



DON BOSCO COLLEGE KOTTIYAM

Affiliated to Kerala University

DEPARTMENT OF SOCIAL WORK

**CONSOLIDATE REPORT OF
INTERNSHIP BSW SEMESTER IV**

Submitted by,

POORNIMA UNNI A



DON BOSCO COLLEGE, KOTTIYAM

Affiliated to Kerala University

Umayanalloor PO, Kollam 691589

Name: **POORNIMA UNNI A**

Admission No: **3080**

Reg. No: **693104951662**

Certified Bonafide, record of field work done during Fourth semester during the year 2026 submitted for the VIVA -VOCE Examination held at Don Bosco College, Kottiyam during fourth semester

HOD

FIELD WORK SUPERVISOR

Name & signature of the examiner Date:

ASCH/HR-IC/05/2026-004

06/05/2026

TO WHOM IT MAY CONCERN

This is to certify that Ms. Poornima Unni A, D/O Hariharan Unni R.S, Granma, Kurumanna, Mukhthala P.O, Kollam, Kerala, a student of Don Bosco College, Kottiyam, pursuing Bachelor of Social Work (Honours), has successfully completed a one-month internship with A.S Care Homes Pvt. Ltd. from 6th April 2026 to 6th May 2026.

During her internship, she was involved assisting in recreational activities, supporting the marketing team, contributing to survey activities, and participating in resident engagement initiatives. She demonstrated a proactive attitude, good communication skills, and a willingness to learn.

We appreciate her contributions during the internship period and wish her all the best in her future endeavours.

Yours sincerely,

For HR Department,



A.S Care Homes Private Ltd,



A.S. Carehomes Pvt Ltd.

Reg. Office: TC 15/3640, Koluthara Towers, Pattom, Marappalam Road, Thiruvananthapuram 695 004
☎ +91 471 2532 444 ✉ life@seasontwo.com 🌐 seasontwo.com CIN: U85100KL2016PTC047333

INTRODUCTION

Fieldwork is a vital component of social work education that enables students to bridge the gap between theoretical knowledge and practical application. It serves as a platform through which social work trainees gain firsthand experience of working within organizations, interacting with diverse populations, and understanding the realities of social issues and service delivery systems. Fieldwork helps students develop professional competencies, ethical values, communication skills, and a deeper understanding of human behaviour and social environments.

Social work is a profession dedicated to promoting social change, enhancing human well-being, and empowering individuals, families, groups, and communities. While classroom learning provides theoretical foundations, fieldwork offers opportunities to apply those concepts in real-life situations. Through observation, participation, interaction, and reflection, social work trainees acquire practical knowledge that contributes to their professional growth and development.

The ageing population is increasing globally as well as in India. Improvements in healthcare, nutrition, and living standards have contributed to longer life expectancy, resulting in a growing number of older adults requiring support and care. Simultaneously, social changes such as urbanization, migration, nuclear family systems, and changing family structures have created new challenges in caring for elderly individuals. These changes have increased the importance of senior living communities and organized elder care services that provide physical, emotional, social, and healthcare support for older adults.

The present fieldwork placement was conducted at Season 2 Senior Living, Pattom, Thiruvananthapuram, from 6 April 2026 to 6 May 2026. Season 2 Senior Living is a senior living community that focuses on providing quality care, safety, comfort, and meaningful engagement opportunities for elderly residents. The organization aims to create a supportive environment where senior citizens can maintain dignity, independence, and an enhanced quality of life while receiving professional care and assistance.

During the fieldwork period, exposure was gained to various aspects of the organization, including resident care, recreational and therapeutic activities, community living arrangements, administrative functioning, research and documentation work, telephonic surveys, media and marketing activities, and interaction with multidisciplinary professionals. The placement offered valuable opportunities to understand the psychosocial needs of older

adults and the role of organized care systems in promoting active and healthy ageing.

The fieldwork experience also facilitated the development of essential social work skills such as observation, communication, rapport building, interviewing, documentation, teamwork, programme planning, leadership, problem-solving, and professional conduct. Through continuous interaction with residents, caregivers, activity coordinators, management personnel, and other staff members, a comprehensive understanding of institutional elder care and its practical challenges was obtained.

Furthermore, the placement provided opportunities to critically examine societal perceptions regarding elderly care, family responsibilities, ageing, and senior living communities. It contributed significantly to both personal and professional growth by encouraging reflection on values, attitudes, empathy, and the importance of person-centred care. The experience highlighted the need for holistic approaches that address not only the physical needs of older adults but also their emotional, social, and psychological well-being.

