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ASSIGNMENT 2: Personal Development Portfolio

Acknowledgement of AI use: I confirm that I have/have not used AI to complete my work. I used only *GRAMMARLY* for the proofread purpose.

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Practical Portfolio

Introduction:

A portfolio is a collection of assets or work, depending on the context. It is a compilation of academic and professional materials that exemplifies the beliefs, skills, qualifications, training, and experiences. This portfolio will present important skills, development needs, and reflective learning relevant to the health and social care role at Anchor. Anchor is also a UK-based care home, which is famous for its health and social care service. This also emphasises the professional growth through analysis, proper planning, along with evaluation activities.

TASK 1: Personal Action Plan for a Role at Anchor

Overview

The specified job role for this personal action plan is Care Assistant, as a health and social care worker at Anchor. It is a leading UK-based health & social care provider supporting older adults. Becoming a social care worker requires proper interpersonal skills, the capability to deliver person-centred care, as well as professional values. This action plan will also discuss the required key skills for this job role, identify the current strengths, identify key gaps, as well as determine the areas for development.

Key Skills Needed and How They are Demonstrated

Communication Skills	Strong communication is vital for the health and social care settings. Effective communication ability has a good effect on health outcomes (Sharkiya, 2023). It is imperative to have the ability to effectively communicate with the diverse population of patients. It is also manifested by the fact that group discussions are properly listened to, the academic assignment is presented in a clear manner, and tone and language are used when having to support peers.
Empathy and Compassion	Higher outcomes and an increased potential for development are also observed in the health and social care workers who feel empathy in the course of their

	treatment (Winter et al., 2022). These features prove to be extremely important in the case of older adults who may feel at a loss or even isolated. The competency is indicated by the consistent sensitivity when performing health-related tasks and providing supportive interactions to colleagues who have academic challenges.
Teamwork and Collaboration	Anchor depends on strong collaboration to provide coordinated and safe care. Collaborations guarantee that the needs of residents are addressed in an efficient way and within the organisational standards (Williams <i>et al.</i> , 2024). This skill is evident in the effective incorporation of team projects, responsibility sharing, and the provision of ideas throughout academic undertakings. Such experiences can be described as reliable, cooperative, and working on common objectives.
Time Management and Organisation	Time management is a vital part of meeting patient requirements, reducing waiting times, preventing burnout, and increasing productivity in health and social care (Shin <i>et al.</i> , 2023). However, care workers face time management issues due to increased demands, economic measures, as well as concurrent case management and crisis coverage. A proper time management skill also develops health and social care workers' overall productivity level.

Skill Gaps

Skill Gap	Importance of this job role
Confidence level during a challenging conversation	Care assistants occasionally facilitate the presence of distress, including the lack of confidence level, which might restrict the opportunity to de-escalate solutions efficiently, along with providing comfort as well.

Advanced safeguarding awareness	The practice with vulnerable older adults needs to be based on an excellent concept of safeguarding to identify the risks, adhere to the rules, and avoid injuries to residents (Braun, 2021).
Care documentation and report writing	Continuity of care, communication with the staff teams, and compliance with the regulations depend on proper records (Jedwab et al., 2022). The quality standard and safety are also influenced by poor documentation skills.

Personal Development Plan

Goals/ Target	How will I achieve this?	Why will this target benefit me?	What will change when I achieve this?	When do I want to meet this target?
Improving confidence in challenging conversations	Attending the communication workshops as well as practising role-play scenarios	This will also increase the capability to support residents during emotional or difficult situations.	Stronger confidence, clearer communication, along with developed resident experience.	Within three Months
Strengthening safeguarding knowledge	Completing safeguarding level 2 training as well as reviewing the policies of Anchor	It also confirms safe practice and compliance with the legal and organisational policy standard.	Developed the capability to assess risks as well as follow correct reporting procedures.	Within Two Months
Developing care documentation and reporting writing	Practising writing a report, seeking feedback, and studying	This will also develop the accuracy level as well as the clarity of	Proper documentation supports better teamwork as well as	Within Four Months

	examples of care notes.	resident records.	continuity of care.	
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Interview Questions and their Responses

- *1. Reason behind choosing in health and social care work?*

A job career in Health and Social care offers long-term employment prospects, with opportunities for promotion as well as progression and job security. The position corresponds to high values of care, respect and service. The work at Anchor as a contributor towards the well-being of residents offers rewarding work in a person-centred caring environment.

