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ID number: 2511883

Module code: LCHS4009

Module title: Professional Development within Health and Social Care

Lectures name: Odette Jack

Assignment title: Personal Developmental Portfolio

Care Assistant

Olha Vlasova

About myself

I am a caring, reliable and hardworking person with a strong interest in supporting elderly people. I have good communication, teamwork and listening skills and always aim to treat people with dignity, respect and kindness. I am eager to develop my experience in health and social care and provide safe, person-centred support.

Experience

Volunteer Care Support

January 2023 – August 2024

- Supported older people during social activities and community events.
- Provided companionship and communicated with individuals in a patient and friendly manner.
- Helped prepare and serve refreshments.
- Assisted staff with creating a welcoming and safe environment for older people.

Education

University of Wales Trinity Saint David

BA (Hons) Health and Social Care | 2025 – 2026

Currently studying Health and Social Care, developing knowledge in person-centred care, communication, safeguarding, equality and diversity, professional practice, and supporting individuals with different health and social care needs.

Skills & abilities

- **Communication:** Able to communicate clearly and respectfully with elderly people, families and colleagues.
- **Compassion and empathy:** Caring and understanding when supporting people with different needs.
- **Teamwork:** Able to work effectively with other care staff and healthcare professionals.
- **Patience:** Calm and supportive when working with elderly people who may require additional time or assistance.

- **Person-centred care:** Respect individual choices, preferences, dignity and independence.
- **Time management:** Able to organise tasks and complete responsibilities effectively.
- **Safeguarding awareness:** Understand the importance of protecting vulnerable adults from harm and reporting concerns.
- **Reliability:** Responsible, punctual and committed to providing a high standard of care.

Personal Statement

I am an enthusiastic, caring and responsible individual who is committed to a career in the health and social care sector specifically providing care for older people. I wish to apply for the position of Care Assistant as I gain immense satisfaction from supporting others and improving people's lives. I strongly feel that all older people deserve high-quality care which protects their dignity, independence, choices and wellbeing. At present, I am undertaking a BA (Hons) Degree in Health and Social Care at the University of Wales Trinity Saint David. Through my studies, I have developed a wide range of knowledge about key areas of health and social care including: person-centered care, safeguarding, communication, equality and diversity and professional practice. My studies have allowed me to acquire a greater understanding of the duties of care professionals and how they can offer assistance based upon a person's individual requirements. One of my greatest attributes is my ability to engage with people in a respectful and empathic manner. Communication is essential when interacting with older people; some individuals may have differing communication requirements or may require additional time and reassurance. I am a capable listener and comprehend the significance of allowing individuals to express their own requirements, preferences and worries. I possess many qualities such as being compassionate, patient, dependable and hardworking. I understand that working as a Care Assistant can present many challenges and consequently requires professionalism and a optimistic outlook. When supporting an individual who is anxious, confused, or distressed, I will always attempt to maintain my composure and offer appropriate reassurance.

Furthermore, I comprehend the importance of maintaining confidentiality and preserving individuals' privacy and dignity whilst delivering personal care. I also possess the ability to work as part of a team. Care Assistants work together with employees and other health and social care professionals to guarantee that individuals receive the required support. I am ready to effectively communicate with fellow employees, adhere to established care plans and instructions and notify colleagues of concerns or alterations regarding an individual's wellbeing.

Additionally, I acknowledge the importance of safeguarding vulnerable adults and abiding by organizational policies and procedures. My main career goal is to continue to gain experience working with older people and to develop my practical and professional skills. In time, I hope to complete additional training and qualifications that will enable me to progress within the health and social care sector and assume greater responsibility. I believe I would be an invaluable asset to an employer as I am willing to learn, collaborate with fellow employees and provide compassionate, person-centered care. I would bring patience, respect, reliability and a positive outlook to the workplace. Most importantly, I will strive to ensure that each older person I support feels secure, respected, heard and valued.

SWOT Analysis

Strengths

One of my main strengths is that I am a caring, compassionate and patient person. These qualities are important when working as a Care Assistant because older people need to be treated with dignity, kindness and respect. I also have good communication and listening skills, which help me understand people's individual needs, preferences and concerns. I am reliable, responsible and able to work well as part of a team. Through studying Health and Social Care, I am also developing my knowledge of person-centred care, safeguarding, confidentiality, equality and diversity.

Weaknesses

One of my weaknesses is that I still need to gain more practical experience working with older people. I would also like to become more confident when dealing with challenging situations, such as supporting someone who is anxious, distressed or confused. I need to continue developing my knowledge of areas such as medication, dementia and practical care procedures. Improving these areas will help me become a more confident and capable Care Assistant.

Opportunities

There are many opportunities that can help me develop my career. Completing my BA (Hons) Health and Social Care degree will increase my knowledge and understanding of the care sector. Working as a Care Assistant will also give me the opportunity to gain practical experience and learn from experienced colleagues. I can complete additional training in

safeguarding, dementia awareness, moving and handling, infection control and first aid. These opportunities could help me progress into more senior health and social care roles in the future.

