



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

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Name: Denise McCulloch

Student ID: 2519544

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Lecturer: Abdulla Sodiq

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1: Written Report

1.1 Introduction

A support worker plays a crucial role within health and social care by providing practical and emotional support individuals with diverse needs. This role is essential in promoting independence, dignity and well-being, particularly for vulnerable adults requiring assistance with daily living and safeguarding (Skills for Care, 2023).

Support workers contribute to person centred care by supporting communication, maintaining accurate records and responding effectively to changing needs (NHS England, 2024). The effectiveness of this role directly influences the quality and safety and consistency of care provided (Care Quality Commission, 2024). This report will outline the role of a support worker, describe key duties, evaluate essential skills including record-keeping, problem-solving, and teamwork, and examine strategies to develop these skills.

1.2 Description of, and background to, Support Worker in Healthcare

Support workers play a crucial role in health and social care by providing essential supports to individuals with physical, emotional and social needs. This role is essential as it promotes independence, dignity and well-being, particularly for vulnerable individual who requires assistance with daily living and safeguarding (Department of Health and Social Care, 2022). By supporting person-centred care, support workers contribute to improving quality of life and ensuring individuals receive appropriate and respectful care (NICE, 2021).

The duties of a support worker include assisting with personal-care, supporting daily activities, encouraging social inclusion and communicating effectively with service users and healthcare professionals. Support workers are also responsible for observing changes in individuals' conditions and reporting concerns align with safeguarding procedures (Care Quality Commission, 2024). The most important duty of this role is to ensure the safety and well-being of service users, as this is central to all aspects of care and safeguarding practise.

To perform this role effectively, Support workers require a range of key skills, including communication, record-keeping and problem-solving. These skills support safe, coordinated and person-centred care delivery within health and social care settings (Skills for Care, 2023).

1.3 Evaluation of the skills needed for Support worker in Healthcare

Teamwork, record-keeping and problem-solving are three key skills required full support workers, as they directly influence the quality, safety and effectiveness of care within health and social care settings. These skills are particularly significant as they support safeguarding, promote person centred care and enable professionals to respond appropriately to individual's needs (NHS England, 2024). Importantly, these skills do not operate in isolation but are closely interconnected in practise.

Effective teamwork is fundamental, as it enables support workers to understand and respond to service users' needs, preferences and concerns (NHS England, 2024; Pradelli et al., 2025). This facilitates accurate understanding, which is critical for delivering person-centred care (NICE, 2021). It also supports collaboration with nurses, carers and other healthcare professionals, ensuring that information is clearly shared and acted upon. For example, communicating a change in a service user's condition to a nurse can enable timely intervention and prevent the risk of further decline. This highlights how communication and record-keeping are closely linked, as poor communication can result in incomplete or inaccurate records. In contrast, ineffective communication can lead to misunderstandings, delayed care and increase risk of harm, particularly in safeguarding situations (Care Quality Commission, 2024).

Record-keeping skills are equally essential, as they ensure that accurate and up-to-date information is documented and shared across care teams. This supports continuity of care and enables professionals to make informed decisions based on reliable evidence. For instance, detailed records of medication, behaviour or health changes allow nurses and carers to monitor progress and adjust care plans accordingly. This demonstrates how accurate record keeping relies on effective communication, as information must first be clearly understood before it can be recorded. According to Local Government and Social Care Ombudsman, (2024), poor record-keeping can lead to incorrect decisions, gaps in care and increase risks to service users, particularly where safeguarding concerns are not properly documented.

Problem solving skills are critical for managing unexpected situations and responding to changing needs. Support workers must assess risks, make timely

decisions and adapt their approach to ensure safety. For example, recognising and responding to a sudden behavioural change can prevent escalation and protect both the individual and others. This highlights how problem solving is supported by both communication and record keeping, as decisions are often based on shared information and documented evidence. Without effective problem-solving skills staff may struggle to respond appropriately, potentially leading to unsafe care and poor outcomes (Skills for Care, 2023).

Overall, these skills are interrelated and collectively support safe effective and coordinated care delivery, demonstrating their critical importance within health and social care practise.

1.4 Strategies to improve the skills for Support Worker

Improving key skills such as problem solving, record keeping, and teamwork is essential to ensure safe, effective, and coordinated care within health and social care settings. These skills are strengthened through structured strategies and support continuous learning, reflection, and professional accountability.

One effective strategy is ongoing training and continuous professional development (CPD). This ensures that support workers remain aligned with correct policies, procedures, and best practise. Training in documentation and safeguarding improves record keeping by ensuring information is accurate, clear, and consistently recorded, reducing the risk of miscommunication within teams and supporting effective decision making. For example, accurately recording changes in service users condition enable appropriate responses from other professionals, demonstrating how improved record keeping also strengthens problem solving. According to Care Quality Commission (2024), maintaining high standards through training is essential for delivering safe and effective care.

A second strategy is reflective practise, which develops critical thinking and professional awareness. This approach is effective because it encourages evaluation of action and identification of areas for improvement. For instance, reflecting on the situation where teamwork was ineffective can highlight how poor communication led to gaps in care. This supports improved teamwork by enhancing communication and

reduces the likelihood of repeated errors. Reflective practise also enhances problem solving by promoting more informed and considered responses in familiar situations (NHS England, 2024).

Another key strategy is regular supervision and constructive feedback from experienced professionals. This provides structured opportunities to review performance, identify weaknesses, and receive guidance. Feedback may highlight incomplete records or ineffective communication, allowing improvements to be made. For example, supervision can identify the need for clear documentation or more effective communication during handovers, strengthening both record keeping and teamwork. It also supports problem solving by introducing alternative approaches for professional insights (Department of Health and Social Care, 2022).

These strategies are interdependent, meaning improvements in one area strengthens development in others. Accurate record keeping supports effective teamwork by ensuring that information is clearly communicated (Morian et al., 2024). while strong problem solving enables appropriate responses to changing needs. Overall, this demonstrates that skills development is a continuous an integrated process, supporting safer practise and improve outcomes for service users.

1.4 Conclusion

In conclusion, the role of a support worker is fundamental to delivering safe, effective and high-quality care within health and social care settings this report has demonstrated the importance of key skills, including problem-solving record-keeping and teamwork, in ensuring consistent and person-centred practice. The evaluation highlights how these skills directly influence communication, decision-making, and care outcomes. Furthermore, the strategies identified the need for continuous development through training, reflection, and supervision. This reinforces that maintaining and improving these skills is essential for reducing risk, promoting safety, and ensuring positive outcomes for service users within increasingly complex and demanding care environments.

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