Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Name: Swapna Khanam

Student ID: 2510691

Module Code: LCHS4009

Module: Professional Development within Health and Social Care

Assignment Title: Component 2: Personal Development Portfolio

Chosen Job role: Healthcare Assistant

Lecturer: Tola Odugbesan

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**Task 1-CV**

**SWAPNA KHANAM**

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**Personal Profile**

I am now studying for a BSc in Health and Social Care and hope to advance my career as a Healthcare Assistant. I am a compassionate, dependable, and patient individual with experience in customer service and public-facing professions. My prior work experience has helped me build good communication, teamwork, and problem-solving abilities, as well as the capacity to remain calm in stressful circumstances. I like working with people from various backgrounds and appreciate the value of decency, respect, confidentiality, and person-centred care. I am excited to continue learning and contributing positively as a member of a professional healthcare team.

**Key Skills**

- Communication and active listening
- Teamwork
- Patience and empathy
- Customer service
- Managing difficult situations calmly
- Respecting dignity, equality and diversity
- Health and safety awareness
- Time management and reliability
- Languages: English and Bengali

**Education**

BSc Health and Social Care — Currently Studying

Institution: University of Wales

Start date: 2025

Higher Secondary Certificate, Bangladesh

First Class, 1998

Secondary School Certificate, Bangladesh

First Class, 1995

**Employment History**

- **Door Supervisor**

RMSS Security, Bethnal Green, London

2022–2024

Responsibilities:

- Helped visitors and members of the public with directions and general information.
- Monitored entrances and exits to maintain a safe and secure environment.
- Checked identification and followed workplace security procedures.

Achievements

- Maintained a safe and secure environment.
- Developed strong communication and conflict-management skills.

❖ **Waiter**

Guoman Tower Hotel, Tower Bridge, London

2016–2020

Responsibilities:

- Welcomed customers politely and helped them feel comfortable.
- Took food and drink orders accurately.
- Responded quickly and professionally to customer requests

Achievements

- Provided good customer service during busy periods.
- Developed teamwork and communication skills.

**Interests and Hobbies**

I enjoy reading about health and wellness, cooking, walking, and spending time with my family. I also like to help others in my community and learn new talents. These hobbies allow me to be active, patient, and connected with individuals from various backgrounds.

**Professional References**

**Utpalendu Biswas**

Recovery Practitioner

Royal London Hospital

Whitechapel

London E1 1FR

Email: Utpalendu.biswas1@nhs.net

**Mohammad Alam**

Healthcare Support Worker

South West London and St George's Mental Health NHS Trust. Trinity Building

Springfield University Hospital

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London SW17 0YF

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**Task 2- Personal Statement**

I want to be a Healthcare Assistant because I enjoy assisting and supporting others when they are ill, anxious, or unable to conduct their daily activities independently. I believe that all patients deserve to be treated with dignity, kindness, patience, and respect. This position would allow me to apply my communication abilities, caring personality, and expertise interacting with the public to make a positive difference in people's lives. In health and social care, I wish to improve my practical care abilities and gain experience dealing with individuals from all backgrounds. My goal is to become a confident and dependable healthcare professional who can safely support patients and collaborate well with nurses and other members of the care team. I also wish to further my education, obtain suitable training, and advance to a more responsible position in the health and social care area.

I am now studying for a BSc in Health and Social Care at the University of Wales. My studies have taught me about person-centred care, safeguarding, equality and diversity, confidentiality, effective communication, and the value of treating others with dignity and respect. I'm also learning more about professional responsibility, teamwork, health and safety, and how health and social care services help people with diverse needs.

My prior employment has helped me build several transferable abilities that are useful in a Healthcare Assistant role. While working as a Door Supervisor at RMSS Security, I learnt how to speak clearly with the public, stay calm in stressful situations, adhere to safety standards, and collaborate closely with colleagues. I also gained confidence in my ability to observe circumstances, respond correctly to concerns, and accurately record incidents. These events taught me the value of patience, responsibility, respect, and creating a safe workplace. During my time as a Waiter at Guoman Tower Hotel, I learned how to deliver polite and attentive service to customers from various backgrounds. I learned to listen to individual requirements, respond swiftly to requests, maintain cleanliness and hygiene, and manage several tasks during busy moments. Working with kitchen and service workers helped me improve my teamwork and time management skills. I believe that these experiences have equipped me to interact properly with patients, support colleagues, remain calm under pressure, and deliver dependable treatment in a healthcare context.

My primary skills include patience, dependability, good communication, teamwork, and the ability to stay calm under pressure. For example, as a Door Supervisor, I handled a challenging scenario by being calm, paying close attention, and seeking assistance from a colleague when necessary. This helped to handle the situation safely and respectfully.

I believe I would make an excellent member of the healthcare team because I am compassionate, responsible, and eager to acquire new skills. My past work experience has helped me build strong communication, teamwork, and problem-solving skills. I would assist patients by treating them with dignity, respect, and kindness while working to satisfy their specific needs. I would also help colleagues by being dependable, following directions, and collaborating to deliver safe and effective treatment. I am committed to improving my abilities and positively contributing to the organisation.

I am willing to attend relevant training to enhance my knowledge and abilities in health and social care, such as safeguarding, infection control, first aid, and other professional development opportunities. My long-term goal is to advance my career as a Healthcare Assistant by gaining more experience serving patients and collaborating with healthcare professionals. I aspire to establish a successful career in health and social care by furthering my education, honing my practical abilities, and delivering compassionate and safe care to those in need.

