

Professional Development with Health and social Care

LORRAINE MUIR

2420331

MODULE CODE:

LCBS4009

LECTURER:

ANIKA TAHSIN AHMED



REFLECTION

LORRAINE MUIR

DEFINE

Reflection in healthcare is what we call reflective practice. it's when we as HCAs intentionally analyse professional experiences, actions, and emotions to enhance key skills. This informs future clinical decision-making, patient care, and personal development. It enables practitioners to learn from both positive and challenging situations, fostering self-awareness and improves patient care.

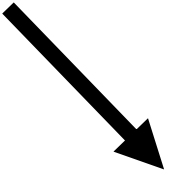
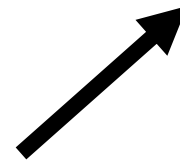
MODEL

ERA
Model

Experience

Action

Reflection



EXAMPLE OF REFLECTION IN JOB ROLE

Experience:

A patient I was supporting with washing and dressing refused my assistance, I explained to them that this is my job and I have to support them with their needs but they still refused to engage. They looked a little uncomfortable, but I still attempted to help which made them agitated.

Reflection

At first, I was sceptical whether to stop or not because I knew I had a duty of care which involved making sure patient care/needs are met. However, throughout this process, I respected their dignity. After reflecting on the situation, I realised how vulnerable the patient was in a situation of being washed and dressed by someone else.

As a Health care Assistant providing person centred care is important. This made me think about how I could have made it person centred for an example, by asking the patient what they would like from me and how I can make them feel comfortable during this process of washing and dressing. Respecting someone's choice even when it conflicts with our routine tasks is what it means to be person centred.

I should have considered other factors that may have affected the patients behaviour such as fear, religious beliefs, confusion, pride and pain. As a professional it is vital to think deeper and explore other avenues in order to tailor my care around patient's needs making every individual feel included valued and heard.

Action

Ask the patient what they would like.

Demonstrate patience by giving the patient some time if they begin to get agitated.

Include patients in their daily routine. Eg, when helping a patient with personal care I could include them in brushing their teeth or washing their face.

Being self-aware of my tone of voice, choice of words and body language. For an example asking the patient 'would you prefer to wash your own face today'. This will help them feel more in control.

Always explore reasons why a patient refused care.

Use reassurance.

Inform a nurse if refusal continues to ensure the patients receives adequate care.

RELEVANCE OF REFLECTION IN HEALTHCARE

- Person-centred care
- Respect for dignity
- Communication skills
- Professional accountability

Importance of reflection for a HCA

Reflection is especially important for a **Healthcare Assistant (HCA)** because HCAs provide direct, hands-on care and often notice changes in patients first. Reflecting helps you improve care quality, safety, and your own professional development.

REFERENCES

Bassot, B. (2020) *The reflective journal*. 3rd edition. London: Red Globe Press.

Cottrell, S. (2015) *Skills for success : personal development and employability*. 3rd ed. Basingstoke:Palgrave Macmillan.

Johns, C. (2013) *Becoming a reflective practitioner*. 4th ed. Chichester, West Sussex: John Wiley & Sons.