This report presents a detailed account of the agency profile, objectives of the organization, activities undertaken during the fieldwork period, observations made, learnings gained, skills developed, and the overall experience acquired through the placement. The report reflects the knowledge, insights, and professional competencies gained throughout the fieldwork journey at Season 2 Senior Living.

AGENCY PROFILE

Introduction to the Agency

Season Two Senior Living is a private senior living and elder care organization established with the vision of creating safe, comfortable, and engaging living environments for senior citizens. The organization was founded with the belief that ageing should not be viewed as a period of dependency but rather as a new phase of life filled with dignity, purpose, independence, and meaningful social engagement. The organization operates under the philosophy of "**Never Retire From Life**", encouraging senior citizens to remain active, connected, and fulfilled irrespective of age or health conditions.

The Pattom facility serves as the corporate headquarters and one of the major senior living communities operated by the organization. It provides accommodation, healthcare support, assisted living services, recreational activities, rehabilitation support, and community-based living opportunities for elderly residents.

History and Background

The idea behind Season Two Senior Living emerged from the personal experiences of its founder, Sajan Pillai. After observing the challenges faced by his ageing parents in managing daily life independently, he recognized the need for a senior living model that offered more than traditional old-age homes. This vision led to the establishment of organized senior living communities that provide professional care while maintaining the dignity and independence of older adults.

The organization began its journey in 2016 with home nursing services and gradually expanded into senior living communities across Kerala. Today, it has developed into one of the prominent senior living service providers in the state.

Vision

"To inspire senior citizens to never retire from life, regardless of age or health condition."

Mission

The mission of Season Two Senior Living is to create communities where senior citizens can remain healthy, active, socially connected, and emotionally fulfilled while receiving professional support and care whenever required.

Objectives of the Agency

The major objectives of the agency are:

- To provide safe and comfortable living arrangements for senior citizens.
- To promote active and healthy ageing.
- To ensure access to healthcare and assisted living services.
- To provide emotional, social, and psychological support to elderly residents.
- To reduce loneliness and social isolation among older adults.
- To encourage meaningful participation in community activities.
- To offer rehabilitation and post-hospitalization care services.
- To improve the overall quality of life of senior citizens.

Nature of the Agency

Season Two Senior Living is a **private elder care and senior living organization**. Unlike traditional charitable old-age homes, the organization functions as a professionally managed senior living community offering paid residential and healthcare services to elderly individuals and families seeking organized elder care support.

Services Provided by the Agency

The organization offers a wide range of services designed to meet the diverse needs of senior citizens.

Residential Services

- Independent Living
- Assisted Living
- Continuous Care
- Short-term and Long-term Stay Options
- Private Apartments and Shared Accommodation Options

Healthcare Services

- 24-Hour Care Assistance

- Nursing Care
- Medication Management
- Physiotherapy Services
- Medical Consultation
- Diagnostics Support
- Dementia Care
- Alzheimer's Care
- Post-Hospitalization Recovery Support

Recreational Services

- Group Activities
- Arts and Crafts
- Indoor Games
- Music Sessions
- Cultural Programs
- Community Celebrations
- Wellness Activities
- Yoga and Exercise Programs

Support Services

- Dining Facilities
- Housekeeping
- Laundry Services
- Transportation Support
- Travel Assistance
- Security Services
- Emergency Response Systems

Facilities Available at the Pattom Community

The Pattom Senior Living Community provides:

- Furnished residential units
- Common dining facilities
- Recreation areas
- Medical support facilities
- Physiotherapy services
- Wheelchair-accessible infrastructure
- Elevator facilities
- CCTV security systems
- Emergency support systems
- Community interaction spaces
- Wi-Fi connectivity
- Fitness and wellness facilities

Branches and Expansion

Season Two Senior Living currently operates multiple senior living communities across Kerala:

1. Pattom
2. Pettah
3. Peroorkada
4. Kakkanad

The organization also provides:

- Home Nursing Services
- Ayurveda Services
- Stroke and Neuro Rehabilitation
- Post-Hospitalization Care Programs

Organizational Structure

The agency follows a structured administrative system consisting of:

Governing Level

- Chairman / Founder
- Board of Directors

Executive Management

- Chief Executive Officer (CEO)
- Chief Operating Officer (COO)
- Regional Managers

