



Certificate of Higher Education Skills for the Workplace (Health and Social Care)

LCHS4009 Professional Development within
Health and Social Care

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Introduction

This assignment gives a summary of professional development in the health and social care, a CV, personal statement, SWOT analysis, PDP, and reflective account. It measures talents, experience, and career objectives. Performance is analysed with the help of Gibbs Reflective Cycle, which emphasises on continuous improvement and self-awareness.

Task 1: Professional CV

Nazia Riaz

Care Assistant

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I regard myself as a cheerful and friendly person, who is reliable and trustworthy. I am keen to learn new skills. I also see myself as an enthusiastic and reliable team player who is willing and able to develop new skills quickly.

Work Experience

Care Coordinator

Devine care: London

July 2017 to Present

Making Rota, dealing with staff, updating care plan risk assessment, dealing with social worker's, accepting new client, staff meeting, interviews,

Senior support worker and deputy manager

Enriched care: Hounslow

January 2016 to April 2017

Dealing with cqc, social worker meeting, doing house meeting, making menu, checking health and safety checks, fire alarms checks, dealing with money, care plans, risk assessment,

Private Care Assistant

Private: Walthamstow March 2014 to March 2016

Giving personal care. Taking the client out. Updating care plan. Risk assessment.
Dealing with medication

Senior Care Assistant

care home: London

June 2013 to December 2015

Responsibilities

Giving personal care dressing feeding doing different activities with the residents
taking the residents out for outings shopping cinemas booking transport booking
appointments taking residents for appointments checking first aid stock

Support Worker

Walthamstow Nursing & Employment Agency: Walthamstow

October 2007 to July 2013

Responsibilities

Giving personal care, Washing, Dressing, and Cleaning, handling food and feeding.
Spot's checks, risk assessment, ordering medication, supporting new staff

Education

NVQ level 2 - diploma level 3 in health and social care in Health and social care

McEntee School: London 2003

Additional Information

Key skills:

- Ability to communicate orally and verbally.
- Being a constructive team member, contributing practically to the success of the team.
- Being able to motivate and encourage others, whilst taking the lead.
- Ability to see opportunities and to set and achieve goals.

- Thinking things through in a logical way in order to determine key issues, often also including creative thinking.
- Ability to handle change and adapt to new situations.
- Ability to relate well to others and to establish good working relationships.
- A basic understanding of common office equipment and programs.
- Good time keeper.

Task 2: Personal Statement

I am applying for the role of Care Assistant and would like to show my motivation and suitability for this role by providing examples of skills, experience and a willingness to provide person-centred care at a high level. My future aspiration is to continue my personal and professional growth within the Health and Social Care sector, by moving to senior roles where I will be able to provide support for service users and care teams, whilst maintaining high standards in terms of both the level of service provided and the approach taken when delivering this service.

My academic and practical experience has provided me with a wide-ranging background within the field of Care. I have attained NVQ Level 2 & Diploma Level 3 in Health and Social Care which have given me the necessary skills and understanding of the key areas of safeguarding, care planning, risk assessment and well-being, which are all fundamental to my job role of deliver effective care to those whom rely on me to provide them with care when they need it most. The knowledge I gained via my educational training taught me that individuals who use care services require dignity, respect and empathy from those who provide care.

I have gained many years of significant experience working in a range of different Care settings including residential care homes, private care businesses or co-ordinated care environments. Most recently, I have been employed as a Care Coordinator, with the responsibility of managing all aspects of staff rotas; liaising directly with social workers; conducting risk assessments; updating care plans; and supporting the admission of new clients. The duties associated with this role have further improved my organisational skills and my ability to perform effectively under pressure, while continuing to maintain a very high level of accuracy and attention to detail.

My previous role as a Senior Support Worker and Deputy Manager, helped develop my leadership abilities with regards to supervising staff; leading meetings; ensuring that regulatory standards are adhered to; and managing health & safety processes. I have learnt to take ownership of my role; lead teams effectively; and ensure that care services are delivered in a smooth and efficient manner.

