

PERSONAL DEVELOPMENT PORTFOLIO

Module Code: LCHS4009

Module Title: Personal Development in Health and Social Care

Assignment Title: Component 2 – Personal Development Portfolio

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University: University of Wales Trinity Saint David

Word Count: Approximately 2,000 words

Date: 21 August 2026

Chosen Job Vacancy

Healthcare Assistant – The Clementine Churchill Hospital, Harrow

For this portfolio, I have selected the Healthcare Assistant vacancy at The Clementine Churchill Hospital in Harrow. The vacancy is for a permanent Healthcare Assistant position, working 37.5 hours per week. The advertised salary is approximately £24,947 per year, and the closing date is 6 September 2026. The role involves supporting patients with personal

hygiene, washing, dressing, toileting, oral care and mobility while respecting patients' preferences and dignity (Circle Health Group, 2026).

The position is appropriate for my career development because I am currently studying Health and Social Care at the University of Wales Trinity Saint David. A Healthcare Assistant role would allow me to apply theoretical knowledge in a practical environment while developing communication, teamwork, person-centred care and professional skills. Healthcare support roles are also recognised as an important entry route into further healthcare education and professional development (NHS England, 2026).

Summary of the Job Advertisement

Job title: Healthcare Assistant

Employer: The Clementine Churchill Hospital

Location: Harrow, London

Contract: Permanent

Hours: 37.5 hours per week

Salary: Approximately £24,947 per year

Closing date: 6 September 2026

Main responsibilities include:

- Supporting patients with personal hygiene and dressing.
- Assisting with toileting and oral care.
- Supporting patient mobility.
- Respecting patient dignity, privacy and individual preferences.
- Working as part of a healthcare team.
- Providing safe and compassionate patient support.
- Communicating effectively with patients and colleagues (Circle Health Group, 2026).

Task 1: Professional Curriculum Vitae

Farzanah Kakar

Location: London, UK

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Professional Profile

Motivated and compassionate Health and Social Care student currently studying at the University of Wales Trinity Saint David. I am interested in developing a professional career within health and social care, particularly in a patient-centred healthcare environment. My academic studies have developed my understanding of communication, psychology, human development, safeguarding, teamwork and the importance of promoting dignity and wellbeing. I am a reliable, responsible and caring individual with experience of working with customers and supporting people. I am seeking a Healthcare Assistant position where I can develop practical healthcare skills while contributing positively to patient care.

Education

University of Wales Trinity Saint David – London Campus

Health and Social Care, Level 4

Current student

Relevant areas of study include psychology in health and social care, communication, human development, teamwork, professional practice and person-centred approaches. My university assessments have strengthened my research, academic writing, presentation and critical-thinking abilities.

GCSE/Secondary Education

[GCSE\ Harrow College]

Employment Experience

IKEA – Customer Service/Cashier

September 2023 – August 2024

- Provided professional and friendly customer service.
- Communicated with customers from different backgrounds.
- Handled transactions accurately and responsibly.
- Worked effectively as part of a busy team.
- Managed competing priorities in a fast-paced environment.
- Developed patience, problem-solving and communication skills.
- Maintained professionalism when dealing with difficult or challenging situations.

Although this role was outside healthcare, it provided transferable skills that are valuable for healthcare employment, particularly communication, teamwork, responsibility, confidentiality and customer-focused service.

Relevant Experience

Early Years/Children's Centre Experience

I have developed an interest in supporting children and families through my experience within an early years/children's centre environment. This experience helped me understand the importance of safeguarding, communication, professional boundaries and working with other professionals to support individuals' wellbeing.

Key Skills

- Person-centred communication
- Active listening
- Teamwork and collaboration
- Empathy and compassion
- Organisation and time management
- Problem-solving
- Professional communication
- Respect for confidentiality
- Ability to work with people from diverse backgrounds
- Basic understanding of safeguarding
- Academic research and critical thinking
- Microsoft Office and digital skills

Achievements

- Progressing through Level 4 Health and Social Care university study.
- Successfully completing university presentations and written assessments.
- Developing confidence in academic research and Harvard referencing.
- Developing transferable customer-service and communication skills through employment.

Interests and Hobbies

My interests include health and wellbeing, psychology, child development, learning about healthcare practice and personal development. I also enjoy spending time with family, developing new skills and continuing my education.