Operational Management

- Facility Managers
- Human Resource Department
- Finance and Administration Department
- Marketing and Media Department

Professional Care Team

- Doctors
- Nurses
- Physiotherapists
- Healthcare Assistants (HAs)
- Activity Coordinators
- Social Workers
- Care Coordinators

Support Staff

- Security Personnel
- Housekeeping Staff
- Kitchen Staff
- Drivers and Maintenance Staff

Target Beneficiaries

The agency primarily serves:

- Senior citizens aged 60 years and above
- Elderly individuals living alone
- Persons requiring assisted living support
- Dementia and Alzheimer's patients
- Post-hospitalization patients
- Families seeking organized elder care services for their parents or relatives 4

Relevance to Social Work

Season Two Senior Living provides an important platform for social work practice in the field of geriatric social work. The organization addresses the physical, emotional, psychological, and social needs of older adults through a holistic care approach. It promotes dignity, participation, empowerment, and quality of life among senior citizens while supporting families in meeting elder care responsibilities.

The agency demonstrates how modern elder care services can complement family support systems and contribute to healthy and active ageing within contemporary society.

ACTIVITIES UNDERTAKEN BY THE AGENCY

Season Two Senior Living undertakes a wide range of activities aimed at improving the physical, emotional, social, psychological, and overall well-being of senior citizens. The organization follows a holistic approach to elder care by integrating healthcare services, recreational programmers, social engagement activities, and wellness initiatives. These activities are designed to ensure that residents lead active, meaningful, and dignified lives within the community.

1. Residential and Assisted Living Services

One of the primary activities of the agency is providing residential accommodation and assisted living services for senior citizens. The organization offers a safe, secure, and comfortable living environment where residents can receive professional support according to their individual needs. Elderly individuals who require assistance with daily living activities are provided with caregiving support while maintaining their independence and dignity.

2. Healthcare and Nursing Services

The agency provides healthcare support through qualified healthcare professionals, nurses, caregivers, and health assistants. Regular health monitoring, medication management, physiotherapy services, medical consultations, and emergency support are made available to residents. Special attention is given to elderly individuals with chronic illnesses, mobility challenges, dementia, Alzheimer's disease, and post-hospitalization recovery needs.

3. Recreational and Leisure Activities

The organization conducts various recreational activities to promote active ageing and improve the quality of life of residents. These activities include indoor games, storytelling sessions, music therapy, chair yoga, memory games, group discussions, art and craft activities, clay modelling, singing sessions, and interactive group exercises. Such activities encourage social participation, reduce loneliness, and enhance emotional well-being.

4. Cultural and Festival Celebrations

Season Two Senior Living actively celebrates festivals, cultural events, and special occasions throughout the year. Celebrations such as Vishu, Onam, Christmas, New Year, World Art Day, World Health Day, and other significant events are organized within the community.

These programmes provide opportunities for residents to engage socially, preserve cultural traditions, and experience a sense of belonging and joy.

5. Wellness and Healthy Ageing Programmes

The agency conducts wellness programmes aimed at promoting physical and mental health among residents. Activities such as yoga, stretching exercises, relaxation techniques, breathing exercises, health awareness programmes, and wellness sessions are organized regularly. These initiatives help residents maintain mobility, independence, and a positive outlook on life.

6. Psychosocial Support and Community Living

The agency places significant emphasis on the emotional and psychological well-being of residents. Through regular interaction, group activities, peer support, and counselling services, the organization creates an environment where residents feel valued, respected, and emotionally supported. Community living helps reduce social isolation and encourages meaningful interpersonal relationships among residents.

7. Family Engagement and Communication Support

The agency organizes awareness programmes, educational sessions, and information-sharing activities related to health, ageing, wellness, and social issues affecting senior citizens. These programmes empower residents with knowledge and encourage healthy lifestyle practices.

8. Rehabilitation and Recovery Support

The organization provides rehabilitation support for residents recovering from illness, surgery, or hospitalization. Physiotherapy services, mobility training, healthcare supervision, and personalized care plans help residents regain confidence and improve their functional abilities.

9. Research, Documentation, and Survey Activities

The agency actively engages in research and documentation activities to understand the evolving needs of senior citizens and improve service delivery. Surveys, data collection, programmes evaluations, and market studies are conducted periodically to strengthen the quality of services provided by the organization.