Through my experience as a Care Assistant and Support Worker, I have improved my ability to communicate well with others, providing high-quality care. I have been trained to provide personal care, administer medications, help clients complete daily living tasks, and develop positive, trusting relationships with both clients and their families. Above all, I want to support individuals in becoming independent and improving the overall quality of their lives. I am a reliable, flexible team member who is able to adapt to changing environments and thrive in a wide variety of situations. I have a strong ability to solve problems and remain calm, professional, and focused when working with clients in a challenging or high-pressure situation.

Task 3: SWOT Analysis and Personal Development Plan

a: SWOT Analysis

Strength	Weakness
• Excellent interpersonal and communication abilities obtained via hands-on caregiving experience. • Competent with providing assistance with personal care, administering medications, and creating care plans. • Dependable and flexible while staying calm under stress in order to provide service at high standards.	• Limited experience with higher level clinical tasks and computerised care systems (Duvall, 2019). • Leadership experience is a work in progress and not yet established in complex caregiving environments.
Opportunity	Threat
• Professional growth (ongoing) through training (NVQ levels 4 / 5) (Glasby, 2026).	• High levels of stress and high potential for burnout may lead to anxiety;

- | | |
|---|---|
| <ul style="list-style-type: none"> • Acquiring specialty expertise in dementia or palliative care, among other specialities • Progression toward advanced or management level jobs. | <ul style="list-style-type: none"> • Increasing workload demands due to the lack of qualified staff; • Changing regulations requiring ongoing education to stay compliant to rules. |
|---|---|

b: Personal Development Plan (PDP)

GOAL 1: Develop Advanced Clinical Skills and Care Skills

I want to improve my clinical skills and knowledge over the next two years by gaining further education in dementia care, palliative care, and safe administration of medications. I will accomplish this by enrolling in related training programs (e.g., obtaining an NVQ Level 4 in Health and Social Care) and attending workshops offered by my employer. To assist with my personal development, I will look for a mentor from among senior staff in addition to gaining hands-on experience (Griffiths *et al.*, 2019). My progress will be tracked by completion of courses, monthly supervisor feedback, and increased confidence when managing complex clinical situations.

GOAL 2: Improving Leadership/Supervisory Capabilities

I want to be ready for a senior leadership role through developing my leadership skills and ability to supervise. I will achieve this by taking on added responsibilities such as mentoring employees who are new to the profession, leading a small team of workers, and being involved in team meetings (Duvall, 2019). I plan to seek feedback from my manager on a consistent basis and reflect on my own performance. I will evaluate my progress by reviewing performance evaluations done by my supervisor, added responsibilities assigned to me, and capability in providing support to co-workers.

Goal 3: Digital Skill Development and Documentation

To be able to adapt myself to new technologies in healthcare and record keeping, my goal for this year is to develop my skills in using digital technology for providing care and recording (Woolham *et al.*, 2019). To do this, I will take part in training/education

relating to use of electronic systems for care planning, and keep records accurately as part of my daily work. The success of this goal will be determined by:

- The number of errors I make/create recorded by others.
- The time taken to complete tasks.
- The amount of positive feedback received from audits/quality reviews.

When evaluating my growth, I will reflect upon my self-reviews, as well as reviewing my supervisors' comments and reviewing my yearly performance evaluations with my input, in order to continuously improve and grow my career.

Task 4: Reflective Writing

In this reflection, Gibbs Reflective Cycle was used to structure the reflection critically on my LCHS4009 Component 1 reflection on reflective practice in health and social care presentation.