- *2. How would you handle the difficult condition with an elderly resident?*

The resident would be perceived in an amicable, patient and respectful way to identify his response and necessities. Listening and soothing would be effective in distress relief. Additional supports would be invited in case of need and the safety, dignity, and emotional comfort of the resident would be put into the situation.

- *3. What does person-centred care mean to you?*

A person-centred approach involves emphasising the aspects of the care system, support and treatment that would also be of utmost importance to the patient, their family and their carers. They possess their own set of primary care physicians, specialists, and other health care providers that they know, listen to them and are charged with treating them.

Task 2: Importance of Communication Skills in Health and Social Care

Overview

Effective communication in the health and social care also involves conveying information clearly, accurately, as well as with empathy, between support workers, individuals accessing services and their families. In the health and social care settings, proper communication supports safer practice, promotes dignity, and increases the quality of care delivered (Fuseini *et al.*, 2023). This portfolio will also investigate the significance of communication, explore different types and theoretical perspectives. It will also highlight how strong communication helps to provide person-centred care.

Different Types of Communication

Effective communication in Health and Social Care work includes **verbal, non-verbal, and written methods, as well as active listening** (Ravi and Vethabothagam, 2021). These communication approaches are also essential in health and social work.

- **Verbal communication** also involves the spoken interactions between the patients, families, and health and social care professionals (Bellieni, 2022). Verbal communication also reduces confusion, prevents mistakes, and enhances emotional security. This communication in the health care also plays a big role in daily interaction with patients, families and team members.
- **Non-verbal communication** skills are able to express emotions and also offer emotional support. Positive effects of good non-verbal communication skills on health outcomes have occurred. This communication is also vital to building trust, empathy, and understanding between healthcare providers and clients to enhance the effectiveness of care generally.
- **Written communication** plays an essential role in making proper records, creating care plans, and interacting with other medical practitioners (Johnston *et al.*, 2023). Written communication also encompasses all the notes and reports of an individual notes and reports in the form of emails and text messages.

Communication for Person-centred Care

Person-centred care favours the preferences and needs of an individual. Communication eases the way to make residents feel heard, respected and included in decision-making regarding their care (Lombard 2021). To illustrate, in assisting an aged individual experiencing mobility challenges, it is important to explain things and reassure them that it is ok in order to

alleviate anxiety and enhance their self-sufficiency. Open dialogue enables care workers to support the individual through adjusting to the individual's physical, emotional and social needs.

Developing Trust and Rapport

Trust is the foundation of positive relationships in care. The residents will feel liked and not threatened when the communication is made in the most respectful manner, simply, and in a humane manner. Rapid growth will assist individuals in expressing their issues, getting involved in activities, and mingling with staff members (Sutherland et al., 20202). The elderly who may feel isolated can as well receive a great emotional boost from the constant use of meaningful conversations with the caregivers, which also acts as a great bonding agent between them and the caregivers.

Relevant Communication Theories

In the care settings, many theories promote the role of communication. Communication is also explained by the **transaction model of communication**, which explains communication as a process whereby communicators create social realities in the social context, relational context, and cultural context (Otte, 2023). In this model, social workers do not just communicate to exchange messages, they communicate to;

- **Creating** relationships
- **Forming** intercultural alliances
- **Shaping** self-concept
- **Engaging** with others in dialogue to create communities

According to the **social learning theory**, which was developed by a psychologist known as Albert Bandura, a large portion of learning is done through observation. Rather than just going into the field and doing what we think is right, we observe what others do, observe the result, and use this knowledge to direct our actions. Social Learning Theory by Bandura describes the way human beings acquire behaviours based on observation and imitation, and care staff should be the example of good communication with residents and colleagues (Rumjaun and Narod, 2025).