10. Media, Communication, and Outreach Activities

Season Two Senior Living undertakes media and communication initiatives to create awareness about senior living communities and healthy ageing. Through digital platforms, promotional videos, awareness campaigns, newsletters, and social media engagement, the organization reaches a wider audience and promotes positive perceptions regarding elderly care.

11. Community Building and Social Participation

The agency encourages residents to actively participate in community life through group meetings, discussions, celebrations, recreational programmes, and volunteer activities. These initiatives help create a strong sense of community, mutual support, and social inclusion among residents.

Through these diverse activities, Season Two Senior Living strives to provide comprehensive care and support to senior citizens while promoting active ageing, dignity, independence, and an enhanced quality of life.

ACTIVITIES UNDERTAKEN DURING THE FIELDWORK PERIOD

During the fieldwork placement at Season Two Senior Living, Pattom, Thiruvananthapuram, the social work trainee was actively involved in a variety of activities that contributed to understanding the functioning of a senior living community and the needs of elderly

1. Orientation and Familiarization with the Agency

The initial phase of the fieldwork involved understanding the structure, functioning, services, and objectives of Season Two Senior Living. The trainee was introduced to the staff members, departments, organizational hierarchy, and various facilities available within the community. This helped in gaining an understanding of the agency's role in providing comprehensive care for senior citizens.

2. Interaction with Residents

Regular interaction with residents formed an important component of the fieldwork experience. The trainee visited residents in their living spaces, engaged in informal conversations, listened to their life experiences, and observed their daily routines. These interactions facilitated rapport building and helped in understanding the emotional, social, and psychological needs of older adults.

3. Conducting Recreational Activities

The trainee actively planned and facilitated various recreational activities for the residents. Activities included storytelling sessions, group discussions, music sessions, chair yoga, memory games, pair interactions, ball games, clay modelling, relaxation exercises, and community engagement programmes. These activities aimed to promote active participation, social interaction, emotional expression, and mental stimulation among residents.

4. Participation in Special Programmes and Celebrations

The trainee participated in and assisted with the organization of special events and celebrations conducted within the community. These included World Health Day activities, World Art Day celebrations, Vishu celebrations, and other community-based programmes. Participation in these events provided practical exposure to programme planning, coordination, and group facilitation.

5. Research and Documentation Activities

Various research-oriented assignments were undertaken during the fieldwork period. The trainee conducted comparative studies and table analyses of elderly care institutions at the state, national, and international levels. Information regarding services, facilities, organizational structures, and elder care models was collected, analysed, and documented. Additional assignments included studying elderly welfare schemes and budget allocations related to elder care at state, national, and global levels.

6. Telephonic Survey and Data Collection

The trainee actively participated in a telephonic survey conducted by the organization. Potential respondents were contacted through telephone calls, and data was collected using structured survey formats. Responses were documented and entered into digital platforms for analysis. This activity contributed to the development of communication, interviewing, documentation, and data collection skills.

7. Exposure to Media and Marketing Activities

The fieldwork placement also provided exposure to the media and marketing functions of the organization. The trainee participated in content creation activities, voice-over recording for promotional videos, and observation of social media communication strategies. These experiences helped in understanding the role of communication and outreach in promoting senior living services.

8. Interviewing and Documentation

The trainee was provided opportunities to conduct interviews with senior residents and community members. Interviews included interactions with elderly individuals who shared their personal experiences, life journeys, and perspectives on ageing. These interactions enhanced interviewing skills, active listening abilities, and documentation practices.

9. Community Exposure Visits

Field visits were conducted to various branches of Season Two Senior Living, including facilities at Peroorkada, Kakkanad, and Ayurlaya. These visits provided opportunities to understand different models of senior care, compare facilities, and observe variations in organizational functioning and service delivery.

10. Programme Planning and Coordination

The trainee was involved in planning awareness programmes, recreational activities, and community engagement initiatives. This included coordinating with staff members, discussing programme feasibility, preparing activity plans, and participating in decision-making processes. These experiences strengthened organizational and leadership skills.

11. Observation of Organizational Functioning

Throughout the fieldwork period, opportunities were available to observe the functioning of different departments within the organization. The trainee observed interactions among staff members, management practices, team coordination, communication patterns, administrative procedures, and service delivery mechanisms. These observations contributed to a better understanding of professional work environments and organizational dynamics.

