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Programme: Certificate of Higher education skills for the workplace
(Health and Social Care)

Module: Professional development within health and social care

Module Code: LCHS4009

Lecturer Name: Christopher Mafuva

Assignment Name: Component 2 – Personal development
portfolio

Chosen Job Role: Care assistant – Bluebird care Islington &
Hackney

Chosen job vacancy – Care assistant

I have selected the care assistant vacancy at Bluebird care Islington and Hackney as it is relevant to my current health and social care studies and my long term dream career of becoming a children's nurse. This role would allow me to develop practical experience in care while improving the skills that I've gained through my previous employability in hospitality. The vacancy offers training and development opportunities, which would support my professional development while focusing on my studies and as i progress from level 4 to level 5 and 6 health and social care.

The screenshot shows the Bluebird Care website. The header includes the Bluebird Care logo, a 'Job search' button, and navigation links: 'Our roles', 'Why join us?', 'Help & guidance', 'Case studies', 'News', and 'Locations'. Below the header, there's a sub-header for 'Islington & Hackney / Change office' and a navigation bar with 'Overview', 'Current vacancies', 'Meet the team', 'About us', and 'Enquire'. The main heading is 'Care Assistant'. Below this, the job details are listed: 'Location: Islington & Hackney', 'Contract type: Care Delivery', and 'Salary details: £13.65 - £20.48 per hour'. A blue button labeled 'Apply for this role' is positioned below the salary details.

Responsibilities

As a Care Assistant your key responsibilities will include:

- Provide Person Centered Care to Individuals in their own homes
- Support with personal care
- Provide companionship
- Prompt and/or Administer Medication
- Support with food preparation, domestic duties, and shopping
- Assist through Manual handling / using equipment where required

Requirements

- You must have a valid right to work in the UK and currently be living in Islington or Hackney
- You need to be over the age of 18
- A genuine desire to care for others
- To be reliable, compassionate, honest and patient
- To have availability to work more than 20 hours per week
- Can work flexible times, early mornings from 7am and/or evenings to 10pm will be part of your regular schedule
- Alternate weekends (including both Saturday and Sunday)
- Previous care experience is desirable
- Weekend only work is also currently available

Task 1: Professional CV

Shazia Khatun Rahman

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Personal Profile

A motivated health and social care student currently progressing from level 4 to level 5, with 2 years of experience in customer hospitality roles. Experienced in communication, handling payments, teamwork, organisation, food hygiene and working calm under pressure. I'm a reliable, friendly and a quick learner that enjoys working and communicating with others. I am looking to hopefully develop practical experience within health and social as a care assistant while continuing my studies. My long-term goal is to progress into children's nursing and I am particularly interested in developing person-centred care, communication and professional skills.

Key skills

- Communication and interpersonal skills
- Teamwork and collaboration
- Person – centred approach
- Customer – focused service
- Working calm under pressure
- Attention to detail
- Organisation and stock management
- Time management
- Food hygiene and safety awareness
- Reliability and flexibility
- Quick learner
- Friendly and approachable
- Awareness of allergies and individual needs

Education

UWTSD – Level 4 diploma in health and social care

October 2025 – August 2026

UWTSD – Level 5 diploma in health and social care

Expected start: October 2026

Employment History

Waitress – The Indian – A fine dining restaurant, New Milton, Bournemouth

July 2023 – 2024

- Provided friendly and professional customer service
- Memorised menu information and answer customer concerns
- Took customer orders and communicated clearly with customers and colleagues
- Operated the till and handled cash and card transactions
- Handled customer bills carefully and accurately
- Worked effectively as part of a hospitality team
- Remained professional and approachable during busy periods.

Kitchen assistant – Bamboo, Highcliffe, Bournemouth

December 2024 – January 2026

- Worked effectively as part of a busy kitchen
- Followed strict hygiene and quality requirements
- Helped food preparation and maintained an organised working environment
- Developed awareness of allergies and the importance of meeting an individuals needs
- Managed stock and helped maintain supplies
- Worked calm and efficiently under pressure especially during busy periods
- Demonstrated reliability and flexibility by working varied shifts and working weekends

Interests and career goals

My main career goal is to become a children's nurse. I am extremely passionate in working with children, supporting and developing my understanding of health, wellbeing and care. I am currently progressing through health and social care qualifications and I have the intention to continue to level 6 before progressing to a nursing degree. I am also interested in developing my communication and professional skills through employment within the health and social care sector.

