

Student Name: Nejma Begum

Student ID: 2419975

Lecturer Name: Olubukola Adegbite

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Personal Action Plan for Job Application	2
Key skills required	2
Communication.....	2
Teamwork and Leadership.....	2
Empathy and compassion	3
Health and safety.....	3
Skill Gaps and How I Plan to Address Them	3
Leadership and supervision	3
Confidence in difficult situations.....	4
Computer skills	4
Possible interview questions and answers	4
Why do you want to become a senior care assistant?	4
How would you handle a situation where a staff member is not following procedures correctly?	5
How do you ensure patients are treated with dignity and respect?	5
The important of communication skills in health and social care	5
Critical reflection on LCHS4009	7
Experience	7
Reflection.....	8
Action	9
References	10

Personal Action Plan for Job Application

I would like to apply for the Senior Care Assistant position at the care facility where I currently work. This job includes supporting caregivers, ensuring residents receive person centered, high-quality care, and keeping correct records. Another part of it is communicating effectively with residents, relatives, and professionals. I believe that this role would allow me to apply my experience and assume greater responsibilities at work.

Key skills required

Communication

- Effective communication is essential in social and health care. According to Hargie (2011), empathetic and transparent communication promotes trust and improves treatment outcomes. My communication skills have improved because of my regular contacts with residents, relatives, and coworkers. I listen carefully, politely, and simply explain things. I also adjust my communication style to accommodate people with dementia or hearing problems.

Teamwork and Leadership

- A senior care assistant must help others and lead by example. Key elements of leadership in the care sector include inspiring staff and upholding consistent standards of care (Skills for Care, 2023). I already help new hires settle in by showing them how to perform care tasks in a polite and secure way. I also contribute to the team by being trustworthy and affable.

Empathy and compassion

- The foundation of person centered care is empathy (NICE, 2015). I always try to consider the viewpoints of the residents and set aside time to listen to their concerns. Little acts of kindness, like helping someone choose clothes or talking to them about their family, build trust and improve their wellbeing.

Health and safety

- To protect residents and employees, it is essential to comprehend health and safety protocols (HSE, 2022). I regularly participate in safety and manual handling training, use personal protective equipment (PPE) appropriately, and adhere to infection control procedures. I also notify my management right away of any threats or issues.

Skill Gaps and How I Plan to Address Them

Leadership and supervision

- I have helped new coworkers, but I haven't had any official leadership training yet. In order to get better, I want to finish a Leadership in Care course and ask my manager if I can work as a Senior Care Assistant's shadow. This will enable me to watch how they assign tasks and handle difficulties.

Confidence in difficult situations

- For example, I sometimes find it difficult to handle confrontation when a family member is upset. Cottrell (2019), self-reflection and practice increase confidence. I wish to attend a Conflict Management and Communication training course and discuss scenarios in supervision to boost my confidence.

Computer skills

- I wish to increase my digital confidence even though I am capable of using basic care systems. During slower shifts, I'll practice keeping electronic records and enrol in a free Digital Skills for Work course.

Goal	Action steps	Resources needed	Target date	Success measure
Develop leadership skills	Complete leadership in care course and shadow care assistant	Training materials, manager support	3 months	Confidently lead a shift under supervision
Handle conflict effectively	Attend conflict management training	Course, reflective log	4 months	Manage one challenging situation calmly
Improve digital confidence	Take online courses, practise using systems.	Computer, internet	2 months	Record information independently and accurately

Possible interview questions and answers

Why do you want to become a senior care assistant?

- While providing excellent care, I have a great passion to assist residents and staff. After working as a caregiver for a few years, I feel ready to move on. I enjoy helping new coworkers learn and making sure residents receive person centered care. In this role, I'll be able to apply my abilities to improve care standards and assist others.

How would you handle a situation where a staff member is not following procedures correctly?

- I would handle the matter in a cool, collected manner. I would remind the employee of the proper protocol and explain why it is crucial for the security of the residents. In accordance with business policy, I would notify my management if the problem persisted or worsened. Instead of blaming employees, I think it's better to assist and educate them.

How do you ensure patients are treated with dignity and respect?

- Residents have their own rights, preferences, and history, and I always treat them as such. I respect their privacy and include them in choices regarding their treatment. Maintaining dignity is aided by small gestures like knocking before entering their rooms and giving them options for dress or meals.

The important of communication skills in health and social care

One of the most crucial abilities needed in the health and social care industry is effective communication. Communication is essential to fostering dignity and person centered support for professionals who interact closely with vulnerable people, such as senior citizens receiving residential care. Developing communication skills has been essential to enhancing professional practice and achieving favourable results for service users as a mature student and practitioner working in an aged care facility. The importance of communication in health and social care, its practical applications, and how learning at Level 4 has aided in the development of this competency will all be covered.

There is more to communication in the health and social care sectors than just sharing information. (Thompson (2018), it encompasses both verbal and nonverbal communication, active listening, empathy, clear documentation, and the capacity to modify communication styles to suit individual requirements. Communication can become increasingly challenging in senior care settings because individuals may have age related diseases including dementia, hearing loss, or speech problems. To guarantee that information is comprehended and that people feel appreciated and valued, practitioners must create sensitive, adaptable methods.