12. Professional Termination and Closure

Towards the conclusion of the fieldwork placement, the trainee participated in the process of professional termination. This involved formally concluding interactions with residents, expressing gratitude to staff members and management, and reflecting upon the learning experiences gained throughout the placement. The process highlighted the importance of maintaining professional boundaries while acknowledging meaningful relationships developed during the fieldwork period.

The diverse range of activities undertaken during the fieldwork placement provided valuable opportunities for professional growth, skill development, and practical exposure to the field of gerontological social work. The experience contributed significantly to understanding the complexities of elderly care and the role of social work within institutional settings.

PHOTO GALLERY





OBSERVATIONS MADE DURING THE FIELDWORK PERIOD

The fieldwork placement at Season Two Senior Living provided numerous opportunities to observe the functioning of a senior living community from a social work perspective. The observations were not limited to physical facilities or daily routines but extended to understanding the emotional, social, psychological, and organizational aspects of elderly care. Through continuous interaction with residents, staff members, management personnel, and other professionals, several important observations were made regarding ageing, institutional care, professional practice, and organizational functioning.

1. Dependence and Vulnerability Among Elderly Residents

One of the most significant observations was the varying levels of dependence among the residents. A considerable number of residents required assistance in carrying out daily activities due to physical limitations, chronic illnesses, reduced mobility, or age-related health conditions. Some residents relied on wheelchairs, while others required support from caregivers for movement and personal care.

From a social work perspective, this highlighted the importance of supportive care systems for older adults. It also demonstrated how ageing can influence an individual's physical independence while simultaneously increasing the need for emotional support, dignity, and respect. The observation reinforced the importance of person-centred care and the need to recognize the strengths and capacities of elderly individuals despite their physical limitations.

2. Importance of Social Interaction in Elderly Well-being

Regular interaction with residents revealed that many older adults actively seek meaningful social relationships and emotional connections. During recreational activities, storytelling sessions, and informal conversations, residents showed enthusiasm in sharing their life experiences, memories, achievements, and personal stories.

It was observed that active participation in group activities positively influenced their mood and emotional well-being. Residents often displayed increased happiness, confidence, and engagement when provided opportunities to express themselves and interact with others. This observation reflects the social work principle that social connectedness is essential for mental health and quality of life, particularly among elderly populations who may otherwise experience loneliness and social isolation.

3. Professional Commitment of Caregiving Staff

Throughout the fieldwork period, the caregiving staff, health assistants, activity coordinators, and other employees consistently demonstrated patience, dedication, and compassion in their work. Their interactions with residents reflected respect, empathy, and professionalism.

The observation highlighted the demanding nature of caregiving work and the emotional labour involved in supporting elderly individuals on a daily basis. Despite the challenges associated with caregiving, staff members maintained positive relationships with residents and worked collaboratively to ensure their comfort and well-being. This reinforced the significance of professional values such as empathy, service, dignity, and commitment in social care settings.

4. Institutional Care and Changing Family Structures

Prior to the fieldwork experience, there was a common perception that elderly care institutions primarily exist because families neglect or abandon older adults. However, interactions with residents, staff members, and management revealed a more complex reality.

It was observed that many residents chose institutional living for reasons such as safety, access to healthcare, companionship, independence, and reduced burden on family members. In several cases, family members maintained regular contact and continued to provide emotional support. This observation challenged traditional assumptions regarding institutional care and highlighted the changing nature of family structures, migration patterns, employment demands, and caregiving responsibilities in contemporary society.

5. Diversity of Perspectives Regarding Elder Care

The telephonic survey provided opportunities to interact with individuals from diverse backgrounds. During these conversations, varying opinions regarding senior living communities and institutional care were encountered. Some respondents strongly supported senior living communities, while others believed that elderly parents should always remain within their families.

This observation demonstrated how cultural values, personal experiences, family traditions, and societal expectations influence attitudes towards ageing and elderly care. It reinforced the importance of respecting diverse viewpoints while promoting informed discussions regarding the needs and rights of older adults.

6. Significance of Rapport Building

A recurring observation throughout the fieldwork period was the importance of rapport building in professional practice. Whether interacting with residents, conducting interviews, facilitating activities, or carrying out surveys, establishing trust and maintaining respectful communication proved essential.

Residents were more willing to share personal experiences and participate actively when they felt comfortable and respected. Similarly, survey respondents were more cooperative when approached with professionalism and empathy. This observation highlighted rapport building as a fundamental skill in social work practice.