Threats

There are some challenges that could affect my career development. Working in elderly care can be physically and emotionally demanding, especially when supporting people with complex needs. Staff shortages and busy working environments may also create additional pressure. Another potential challenge is balancing my university studies with employment and personal responsibilities. To manage these challenges, I will need to organise my time effectively, manage stress appropriately and seek support from colleagues or supervisors when necessary.

Personal Development Plan

Improve My Practical Care Skills

Over the next 12 months, I aim to improve my practical skills when supporting older people. I will develop my knowledge of personal care, mobility support and person-centred care by gaining experience and learning from experienced colleagues. I will monitor my progress by asking for feedback from my supervisor and reflecting on my performance.

Complete Additional Training

Within the next 18 months, I aim to complete additional training in areas such as safeguarding, dementia awareness, moving and handling, infection control and first aid. These courses will improve my knowledge and help me provide safer and more effective care. I will monitor my progress by keeping a record of my completed training and certificates.

Improve My Communication and Confidence

Over the next two years, I want to become more confident when communicating with older people, their families and other care professionals. I will achieve this by communicating regularly with others, asking questions and participating in team discussions. I will evaluate my progress by asking colleagues for feedback and reviewing my development every six months.

Critical Reflection Using Gibbs' Reflective Cycle

Description

For Component 1, I completed a presentation about communication in health and social care. My presentation explained what communication is and discussed verbal, non-verbal, written and digital communication. I also discussed why effective communication is important in health and social care, including building trust, reducing errors, improving teamwork and protecting people's dignity. Another important part of my presentation was the SBAR communication model, which stands for Situation, Background, Assessment and Recommendation. I included a practical example involving a resident with dementia to demonstrate how SBAR could be used in a care setting. I also reflected on my own communication strengths and areas for development. After the presentation, my lecturer told me that my slides were decent but that I needed to be more confident when presenting.

Feelings

Before giving the presentation, I felt nervous because presenting in front of other people is something I am still developing confidence in. I was worried that I might forget some of the information or not explain my ideas clearly. During the presentation, I tried to remain focused on my slides and the information I had prepared. However, my nervousness affected my confidence when speaking. After completing the presentation, I felt relieved and pleased that I had managed to present my work. The lecturer's comment that my slides were decent made me feel positive because it showed that my preparation was successful. However, the feedback about my confidence made me realise that I still have an important area to improve.

Evaluation

One positive aspect of my presentation was the content and organisation of my slides. I covered different aspects of communication and provided a practical example of how communication can influence care. The SBAR example helped connect the theory to a realistic health and social care situation. I also included references to support the information presented. However, my main weakness was my confidence when delivering the presentation. Although I understood the subject, I did not always communicate my knowledge as confidently as I could have.

Analysis

Reflecting on the experience has helped me understand that knowing the subject is only one part of delivering an effective presentation. A presenter also needs to communicate confidently

so that the audience can understand and engage with the information. This is particularly relevant to health and social care because professionals need to communicate clearly with service users, families and colleagues.

Interestingly, my presentation identified confidence when communicating in team settings and improving presentation skills as areas for my own development. Therefore, the lecturer's feedback supported an area that I had already recognised in myself. Developing confidence could help me not only with future university presentations but also in my career as a Care Assistant. For example, I may need to confidently report concerns about an older person's wellbeing to colleagues or other professionals.

Conclusion

Overall, I believe the presentation was a valuable learning experience. I was successful in preparing decent slides and demonstrating my understanding of communication in health and social care. However, I learned that I need to improve my confidence when speaking in front of others. If I completed the presentation again, I would practise more beforehand and focus on speaking clearly and confidently rather than relying heavily on my slides.

Action Plan

For future presentations, I will practise more time before presenting and become more familiar with my main points. I will also practise speaking in front of friends, classmates or family members to become more comfortable presenting to others. I will work on maintaining eye contact, speaking at an appropriate pace and using confident body language. I will also continue asking lecturers and classmates for feedback. By practising regularly and reflecting on my progress, I hope to become a more confident communicator both academically and professionally.

Reference List

Gibbs, G. (1988) *Learning by Doing: A Guide to Teaching and Learning Methods*. Oxford: Oxford Polytechnic.

Great Britain (2014) *Care Act 2014*. London: The Stationery Office.

Health and Care Professions Council (HCPC) (2024) *Standards of Conduct, Performance and Ethics*. London: Health and Care Professions Council.

NHS England (2023) *SBAR Communication Tool*. London: NHS England.

Skills for Care (2023) *Effective Communication in Adult Social Care*. Leeds: Skills for Care.

Skills for Care (2024) *Care Certificate Standards*. Leeds: Skills for Care.