## Task 3

### (a) SWOT Analysis — Healthcare Assistant Role

**Strengths**

- Strong communication skills gained via customer service and security jobs.
- Demonstrates patience, respect, and ability to collaborate with others from diverse backgrounds.
- Demonstrates ability to remain calm in stressful conditions.
- Currently studying BSc Health and Social Care to gain important theoretical knowledge.

**Weaknesses**

- Limited direct healthcare work experience.
- Need to obtain more hands-on experience in patient care.
- May need more confidence with some healthcare procedures.
- Specific clinical skills must be improved in terms of knowledge and practical experience.

**OPPORTUNITIES**

- BSc Health and Social Care offers opportunities to expand your healthcare knowledge.
- Opportunity to finish healthcare training and obtain work experience.
- • Ability to progress from Healthcare Assistant to more senior roles.

- Learning from nurses and experienced healthcare professionals

**Threats**

- Healthcare roles can be physically and emotionally demanding.
- • Competition for healthcare positions may be high.
- Balancing employment, studies, and personal duties can be difficult.
- Lack of experience may affect confidence initially.

**(b) Personal Development Plan (PDP)**

| Development Goal | Actions to Achieve the Goal | Timescale | Monitoring and Evaluation |
|---|---|---|---|
| Gain practical experience in healthcare and improve patient care skills | Apply for healthcare. Opportunities for assistants to develop practical skills in patient support, communication, teamwork, and respect for patient dignity. Learn from experienced healthcare professionals and put comments into practice. | Within the next 12–24 months | Review supervisor comments, reflect on workplace experiences, and keep track of new abilities acquired. Assess confidence and improvement in patient support activities. |
| Complete relevant healthcare training and improve professional knowledge | Complete training courses linked to healthcare practice, including safeguarding, infection prevention, health and safety, and first aid. Continue growing knowledge through the BSc Health and Social Care programme. | Complete within two years | Keep track of finished courses and certificates. Review your learning progress using university assessments, training outcomes, and tutor comments. |
| Develop communication, teamwork and professional confidence | Improve your communication abilities by collaborating with patients, families, and healthcare teams. Practice active listening, courteous communication, and | Ongoing over the next two years | Request comments from coworkers, tutors, and supervisors. Use reflection to identify your strengths and places for improvement. Track growth through increased |

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|---|---|---|---|
| | professional demeanour in a variety of settings. | | confidence and teamwork abilities. |

**Task 4**

**Gibbs Reflective Cycle — Component 1 Presentation**

**Description**

In my LCHS4009 Component 1 presentation, I discussed "The Importance of Communication in Health and Social Care." My goal was to describe how successful communication promotes safe, effective, and person-centred care. During my lecture, I covered a variety of communication styles, including spoken, nonverbal, written, and specialist communication. I also discussed communication principles including active listening, empathy, clarity, and secrecy. In addition, I discussed the SBAR communication paradigm and how it might aid in efficient communication among healthcare workers.

I utilised Gibbs' Reflective Cycle (1988) to reflect on this experience. It gives a structured framework for examining an experience through description, feelings, assessment, analysis, conclusion, and action planning.

**Feelings**

Before I began my presentation, I was little worried because presenting in front of others may be difficult. I was concerned with communicating clearly and ensuring that my audience grasped my views. However, as I began to present, I gained confidence because I was knowledgeable with my topic and had thoroughly prepared my slides. After obtaining positive comments from my lecturer on my speech, I felt encouraged and more secure in my communication skills.

**Evaluation**

Overall, I believe my presentation was successful since I was able to properly convey the importance of communication in healthcare. I presented my knowledge logically and utilised examples to demonstrate how communication influences patient safety and quality of care. Effective communication is an important skill in health and social care because it enables healthcare staff to build trust, reduce misunderstandings, and provide person-centred care (NHS England, 2023).

My lecturer's positive evaluation on my speech demonstrated that my verbal communication skills were effective. However, I acknowledge that there is potential for improvement. I can improve the quality of my speech by working on my pronunciation, confidence, tempo, and delivery style.

## Analysis

This event helped me realise how important communication skills are for healthcare providers. A healthcare assistant must interact effectively with patients, families, nurses, and other professionals. Good communication can increase trust, reduce anxiety, and promote person-centred care. The Health and Care Professions Council (HCPC, 2024) states that when assisting service users, healthcare professionals must communicate effectively, protect confidentiality, and uphold professional standards.

My presentation also demonstrated that while preparation is crucial, consistent practice is required to become a more confident speaker. Although I was able to articulate my ideas, refining my presentation style will allow me to speak more professionally in future healthcare scenarios. Reflective practice is crucial because it helps people discover their strengths, recognise areas for growth, and grow (Gibbs, 1988).

## Conclusion

This presentation taught me that effective communication is more than just speaking; it is also about listening, demonstrating empathy, and customising information to individual requirements. I gained confidence in delivering knowledge and discovered my abilities in verbal communication. My lecturer's remarks made me realise that while I have a solid basis, I still need to work on my speaking skills.

## Action Plan

In the future, I plan to develop my presentation and communication abilities by practising often, recording myself speaking, and identifying areas for growth. I'll work on speaking at a suitable tempo, improving my pronunciation, and gaining confidence when presenting in front of people. I will also seek input from instructors and classmates to improve my professional communication skills, which will be useful in my future work in health and social care.

## Reference List

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

Health and Care Professions Council (HCPC) (2024) *Standards of conduct, performance and ethics*. Available at: https://www.hcpc-uk.org/standards/standards-of-conduct-performance-and-ethics/

NHS England (2023) *Improving communication between healthcare professionals and patients*. Available at: https://www.england.nhs.uk/