7. Active Ageing and Human Potential

Another important observation was that ageing does not necessarily diminish an individual's capacity for learning, participation, creativity, or achievement. Encounters with active and motivated elderly individuals challenged common stereotypes associated with ageing.

Residents demonstrated resilience, humour, creativity, wisdom, and a willingness to engage in new experiences. Some shared inspiring stories of travel, personal accomplishments, and lifelong learning. These interactions reinforced the concept of active ageing and emphasized the importance of recognizing the strengths and capabilities of older adults.

8. Integration of Social Work Values in Practice

The fieldwork experience provided practical examples of several social work values and principles taught in academic settings. Concepts such as dignity and worth of the person, empathy, acceptance, self-determination, confidentiality, professional relationships, and respect for diversity were observed in real-life situations.

The experience demonstrated how theoretical knowledge can be translated into practice within an institutional setting. It also highlighted the role of social workers in promoting well-being, facilitating participation, supporting vulnerable populations, and advocating for the rights and dignity of older adults.

Overall Observation

The overall fieldwork experience revealed that elderly care is a multidimensional process involving physical care, emotional support, social engagement, healthcare services, and professional management. The observations made throughout the placement contributed to a deeper understanding of ageing, institutional care, professional relationships, and the practical application of social work knowledge.

LEARNINGS

PERSONAL LEARNINGS

The fieldwork experience at Season Two Senior Living contributed significantly to personal growth and self-development. Throughout the placement, several situations challenged existing assumptions, perspectives, and comfort zones, leading to a deeper understanding of oneself and others.

One of the most important personal learnings was the ability to adapt to new environments and unfamiliar situations. Entering a professional setting for the first time required adjustment to organizational expectations, work culture, schedules, and responsibilities. Through continuous engagement with staff members, residents, and management personnel, confidence gradually improved and the ability to function effectively in a professional environment was strengthened.

The fieldwork also helped in developing patience and emotional maturity. Working with elderly residents required understanding that each individual had unique needs, personalities, health conditions, and life experiences. Meaningful interactions often required active listening, patience, and sensitivity. This experience reinforced the importance of approaching people with empathy rather than assumptions.

Another significant learning was the realization that perspectives differ from person to person. During telephonic surveys and interactions with members of the public, diverse opinions regarding elderly care institutions were encountered. Some viewed senior living communities positively, while others strongly opposed the concept. These experiences highlighted the importance of respecting differing viewpoints and understanding that social realities are often complex rather than absolute.

The fieldwork further contributed to self-awareness and personal confidence. Opportunities such as conducting interviews, recording voice-overs, leading recreational activities, interacting with strangers, and facilitating group discussions helped identify personal strengths in communication, leadership, creativity, and public engagement. Experiences that initially appeared challenging gradually became opportunities for growth and self-discovery.

The internship also encouraged reflection on the process of ageing and the value of human relationships. Interactions with elderly residents demonstrated that emotional needs such as love, companionship, belongingness, and recognition remain important throughout life. These observations fostered greater appreciation for family relationships, interpersonal connections, and the importance of emotional support systems.

Another valuable personal learning was understanding the importance of resilience and perseverance. Several activities, including programme planning, surveys, and coordination with authorities, involved challenges and occasional setbacks. These situations taught that meaningful outcomes often require patience, flexibility, and the willingness to continue despite difficulties.

The fieldwork experience also emphasized the importance of self-care. Exposure to demanding schedules, professional responsibilities, and personal health challenges highlighted the need to maintain physical and mental well-being while fulfilling professional obligations. This understanding reinforced the principle that helping others effectively requires caring for oneself as well.

Overall, the fieldwork experience contributed to personal growth by enhancing confidence, adaptability, emotional intelligence, patience, resilience, and self-awareness. It encouraged a broader perspective towards people, relationships, and the realities of ageing while fostering greater maturity and responsibility as an individual.

PROFESSIONAL LEARNINGS

The fieldwork placement provided extensive opportunities to connect classroom knowledge with practical experiences and contributed significantly to professional development as a social work trainee.

One of the most important professional learnings was the practical application of social work values and principles. Concepts such as dignity and worth of the person, empathy, acceptance, confidentiality, respect for diversity, professional boundaries, and client-centred practice were observed and applied throughout the fieldwork period. The experience demonstrated how these principles guide professional interactions and contribute to ethical practice.