References

Available upon request

Task 2 – Personal statement

I am applying for the care assistant role at Bluebird care Isington and Hackney because i would love to develop practical experience within the health and social care sector while continuing with my education. I'm currently completing a level 4 diploma in health and social care and will hopefully be progressing to level 5 in October 2026. My long-term career goal is to become a children's nurse, which is why I believe that working as a healthcare assistant would help me develop important skills and gain experience of supporting individuals with their needs.

Although I haven't worked as a care assistant previously and may have no experience of one i have gained transferable skills through my previous employment. From July 2023 to July 2024, I worked as a waitress at The Indian, a fine dining restaurant in New Milton, Bournemouth. My responsibilities included serving customers, taking orders, answering questions about the menu, handling cash and card payments and handling bills. This experience helped me develop my communication and customer service skills and taught me the significance of listening carefully and responding to an individuals needs.

From December 2024 to January 2026 i worked as a kitchen assistant at Bamboo in Highcliffe, Bournemouth. This role strengthened my ability to work as part of a team and stay calm during busy hours. I was also responsible for maintaining high hygiene standards, managing stock and assisting in food preparations. I developed the knowledge of understanding the importance of allergies and individuals needs, which i believe is relevant to a care environment where people have different requirements. These experiences have helped me stay organised, be reliable and flexible when working different shifts.

I believe my current health and social care studies have also helped me prepare for this role. My course has helped me develop my understanding of providing the right reasonable support for individuals. I'm particularly interested in person – centred care because I'd be able to have a better understanding of how everybody has different needs, preferences and circumstances. The Bluebird care vacancy was interesting because it included responsibilities such as providing person – centred care, companionship, food preparation and shopping. Being able to have the opportunity of training and develop professionally would allow me to build on my existing skills and knowledge while still learning the aspects of care. **(Care quality commission, 2026)**

One area I'm continuing to develop is my confidence when communicating in a new environment. I know that i can initially be shy when meeting new people, but my previous employment has shown me that I'm quickly more confident once I become familiar with my surroundings and responsibilities. I am a quick learner who is willing to ask questions and receive feedback to improve my skills.

I would bring a caring, reliable and friendly attitude to Bluebird care team. I am very committed to developing my skills and would value the opportunity to learn from experienced colleagues. In the future i want to progress through level 5 and level 6 health and social care before completing a nursing degree and becoming a registered children's nurse. I believe this role would play an important part of my life as it will be a step towards achieving that goal while still allowing me to make a positive contribution to the people i support;

Task 3 – SWOT

Strengths	Weaknesses
• Good customer service experience • Teamwork experience • Experience working under pressure • Awareness of allergies and individuals needs • Eperience caring for younger sister, including feeding, changing nappies and helping with everyday needs • Reliable, flexible and organised	• No previous care experience • Can be shy in unfamiliar environments • Still developing confidence in professional communication • Limited healthcare workplace experience • Need to develop practical care skills through training
Opportunities	Threats
• Gaine professional care experience through the care assistant role • Receive training and develop practical care skills • Continue to progress from level 4 to level 5 and 6 • Develop communication and person-centred care skills • Gain the experience and knowledge i need to support my children's nurse career	• Balancing employment with level 5 studies • Competition for care assistant position • Limited availability depending on university timetable • Emotion and physical demands of care work • Lack of previous care experience compared with some applicants

Another strength I have is my experience caring for my younger sisters. While this may not be professional care experience, helping me look after them has given me a better understanding of responsibility and meeting another person's basic needs. I have helped with tasks like feeding, changing nappies, and supporting and helping everyday routines. This has also contributued to my interest working with children and is one of the reasons I would like to become a childrens nurse in the future.