References

Academic Reference:

Lecturer, University of Wales Trinity Saint David

[Dr Soban Sadiq su@uwtsd.ac.uk \ 01792 482]

Employment Reference:

Former IKEA Manager

[GÖRAN NILSSON, IKEA Lakeside @ikea]

Task 2: Personal Statement – Approximately 500 Words

I am applying for the Healthcare Assistant position at The Clementine Churchill Hospital because I am passionate about developing a career in health and social care and believe that this role would provide an excellent opportunity to apply my academic knowledge in a practical healthcare environment. I am currently studying Health and Social Care at Level 4 at the University of Wales Trinity Saint David. My studies have developed my understanding of human development, psychology, communication, teamwork, wellbeing and person-centred care. These areas have strengthened my interest in supporting individuals to maintain their dignity, independence and quality of life.

My main career aim is to develop a long-term career within health and social care. I want to gain practical experience as a Healthcare Assistant and continue developing my knowledge and professional skills. In the longer term, I would like to progress into more advanced healthcare responsibilities through further education, professional training and workplace development. Healthcare support work can provide valuable experience and opportunities for further progression within healthcare careers (NHS England, 2026).

One of my main strengths is communication. My previous employment at IKEA required me to communicate with many different customers and colleagues every day. This taught me how to listen carefully, respond appropriately and remain professional when dealing with different situations. Effective communication is particularly important in health and social care because poor communication can negatively affect safety, relationships and the quality of care. NHS healthcare roles therefore require staff to work collaboratively and communicate respectfully with patients and colleagues (NHS England, 2026).

I also consider myself compassionate, patient and responsible. I understand that patients may feel anxious, vulnerable or dependent on others when receiving healthcare. I would

therefore aim to treat every patient with dignity, respect and kindness. The selected vacancy specifically identifies supporting patients with personal hygiene, dressing, toileting, oral care and mobility while respecting their preferences and dignity (Circle Health Group, 2026).

These responsibilities strongly match my personal values.

My university education has also developed my ability to research information, analyse evidence and reflect on my own performance. Reflective practice is important because healthcare professionals need to recognise areas for improvement and continuously develop their knowledge and skills (Schön, 1983). I am willing to learn from experienced colleagues, accept constructive feedback and complete additional training where required.

I believe my combination of academic knowledge, transferable employment experience, communication skills, willingness to learn and compassionate attitude would allow me to make a positive contribution to the organisation. I would approach the Healthcare Assistant role professionally, respectfully and responsibly, while always placing patient wellbeing and dignity at the centre of my practice.

Task 3a: SWOT Analysis

Strengths	Weaknesses
Current Level 4 Health and Social Care student.	Limited direct hospital-based experience.
Strong communication and interpersonal skills.	Need to develop practical clinical skills.
Previous customer-facing employment.	Need further experience with healthcare documentation and clinical procedures.
Compassionate and patient-centred attitude.	Confidence in professional healthcare environments can continue to develop.
Experience working as part of a team.	Further healthcare qualifications and competencies are required for career progression.
Opportunities	Threats
Gain practical healthcare experience.	Competition for healthcare vacancies.
Complete additional workplace training.	Balancing university study and employment.
Develop Care Certificate and clinical competencies.	Changes in healthcare recruitment requirements.

Opportunities	Threats
Progress towards more senior healthcare roles.	Lack of experience may initially limit opportunities.
Build professional relationships with healthcare workers.	Stress and workload within healthcare environments may affect performance if not managed effectively.
The SWOT analysis demonstrates that my strongest assets are my academic development, communication skills and willingness to learn. However, my main development need is practical healthcare experience. The Healthcare Assistant role would provide an opportunity to reduce this gap through supervised workplace learning. Healthcare support workers commonly develop skills through induction, supervision and competency-based training (NHS England, 2026).	

Task 3b: Personal Development Plan

Goal	Action	Timescale	Measurement/Evaluation
1. Develop practical healthcare skills	Complete induction and relevant workplace training, including moving and handling, infection prevention and basic patient-care competencies.	Months 1–6	Training certificates, competency records and supervisor feedback.
2. Improve professional communication	Observe experienced staff, practise active listening and request feedback after patient interactions.	Months 1–12	Monthly self-reflection and supervisor feedback.
3. Progress academically and professionally	Successfully complete Level 4 studies and investigate further healthcare qualifications and progression routes.	Months 6–24	University results, completed modules and career-development discussions.