The fieldwork enhanced understanding of gerontological social work and the diverse needs of older adults. Through direct interaction with residents, it became evident that elderly care extends beyond physical support and includes emotional, social, psychological, and recreational dimensions. This broadened the understanding of holistic care and reinforced the importance of addressing multiple aspects of well-being in social work practice.

A major professional learning was the importance of rapport building. Whether interacting with residents, conducting interviews, facilitating activities, or carrying out telephonic surveys, establishing trust and maintaining respectful communication proved essential. The experience demonstrated that effective helping relationships are built through empathy, active listening, patience, and genuine respect for individuals.

The fieldwork also strengthened communication skills. Regular interaction with residents, staff members, management personnel, survey respondents, and community members improved verbal communication, active listening, interviewing techniques, public speaking, and interpersonal skills. Exposure to different communication contexts helped in understanding how professional communication varies according to situations and individuals.

Another significant learning involved understanding organizational functioning and administration. Observation of the management structure, decision-making processes, coordination mechanisms, and workplace dynamics provided insights into how professional organizations operate. This helped in understanding the relationship between administration, service delivery, and client welfare within institutional settings.

The telephonic survey and research assignments contributed to the development of research-related competencies. Information gathering, documentation, data collection, comparative analysis, report preparation, and interpretation of findings enhanced understanding of social work research and evidence-based practice. These activities demonstrated the importance of accurate documentation and systematic analysis in professional work.

The fieldwork further strengthened skills related to programme planning and implementation. Participation in recreational activities, special events, awareness initiatives, and community engagement programmes provided practical exposure to organizing, coordinating, facilitating, and evaluating activities. These experiences highlighted the importance of planning, teamwork, resource utilization, and leadership in successful programme execution.

Another important professional learning was the understanding of professional boundaries and termination. Towards the end of the placement, the process of concluding relationships with residents emphasized the need to maintain professional ethics while acknowledging meaningful human connections. This reinforced the importance of planned and respectful termination in professional social work practice.

The experience also enhanced understanding of interdisciplinary collaboration. Working alongside caregivers, nurses, activity coordinators, administrators, media professionals, and management staff demonstrated the value of teamwork in achieving organizational goals and ensuring quality care for residents.

Furthermore, the fieldwork challenged preconceived notions regarding institutional elderly care. Through observation and interaction, it became clear that senior living communities can provide safety, healthcare, companionship, dignity, and opportunities for active ageing. This contributed to a more balanced and informed understanding of elderly care services within contemporary society.

Overall, the fieldwork experience strengthened professional knowledge, social work skills, ethical understanding, communication abilities, research competencies, leadership qualities, and practical exposure to gerontological social work. The placement successfully bridged theoretical learning with real-world practice and contributed significantly to professional preparedness for future social work practice.

SKILLS APPLIED AND DEVELOPED

The fieldwork placement at Season Two Senior Living provided numerous opportunities to apply theoretical knowledge in practical situations. Throughout the internship period, various social work skills were utilized and strengthened through direct interaction with residents, staff members, management personnel, and members of the public. These experiences contributed significantly to professional competence and personal growth.

1. Communication Skills

Communication was one of the most frequently applied skills during the fieldwork period. Regular interactions with residents, staff members, survey respondents, and management personnel required clear, respectful, and effective communication. Telephonic surveys, interviews, recreational activities, and daily interactions helped improve verbal communication, active listening, questioning techniques, and public speaking abilities.

2. Rapport Building Skills

Building rapport was essential throughout the internship. Establishing trust and maintaining positive relationships with residents helped create a comfortable environment for interaction and participation. Rapport-building skills were also utilized while conducting surveys, interviews, and group activities. These experiences highlighted the importance of empathy, patience, and genuine interest in others.

3. Observation Skills

Observation was continuously applied to understand residents' behaviour, emotional responses, participation levels, interpersonal relationships, and the functioning of the institution. Careful observation helped identify individual needs, group dynamics, staff-resident interactions, and the overall atmosphere of the community. This skill enabled a deeper understanding of elderly care from a social work perspective.

4. Group Work and Facilitation Skills

The trainee regularly facilitated recreational and community-based activities for residents. Activities such as storytelling sessions, group discussions, chair yoga, music sessions, clay modelling, memory games, and interactive exercises required effective group management and facilitation skills. These experiences enhanced the ability to encourage participation, manage group dynamics, and create an inclusive environment.

5. Interviewing Skills

Interviewing skills were applied while interacting with residents and conducting formal interviews for content creation and documentation purposes. Opportunities to interview senior residents and gather information from survey respondents strengthened confidence in asking questions, maintaining conversations, and collecting relevant information systematically.

