

Personal Profile

Compassionate and dedicated healthcare professional with over a decade of NHS experience, progressing from housekeeping and catering to direct patient care. Skilled in infection control, patient wellbeing, and hospital operations, with a strong commitment to teamwork and patient-centred care. Currently studying towards a Diploma in Health and Social Care with the goal of qualifying as a Registered Nurse.

Key Skills

- Patient-centred care & emotional support
- Infection prevention & control
- Observations & personal care
- Communication & teamwork
- Time management & prioritisation
- Health & safety awareness
- Adaptability under pressure

Professional Experience

Healthcare Assistant

Cardiff Royal Infirmary – NHS Trust | Jan 2021 – Present

- Provide direct care and emotional support to patients under nurse supervision.
- Assist with personal care, feeding, mobility, and observations.
- Maintain infection control and contribute to multidisciplinary teamwork.
Achievements: Care Certificate (2022); commended for compassionate care.

Ward-Based Caterer

Heath Hospital – NHS Trust | Jan 2015 – Dec 2020

- Delivered meals to meet dietary and medical requirements.
- Maintained hygiene standards and built strong rapport with patients.
Achievements: Infection Control & Food Safety Training (Level 2).

Housekeeper

Cardiff NHS Trust | Jan 2009 – Dec 2014

- Maintained ward hygiene and supported infection prevention protocols.
- Supported staff in ensuring a clean, safe, and organised environment.
Achievements: Completed NHS mandatory training in infection control, fire safety, and manual handling.

Education & Training

Diploma in Health & Social Care (Level 3) – City Training College, Swansea (2023 – Present)

Essential Skills in Healthcare Support – (2020)

GCSEs (Maths, English, Science) – Wilberforce College, Cardiff (2008)

References available on request