caregiver means providing compassionate support, assistance, and care to individuals experiencing a health-related challenge or needing support due to a physical or mental difficulty

L (Link): Caregivers who possess these skills create a nurturing and supportive environment for the people they serve.

Lack of the afore mention Skills

T (Topic sentence): Lack of effective communication, patience, and empathy skills, can negatively affected the quality of the service provided, as patients may feel misunderstood, unsupported, and emotionally neglected

E (Explanation): Communication skills help care staff understand patients' needs, while patience and empathy allow them to respond respectfully and compassionately.

E (Example): For example, a patient who struggles to explain their pain may feel ignored or frustrated if staff are impatient or dismissive, which can lead to misunderstandings and a lack of trust in the healthcare system.

L (Link): Without strong communication, patience, and empathy skills, care staff may negatively impact patient wellbeing, safety, and satisfaction.

Realistic Example on How the Skills are implemented

Communication is significant in delivering high-quality, person-centred care and support. ([Sharkiya, 2023](#)). In my own experience working with elderly people, I used communication, patience and empathy skills to be able to understand and to provide to them good service and care.

3 Strategies for Skill Improvement for Care Worker

Practice Active Listening: (COMMUNICATION) Strategy 1

Active listening is a key component of effective communication, maintaining eye contact, nodding, and smiling, to show that you are present and interested in what they have to say.

Be curious about other people's experiences: (EMPATHY) Strategy 2

Putting yourself in another person's shoes can help you deepen your understanding of others. Asking yourself what you'd feel in their position and what type of support you'd want to be offered.

Practice deep breathing: (PATIENCE) Strategy 3

Focusing on your breath can help reduce your heart rate and calm your mind by taking few deep, slow breaths to bring yourself back to the present moment.

3.1 Three Strategies to Improve the Skills for Carer Worker

– Structured Communication Training

Topic: Structured communication training is an effective strategy to improve a care worker's communication skills.

Explanation: Training sessions help care workers express information accurately and understand clients' needs.

Example: For example, role-playing scenarios enable care workers to practise speaking clearly with clients, families, and health professionals.

Link: Improved communication reduces misunderstandings and enhances the quality of care provided.

– Reflective Practice and Client Centered Care

Topic: Reflective practice is an effective strategy for developing empathy in care workers.

Explanation: Reflecting on interactions helps care workers understand clients' emotions, perspectives, and experiences, encouraging compassionate and respectful care.

Example: For instance, keeping a reflection journal or discussing client situations in supervision sessions.

Link: Consequently, reflective practice strengthens empathy and supports more person-centred care.

– Stress Management and Emotional Regulation

Topic: Learning stress management techniques is an effective way to improve patience in care workers.

Explanation: When care workers can manage stress and emotions, they are better able to remain calm and patient in challenging situations.

Example: For example, training in mindfulness, deep-breathing techniques, and time management helps care workers cope with demanding tasks and difficult behaviours.

Link: Therefore, improved stress control leads to greater patience and more positive interactions with clients.

4 Conclusion

In conclusion, this report highlights three key strategies to enhance the communication, empathy, and patience skills of care workers. Ongoing communication training helps ensure clear and effective interactions, while reflective practice supports the development of empathy through greater understanding of clients' experiences. Additionally, stress management and emotional regulation techniques enable care workers to remain calm and patient in demanding situations. Together, these strategies contribute to higher-quality, person-centred care and improved outcomes for both clients and care workers. Overall, investing in skill development is essential for creating a compassionate, effective, and sustainable care workforce that benefits society.

5 Reference List

Bisera Dimitrijevic; Seo content writer . Published 2023 (Accessed 5 December 2025).
The orders of St john care; Published 2025 at Trust / OSSCT .[https:// www . osjct.co.uk](https://www.osjct.co.uk)
(Accessed 8 December 2025).
Sharkiya; Published 2023 (Accessed 15 December 2025).
National careers service; Published 2022 (Accessed 10 December 2025).