6. Research and Documentation Skills

The internship involved extensive research-related activities, including comparative analyses of elderly care institutions, policy reviews, budget analysis, data collection, and report preparation. These tasks strengthened skills related to information gathering, data organization, documentation, report writing, and analytical thinking.

7. Leadership Skills

Leadership skills were applied while organizing recreational programmes, coordinating activities, guiding residents during sessions, and contributing to programme planning. Taking initiative in conducting activities and managing group interactions enhanced confidence in leadership and decision-making.

8. Teamwork and Collaboration Skills

The fieldwork experience required close collaboration with fellow trainees, activity coordinators, caregivers, management staff, and other professionals. Working as part of a multidisciplinary team strengthened cooperation, coordination, flexibility, and the ability to contribute effectively towards common goals.

9. Problem-Solving Skills

Various situations during the internship required adaptation and problem-solving. Challenges related to programme planning, communication barriers, survey responses, and coordination processes provided opportunities to think critically and identify practical solutions. These experiences improved confidence in handling unexpected situations professionally.

10. Organizational and Time Management Skills

Managing multiple responsibilities such as surveys, research assignments, interviews, recreational activities, documentation, and reporting required effective planning and time management. The fieldwork experience strengthened the ability to prioritize tasks, meet deadlines, and maintain productivity within a professional environment.

11. Empathy and Helping Skills

Continuous interaction with elderly residents strengthened the ability to understand and appreciate their feelings, experiences, and perspectives. Empathy was applied while listening to residents' life stories, addressing their concerns, and encouraging participation in activities. This skill helped establish meaningful professional relationships while maintaining appropriate boundaries.

12. Professional Relationship and Termination Skills

The internship provided opportunities to understand the importance of maintaining professional relationships with residents and staff members. Towards the conclusion of the fieldwork, the process of professional termination highlighted the significance of ending professional relationships respectfully while maintaining ethical boundaries.

13. Digital and Technical Skills

The trainee gained practical experience in preparing reports, conducting online research, managing digital documentation, recording voice-overs, assisting with content creation, and using online survey platforms. These experiences contributed to the development of technical skills that are increasingly important in contemporary social work practice.

Overall Skill Development

The fieldwork placement provided a valuable platform for applying classroom knowledge in real-life situations. The experience enhanced communication, observation, leadership, research, teamwork, facilitation, empathy, and professional relationship skills. These competencies contributed significantly to professional development and strengthened preparedness for future social work practice in diverse settings.

CONCLUSION

The 22-day fieldwork internship at Season Two Senior Living, Pattom, Thiruvananthapuram, was a valuable learning experience that provided meaningful exposure to the field of elderly care and institutional service delivery. The placement offered opportunities to interact closely with senior citizens, understand their physical, emotional, and social needs, and observe the functioning of a professional senior living community.

Throughout the internship period, active involvement in recreational activities, resident interactions, telephonic surveys, research assignments, interviews, programme planning, documentation, and organizational activities contributed significantly to both personal and professional development. The experience helped bridge the gap between classroom learning and practical application by providing opportunities to apply social work values, principles, and skills in real-life situations.

The fieldwork also challenged several preconceived notions regarding elderly care institutions. Direct observation and interaction revealed that senior living communities can play a vital role in promoting dignity, safety, companionship, healthcare access, and active ageing among older adults. The experience enhanced understanding of the changing needs of elderly populations and the importance of holistic approaches to care and support.

In addition to learning about gerontological care, the internship provided exposure to organizational functioning, teamwork, communication strategies, research activities, media-related tasks, and professional relationships within a multidisciplinary setting. These experiences strengthened essential social work competencies such as communication, observation, rapport building, empathy, leadership, teamwork, documentation, and problem-solving.

The fieldwork journey was not only an academic requirement but also a transformative learning experience that contributed to personal growth, professional confidence, and a deeper appreciation for the value of elderly care services. The internship reinforced the importance of compassion, respect, dignity, and human connection in professional practice while highlighting the significant role social workers can play in enhancing the quality of life of older adults.

Overall, the internship at Season Two Senior Living was a rewarding and enriching experience that broadened perspectives, strengthened professional skills, and provided lasting insights into the realities of ageing and institutional care. The knowledge, skills, and experiences gained during this period will serve as a strong foundation for future social work practice and professional development.