Building trusting relationships with residents is crucial in the care home setting where the student works. For instance, carers must converse, detect nonverbal clues, and promote involvement when performing daily duties like cleaning, personal care, and activity leadership. Residents feel safer and more supported when they can actively listen and address their issues. Additionally, good communication promotes social inclusion, lessens loneliness, and enhances mental wellbeing elements that are especially crucial for senior citizens (Moss, 2020).

In the workplace, communication is also essential for coordination and teamwork. Social workers and health care providers rarely operate in isolation. Rather, they work together with nurses, senior caregivers, activity coordinators, housekeepers, and other experts like general practitioners or occupational therapists. To ensure continuity of care, report changes in residents' health, and share observations, clear communication is essential. For instance, recording worries about a resident's appetite or mobility enables the larger team to respond appropriately. In these situations, poor communication may result in mistakes, unfulfilled demands, or safety hazards (Skills for Care, 2021).

The abilities I have acquired in the classroom have helped me in the social and health sectors. For example, it takes both emotional intelligence and effective communication skills to settle disputes or assist a distressed resident. Similarly, obtaining accurate information through inquiry, observation, and conversation is crucial to critical thinking, another ability that is taught in the classroom. This illustrates how many other professional abilities in health and social care are built on communication.

To sum up, effective communication is essential for anyone working in the health and social care sectors. It facilitates deep connections, increases safety, and improves wellness for a practitioner assisting senior citizens. I gained a better grasp of the value of communication and acquired techniques to enhance her practice via my studies at the university and professional experience. Effective communication will continue to be essential to provide excellent, person centered support as I pursue my Level 4 studies on the role in the care facility.

Critical reflection on LCHS4009

Experience

I had to give a five-minute PowerPoint presentation for Component 1 of the LCHS4009 module, which was based on my own SWOT analysis. Finding my personal professional growth possibilities, threats, vulnerabilities, and strengths in the UK health and social care industry was the challenge at hand. To tackle this issue, I thought back on my twenty years of experience working as a caregiver and how that experience has influenced my professional identity.

Making the slides was difficult for me, especially because I'm not very familiar with technology. It took me longer than anticipated to create and format PowerPoint slides, and I also had trouble appropriately incorporating references. Despite these challenges, I was pleased with my presentation's content. I talked about my advantages—like my ability to communicate effectively, empathy, teamwork and my disadvantages like my limited proficiency with technology and my sporadic lack of confidence while speaking in front of an audience. Along with identifying risks like burnout and restricted study time because of work obligations, I also explored potential for professional advancement, like earning more credentials.

I was able to speak well during the presentation and generally adhere to the time restriction. But halfway through, I became anxious and forgot a few things I was going to say. According to my lecturer's evaluation, I had somewhat covered most the task's important topics, although other things were left out. I also needed to work on my reference abilities.

Reflection

In hindsight, I see that although my presentation showed a respectable grasp of the SWOT framework, I might have done a better job of analysing how to leverage my strengths to minimize threats and overcome weaknesses. The capacity to link internal (strengths and weaknesses) and external (opportunities and threats) aspects determines how efficient a SWOT analysis is, (Gurel, 2017). I now see that I might have given more detailed instances of how I could use my interpersonal abilities to advance technical proficiency, such working with IT savvy coworkers.

After finishing the assignment, I experienced mixed emotions of pride and frustration. I'm proud since utilizing PowerPoint to complete a presentation was a significant step outside of my comfort zone as a mature student returning to school. I was frustrated because I knew that if I had greater IT confidence and referencing abilities, I could have delivered a more polished and comprehensive piece of work. When I concentrate more on the content than the technical or academic standards, I frequently miss things, as the criticism on missing slide numbers and poor referencing pointed out.

After giving it some thought, I also realized that I need to control my anxiety more effectively when giving oral presentations. I may not have met the marking requirements as well because my anxiousness made it difficult for me to make several arguments clearly. But I took comfort in the fact that I was able to share my professional and personal path with enthusiasm and honesty, which is a strength in and of itself in the health and social care sector.

Action

Based on this experience and feedback, I intend to make a few adjustments in next presentations. First, I'll devote more time to developing my speaking and PowerPoint abilities. I could boost my digital confidence by using college IT support facilities and watching online tutorials. Before turning in work, I'll make sure to properly follow Harvard reference requirements and add slide numbers when power point is involved.

Second, I will spend more time connecting my strengths to certain activities to deepen my analysis. For instance, I can work with classmates who are more tech-savvy by using my teamwork abilities, which enables me to learn by doing. In order to ensure that all necessary components are addressed, I will also create a checklist of the assessment criteria before I begin.

Lastly, I want to keep improving my public speaking confidence. To assist me grow more at ease speaking in front of others, I may offer to provide brief updates at team meetings at work. (Jasper, 2013) asserts that self-analysis works best when it results in specific, measurable progress toward development. I've learned from thinking back on this experience that personal development is a continuous process. I can improve my areas of weakness and advance in both my academic work and my profession in health and social care with persistent effort and self-awareness.

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