Goal	Action	Timescale	Measurement/Evaluation
4. Develop confidence and leadership	Volunteer for appropriate team responsibilities and participate actively in multidisciplinary teamwork.	Months 12–24	Feedback from colleagues, reflective journal and annual appraisal.

Over the next two years, I will use SMART principles to ensure that my goals are specific, measurable, achievable, relevant and time-bound. I will monitor my progress through a professional development folder containing certificates, feedback, reflective entries and evidence of completed competencies. Regular reflection will allow me to identify what is working well and what needs improvement. Schön (1983) argues that reflective practice supports professional learning because individuals can learn from their experiences and adapt future practice.

Task 4: Critical Reflection Using Gibbs' Reflective Cycle

Reflection on LCHS4009 Component 1 Presentation

Gibbs' Reflective Cycle provides six stages for reflection: description, feelings, evaluation, analysis, conclusion and action plan (Gibbs, 1988). I have used this model to critically reflect on my Component 1 presentation because it provides a structured way of examining both my performance and future development.

Description

For Component 1, I completed and delivered a university presentation. The assessment required me to communicate information clearly and demonstrate understanding of the selected subject. Preparing the presentation required research, selection of appropriate information, organisation of content and development of presentation slides. I also had to practise speaking and manage my time effectively.

Feelings

Before the presentation, I felt nervous because presenting in front of other people can be challenging. I was concerned about forgetting information, speaking too quickly and making mistakes. However, as I continued preparing, I became more confident because I understood the subject and had organised my material. During the presentation, I initially felt anxious, but this reduced as I progressed. After finishing, I felt relieved and proud that I had completed the assessment.

Evaluation

One positive aspect was that I prepared in advance and developed a clear structure. My preparation helped me understand the topic rather than simply reading information from the slides. I also tried to communicate professionally and use appropriate academic language. However, I recognised that there were areas that could be improved. In particular, I need to become more confident when speaking, improve eye contact and avoid relying too heavily on my presentation slides.

Analysis

The experience demonstrated that effective presentation requires more than knowledge of a subject. Communication includes verbal and non-verbal behaviour, confidence, body language and the ability to engage an audience. My previous customer-service experience helped me communicate with people, but academic presentation is different because it requires formal communication and evidence-based discussion.

Reflective practice can help professionals recognise differences between their intended performance and actual performance (Schön, 1983). Similarly, Gibbs (1988) argues that reflection should lead to an action plan for future improvement. Therefore, the presentation was valuable because it identified specific skills that I can develop rather than viewing the assessment only as a grade.

Conclusion

Overall, the presentation was a positive learning experience. I demonstrated preparation, subject knowledge and commitment, but I also recognised that my confidence, eye contact, time management and presentation delivery can improve. These skills are relevant to my future Healthcare Assistant role because healthcare workers must communicate effectively with patients, families and colleagues. Communication is central to safe, respectful and person-centred care.

Action Plan

For future presentations and professional situations, I will practise speaking aloud before assessments and record myself to identify areas for improvement. I will use shorter notes rather than reading directly from slides and deliberately make eye contact with different members of the audience. I will also practise controlling my speaking speed and use pauses to improve clarity.

Over the next two years, I will continue requesting constructive feedback from lecturers, supervisors and colleagues. I will record feedback in my Personal Development Plan and review my progress regularly. By doing this, I aim to become a more confident communicator.

and reflective practitioner. These improvements will support my future development as a Healthcare Assistant and help me provide professional, respectful and person-centred care.

Reference List

Circle Health Group (2026) *Healthcare Assistant – The Clementine Churchill Hospital*.

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

NHS England (2026) *Workforce, Training and Education: London – Healthcare Support Worker Development*. Available from NHS England.

Schön, D.A. (1983) *The Reflective Practitioner: How Professionals Think in Action*. New York: Basic Books.

NHS (2026) *General Practice Nursing Careers: Healthcare Support Workers and Healthcare Assistants*. Available from NHS General Practice Nursing Careers.

Healthcare Job Search (2026) *Healthcare Support Worker – Lewisham and Greenwich NHS Trust*. NHS Jobs vacancy information.