Task 3: Gibbs' Reflection Model

Gibbs' Reflection model was also developed by Graham Gibbs in the year 1988 to give structure to learning from experiences. The Gibbs reflection model is a good way to work through an experience (Praveena *et al.*, 2025). This reflection model also highlights the importance of reflecting on experiences to gain insights, learn from mistakes, as well as develop future actions.

- **Description:** In the course of Component 1 of the LCHS4009 evaluation, I presented a presentation concerning my topic of choice. I would make slides and attempt to speak in a refined way. Throughout the presentation, I wanted to look at the eyes and discuss my arguments in a reasonable sequence. My lecturer provided me with verbal feedback after the presentation. The strong points were determined, and the aspects that needed improvement were layout, confidence, as well as articulateness.
- **Feelings:** Initially, I became nervous since presenting in front of the others is challenging for me. In the time of speaking, I became more comfortable, though I remained aware of my anxiety. Getting feedback from the lecturer made me feel mixed emotions. The lecturer also recognised the efforts that I put into this presentation. Moreover, this working experience also helped me develop my future skills and practical knowledge.
- **Evaluation:** My performance had positive aspects. I was able to give the complete presentation continuously, and I did not overstep the time limit. I also felt confident since my lecturer said that I demonstrated good knowledge of the topic. Nevertheless, the weaknesses were also present. My lecturer observed that not everything in the presentation had a smooth flow of information. I occasionally spoke in a hurry, thus making some points ambiguous. I also over-dependended on my slides, and this influenced my engagement capacity with the audience.
- **Analysis:** As per the feedback, I realised that my major problem was a lack of confidence that influenced the clarity of my delivery. In the cases when I was in a hurry, I failed to point out the main points. This meant that the impact of my presentation was minimal. I also got to know that my slides were over-texted. This forced me to be glued to the screen more than the viewers. The remarks that this lecturer said made me realise that the presentation does not only addresses content but also communication, or interaction skills, with the audience (Darmadi *et al.*, 2023).
- **Conclusion:** I have been reminded that I should practice more as a bid to improve my confidence. I will also need to focus on simplifying my slides. When I can tell myself to go slow and speak with more control, of course, I would be able to deliver my ideas more effectively. The comments were very practical, and they helped me to decide the

exact steps to take. Based on this support and experience, in future I will improve my lack and skills level.

- **Action Plan:** In future presentations, I will practice a number of times to gain confidence. I will create simpler and less wordy slides. I will similarly train to speak at a slower pace and look straight at. Lastly, I will request feedback in my preparation to make improvements before the actual delivery.

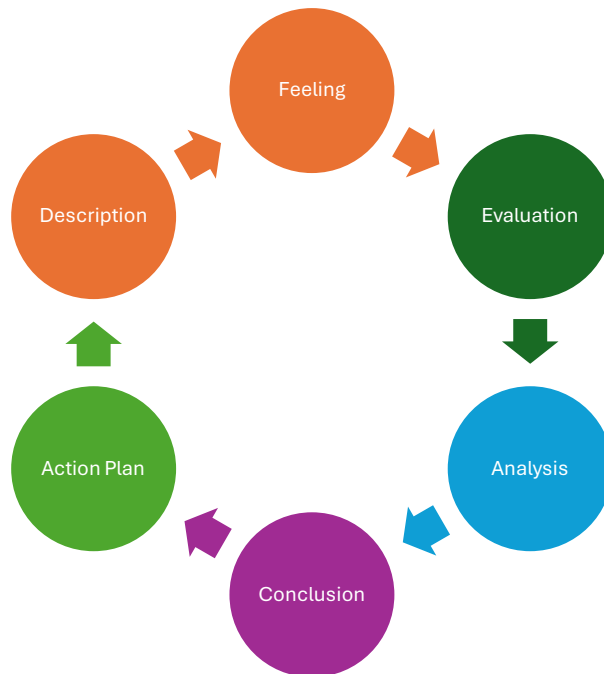


Figure: Gibbs Reflection Model
(Source: Author)

Conclusion

In conclusion, this portfolio described how key skills, communication, as well as personal development were essential for the Care Assistant role at Anchor. This portfolio also emphasised and reinforced skill gaps, as well as the need for better communication. The findings of this portfolio also showed that strong communication supported person-centred care, developed teamwork, along reinforced trust with residents.

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