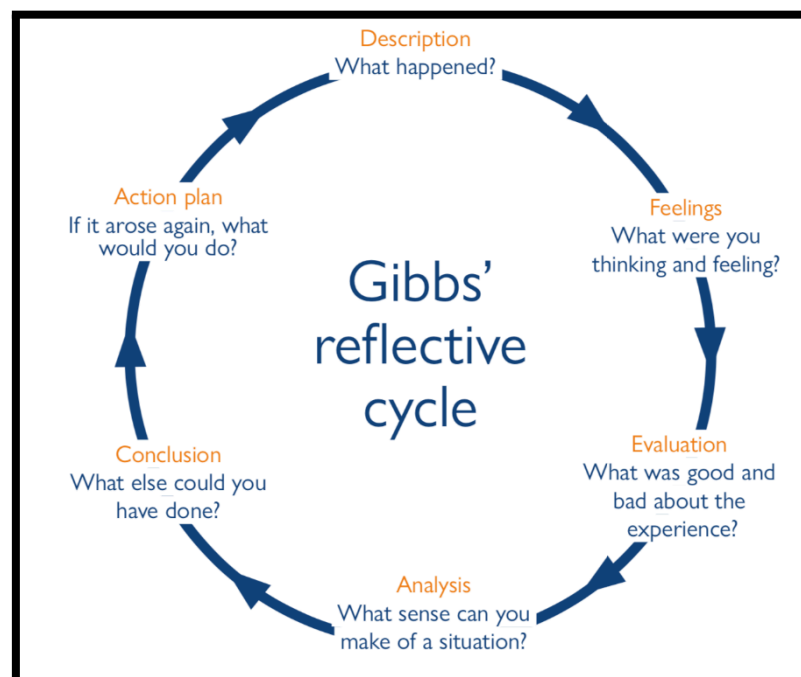


Figure: Gibbs Reflective Cycle

(Source: Adeani, Febriani, and Syafradin, 2020)

Description

The presentation was based on the concept of reflective practice, its importance in professional development and how it can be used in managing challenging

behaviour in a clinical setting. Some of the crucial theoretical dimensions that I covered include learning integration, critical analysis, and continuous professional development significance. The reflection model of Gibbs was also mentioned in the presentation as a systematic model of reflection. The assignment involved clear expression of thoughts and showing of knowledge in a professional setting.

Feelings

My confidence regarding the topic was moderate, and then the presentation took place before I was confident in my knowledge of the subject, since I had conducted research on reflective practice and its applicability in healthcare. Nevertheless, I also felt a certain degree of nervousness about my delivery and the possibility of being able to present fluently. I was a little nervous during the presentation, and this impacted my speed and articulateness at some moments. I was relieved after the task but also realised that I could have performed better especially in aspects of confidence and engagement.

Evaluation

Various strengths of my presentation were that I had a clear vision of what reflective practice is and its significance in the workplace. The slides were arranged in a logical sequence with a flow of information and inclusion of a recognised theoretical framework helped to add to the academic quality. Nevertheless, there were significant flaws. According to verbal feedback of my lecturer, the practical example was not in-depth, the clinical scenario was too general and immature. Furthermore, my presentation could have been more self-assured and interesting. The slight grammatical and wording mistakes in the slides also lowered the overall professionalism, which means that it is necessary to pay more attention to the proofreading and improvement of the presentation.

Analysis

My presentation reflected a good knowledge of reflective practice in health and social care. Nonetheless, there were a number of weaknesses that showed that I needed to enhance my critical thinking and communication skills. The insufficiency of the clinical scenario indicated that I failed to use theory to practice effectively and restricted my analysis. As Graham Gibbs puts it, reflection needs not only critical

analysis but practice. Also, the nervousness during delivery had an impact on my clarity and confidence. The presence of grammatical mistakes in the slides also meant that I had not proofread the slides, which lowered the level of academic quality and professionalism of my work.

Conclusion

In sum, this presentation was a good learning experience that identified my strengths and weaknesses. Although my knowledge of theoretical concepts was good, I still need to work on my skill in the application of the concept in practice. My presentation and communication skills also need to be enhanced further so that I am able to present information in a confident and professional manner.

Action Plan

I am going to do several things to enhance future performance. To start with, I will make sure that I provide more specific and realistic illustrations of how theory is applied to practice. Secondly, I will rehearse my presentations severally to enhance confidence, time, and clarity. Peers will also provide feedback during the pre-final submission time so that I can recognise areas of improvement. Also, I will proofread my work thoroughly, to get rid of grammatical mistakes, and become more professional. Lastly, I will also keep enhancing my reflective learning by applying structured models like Gibbs cycle on a regular basis to improve my critical thinking and learning.

Conclusion

This assignment was an excellent experience to consider professional skills, experiences, and developmental requirements in health and social care. It brought out strengths and weaknesses. The reflection process in Gibbs Reflective Cycle aided in critical thought, which underlies the importance of lifelong learning and high standards of professional practice.

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