I declare that the work I am submitting for assessment contains no sections in copied in whole or part from any other source, unless it is explicitly identified by means of quotation mark or by means of wholly indented paragraphs. I declare that I have also acknowledged such quotations by providing detailed references in an approved format. I understand that unidentified and un-referenced copying both constitutes plagiarism which is an offence. I give my consent for my work being scanned by Turnitin formatively and summatively for the purposes of assessment.

| P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | P10 | P11 | P12 | P13 | P14 | P15 | P16 | M1 | M2 | M3 | D1 | D2 | D3 |
|----|----|----|----|----|----|----|----|----|-----|-----|-----|-----|-----|-----|----|----|----|----|----|----|

**Learning Outcomes:**

1. Understand how personal values and principles influence individual contributions to work in health and social care settings.
2. Be able to produce, monitor, revise and evaluate plans for personal progress in developing the skills and abilities required of a health and social care practitioner.
3. Understand the application of principles of professional engagement with users of health and social care services.
4. Be able to demonstrate development of own skills and understanding in relation to working with others in health and social care practice.

**Comments:**

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**Assessor’s Signature:**

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**Date:**

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**Late:**

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**Yes**

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**No**

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**Internal Verification:**

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**Yes**

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**No**

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Unit 4: Personal and Professional Development in Health and Social Care

Case Study

Regents Ward is a busy mixed-sex surgical ward consisting of 30 beds which deals with both male and female patients who require surgery. Regents Ward is based in St James Hospital London. The local demographic population consists of a mixture of people from different nationalities and religions. The major religions consist of Jews, Muslims, Sikhs and Christians which are representative of the local population.

You have been allocated a work experience program on Regents Ward for 8 weeks as part of your training programme you are to support nurses in carrying out care for the patients who have need of or who have undergone surgical procedures. For your first week you will be working within a team of eight staff that comprise of both nurses and health care assistants. You will work closely with the nurses. On your first day you have been allocated the role of working with Jenny the nurse and Michael the health care assistant who are responsible for the care of 8 patients. These patients are divided into two different bays. One bay has four female patients and the other bay has four male patients.

Bay 1

Mr Ali is a 69 year old and has had his bladder removed.

Mr Jones is 58 years old and has had surgery on his hand.

Mr Rosenberg is 72 years old and has had eye surgery.

Mr Singh is 48 years old and has had a cyst removed from his leg.

Bay 2

Mrs Davis is 80 years old and has had eye surgery.
Mrs Johnson is 62 years old and has had surgery for a broken wrist.

Mrs Khan is 79 years old and has had eye surgery.

Mrs Goldsmith is 54 years old and has had surgery on her neck.

These patients come from a different range of cultural and religious backgrounds that have a variety of needs from both a spiritual, psychological, physiological and sociological perspective.

To gain a pass grade the following criteria as shown below need to be completed

Task 1: (a) from the above case study write a report that compares personal values and principles with the principles of support for working in health and social care.

Task 1: (b) from the above case study, assess how your personal culture and experience may influence your own role in supporting the patients of Regents Ward and the staff that work there.

Task 1: (c) From the above case study write a report that discusses how new developments and changes to personal values can impact upon the work carried out in Regents Ward.

To gain a merit grade the following criteria as shown below must be met

M1: Critically reflect and analyse how cultural preferences and differences may impact upon the provision of care and how these can be addressed within a health and social care setting.

To gain a pass grade the following criteria as shown below need to be completed

Task 2: (a) In your portfolio provide an assessment of your current skills, abilities and learning styles.

To gain a merit grade the following criteria as shown below must be met
M2: Select learning theories and apply these when assessing your individual learning style and analyse how these impacts upon your individual learning process.

**Task 2: (b)** In your portfolio devise and produce a holistic learning and development plan which consists of short, medium and long-term goals. Ensure that this is reviewed on a 6 weekly basis in order to monitor and reflect goals set.

**Task 2: (c)** Monitor your personal progress against the personal development plan and the skills and abilities you need to develop in accordance with the requirements of a health and social care practitioner and revise the plan every six weeks.

**To gain a distinction grade the following criteria as shown below must be met**

**D1:** Write an evaluation on how your personal development plan helped you develop your skills and abilities.

**Task 2: (d)** Write a personal report every three months and evaluate the effectiveness of your personal development plan with regards to your own development as a health and social care practitioner.