Personal development plan

Goal	Action	Timescale	How I will monitor it
Develop practical care skills	Complete training/ care certificate and learn safe care practices	First 6 – 12 months	Training records, supervisor feedback
Improve communication confidence	Speak with service users and colleagues regularly and request feedback	6 – 12 months	Monthly self-reflection and supervisor feedback
Develop knowledge of safeguarding and person – centred care	Complete university/ employer learning and apply knowledge to practice	Year 1	Training certificates and reflective records
Prepare for children's nursing	Continue to level 5 and 6 and research nursing degree requirements	Next 2 years	Review academic progress each term

Development over the next 2 years

During the first year, my main priority will be gaining practical experience and hopefully developing my confidence as a care assistant. Although I have experience working with customers and caring for my younger sitters, I understand that professional care requires additional knowledge and skills. So therefore, I will take advantage of the training provided and learn from experience members of the care team. I will focus mainly on person – centred care, communication, safeguarding, personal care and maintaining people's independence. The care certificate provides standards that help workers develop the knowledge, skills and behaviours needed to work safely and effectively in health and social care **(Skills for care, 2026)**

I also want to improve my confidence when communicating in unfamiliar environments. I know that I can sometimes be shy my first interaction with others, so working with different service users and colleagues will give me the opportunities to become more confident. I will monitor that by reflecting on situations that challenges me and considering what went well and what I need to do to improve. Receiving critical feedback will also help me recognise progress that I might not notice myself.

During the second year, I will continue developing my professional skills while progressing through my studies. My goal is to take more responsibility within my role and use my workplace experiences to support my academic learning. I will also develop and understanding of safeguarding and person – centred practice because they are important areas of health and social care and will be essential for my future nursing career.

Overall, this PDP will help me turn my current strengths to professional skills while showing the areas i need to improve. By monitoring regularly, I will be able to evaluate my goals. This will prepare me for future employment and eventually children's nursing.

Task 4: Critical reflection using Gibbs' reflective cycle.

I have used Gibbs' reflective cycle to structure my reflection from my component 1 presentation the model provides 6 stages of reflection: description, feelings, evaluation, analysis, conclusion and action plan. **(Gibbs, 1988)**

Description

For my LCHS4009 component 1 assessment I completed a five minute presentation on the importance of working in teams in health and social care. I chose teamwork because its an important skill when working with other professionals and supporting individuals. I included Tuckman's model of team development and explained how the different stages of forming, storming, norming and performing can apply to teams. I prepared speaking notes and memorised most of my presentation so that I could explain the information rather than reading directly from my slides.

Feelings

Initially, I felt stressed because I confused the assignment dates and was also completing another 10 minute presentation for a different module. As a result, I completed this presentation close to the deadline and felt that I didn't have enough time to prepare it properly. I deliberately kept my slides simple because I didn't want it to be too overcrowded and planned to explain it more verbally. After receiving feedback, I realised that I forgot to include citations and a reference list. I also realised that I focused so much on memorising my presentation that I hadn't checked all the assessment requirements carefully.

Evaluation

There were some positive parts to my presentation. My lecturer stated that I demonstrated an understanding of teamwork and its importance to practice. I also received positive feedback for my explanation of Tuckman's model and was told that there was a satisfactory link between theory and practice. The presentation was described as 'coherent'. However, I received no marks for engagement with literature because I didn't include in-text citations or a reference list. My lecturer also stated that my presentation should have included more 'robust explanation' and demonstrated 'more originality'. This showed me that having clear slides and presenting confidently isn't enough when academic evidence is also required.

Analysis

Looking back, my main weakness was my preparation and organisation. Although the confusion over deadlines contributed to the rushed preparation, I realised that I was still responsible for checking the assessment guidance and marking criteria. I should've made sure I understood all the requirements before making my slides. I also misunderstood the balance of keeping slides simple and providing enough academic content. I now understand that citations do not necessarily make a slide overcrowded and be included alongside certain points. Researching reliable sources earlier would have helped me provide stronger explanations and develop my own analysis instead of relying mainly of the knowledge I already had

Conclusion

Overall, the presentation helped me recognise that I need to improve my organisation, academic referencing and preparation. I was able to demonstrate my understanding of teamwork and communicate my ideas, but I didn't include evidence from literature. This experience has shown me that I need to give equal attention to the content, presentation and academic requirements of an assignment.

Action plan

For future assignments, I will start earlier and create a checklist using the assessment specification and marking criteria. I will research and record my sources while preparing my work instead of leaving the reference at the end. Before submitting, I will check that I have included in text citations, a reference list and all the required sections. For future presentations, I will also practice earlier and leave enough time to receive feedback or make improvements. These changes will help me become more organised and academically confident, which will be important for my future studies and professional development in health and social care.

Reference list

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