**To gain a distinction grade the following criteria as shown below must be met**

**D2:** Write an evaluation on how you took responsibility for the management and organisation of activities required in order to enhance your own personal development.

**To gain a pass grade the following criteria as shown below need to be completed**

**Task 3: (a)** From the above case study explain the nature of different professional relationships that exist on Regents ward.

**Task 3: (b)** From the above case study evaluate how personally you could be effective in promoting and supporting the rights of different patients on Regents ward.
Task 3: (c) In Regents ward there are issues that may arise in the daily working environment. Discuss ways in which these issues encountered in professional relationships can be resolved.

To gain a distinction grade the following criteria as shown below must be met:

To gain a Distinction the criteria below must be met.
D3: Demonstrate lateral and creative thinking.

To gain a pass grade the following criteria as shown below need to be completed:

Task 4: (a) From the above case study evaluate the effectiveness of how you can personally contribute when working with others in Regents ward.

Task 4: (b) Explain how the limits of your own work role impacts upon the working process with others.

Task 4: (c) Within Regents ward analyse your own work role in helping to minimise barriers to effective teamwork.

Task 4: (d) When working on Regents ward discuss how you can personally contribute to the overall team’s effectiveness in a collective manner.

To gain a merit grade the following criteria as shown below must be met:

M3: In order to present and communicate appropriate findings you need to formulate and present a Power Point presentation including references based on task 4.4 whereby you discuss how you can personally contribute to the collective effectiveness of a team.
<table>
<thead>
<tr>
<th>Learning outcomes</th>
<th>Assessment criteria for pass</th>
<th>Assessment criteria for merit</th>
<th>Assessment criteria for distinction</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>On successful completion of this unit a learner will:</strong></td>
<td><strong>The learner MUST:</strong></td>
<td><strong>The learner can:</strong></td>
<td><strong>The learner can:</strong></td>
</tr>
<tr>
<td><strong>LO1 understand how personal values and principles influence individual contributions to work in health and social care settings</strong></td>
<td>1.1 compare personal values and principles with the principles of support for working in health and social care</td>
<td>M1 Critically reflects and analyse how cultural preferences and differences may impact upon the provision of care and how these can be addressed within a health and social care setting.</td>
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<td></td>
<td>1.2 assess how personal culture and experience influence own role in supporting users of services and others in health and social care settings.</td>
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<td>1.3 discuss how new developments and changes to personal values can impact on work in health and social care</td>
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<tr>
<td><strong>LO2 Be able to produce, monitor, revise and evaluate plans for personal progress in developing skills and abilities required of a health and social care practitioner</strong></td>
<td>2.1 assess current skills and learning style</td>
<td>M2 Select learning theories and apply these when assessing your individual learning style and analyse how these impacts upon your individual learning process.</td>
<td>D1 Write an evaluation on how your personal development plan helped you develop your skills and abilities.</td>
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<td></td>
<td>2.2 produce a holistic development plan with short-medium- and long-term goals</td>
<td></td>
<td>D2: Write an evaluation on how you took responsibility for the management and organisation of activities required in order to enhance your own personal development.</td>
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<td>2.3 monitor progress against the plan according to the requirements of health and social care practitioner, revising the plan as required</td>
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<td>2.4 evaluate the effectiveness of the development plan to own</td>
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</table>
| LO3 Understand the application of principles of professional engagement with users of health and social services. | 3.1 explain the nature of different professional relationships in health and social care contexts  
3.2 evaluate personal effectiveness in promoting and supporting the rights of the individual  
3.3 discuss ways to resolve issues encountered in professional relationships | D3: Demonstrate lateral and creative thinking. |
| LO4 Understand approaches for managing people working in health and social care. | 4.1 explain theories of leadership that apply to the health and social care workplace  
4.2 analyse how working relationships may be managed  
4.3 evaluate how own development has been influenced by management approaches encountered in own experience | M3: In order to present and communicate appropriate findings you need to formulate and present a Power Point presentation including references based on task 4.4 whereby you discuss how you can personally contribute to the collective effectiveness of a team. |
Essential requirements

A minimum of 200 hours of work experience must be completed to achieve this unit. Liaison with work-based mentors is recommended to ensure learner experience in practice settings is appropriate in addressing all the learning outcomes and assessment criteria. Learners will need individual support through tutorials and meetings with work-place mentors to devise appropriate development plans. Learners will need guidance about presenting evidence so that it effectively reflects their abilities as a developing care worker in the field of health or social care.