

APPENDIX GA36a

LEVEL 4 ASSESSMENT SPECIFICATION

Student name:	Shahzada Mahmood UI Hassan	Student ID number:	2506116
Programme:	Certificate of Higher Education Skills for the Workplace (Health & Social Care)		
Module:	Introduction to Health and Social Care		
Module code:	LCHS4003	Contribution to Overall Module Assessment (%):	50%
Lecturer:	Dr Helen Parsons (Module Lead)	Internal Verifier:	Dr Besty Jose
Assignment Title:	Written Assignment	Word count (or equivalent):	1,500 words (+/- 10%)

Introduction to Health and Social Care

1. Introduction

Health & Social Care Providers seek to deliver safe, good quality, individualized care to people with a range of different health care needs & wishes. In order to provide Safe & Good Quality care for people using health & social care services, practitioners need to communicate effectively, keep accurate Administrative records & work together with people from other services/professions. Effective Communication, Accurate Record Keeping & Collaborative Working are important in providing safe care for people, coordinating services to meet people's needs and improving people's health& quality of life.

This report focuses on Mr. Ahmed, a 68-year-old male who has just been recently discharged from hospital post-stroke. Since his discharge, he has received assistance via domiciliary care and a number of other Health Care professionals (such as General Practitioner, District Nurse, and Speech and Language Therapist). The report will consider Communications issues and factors relating to Mr. Ahmed's care such as the Equality Act 2010 in relation to Communication, a model of Communication; Administrative Skills and Record Keeping issues under the Data Protection Act 2018; and lastly, the importance of Effective Inter-professional Collaboration and Working in relation to Mr. Ahmed's care.

2. Importance of Effective Communication in Mr Ahmed's Care

Effective Communication is essential in Health & Social Care by enabling professionals, patients and families to share Information effectively, by supporting Patient Safety through improving understanding, and by Building Trust between Service Users and Health Care Providers. In Mr. Ahmed's case, effective communication is of particular importance due to the fact that he has recently suffered a stroke and has Limited English proficiency which could create communications barriers for him in regards to receiving Information related to medications, treatment, and daily living/etc.

In health care, communication refers to conveying and delivering information so the recipient gets the information, understands it correctly. White (2021) supports that communication is considered to be effective only when the recipient understands the communication message exchanged between the senders. To achieve this outcome, the medical staff caring for Mr. Ahmed must utilize

appropriate mechanisms to communicate important health information to him. These mechanisms may include the use of plain English, visual aids, professional interpreters, etc. Although Mr. Ahmed's wife speaks English, and she can assist in translating/communicating with him, medical professionals should also communicate directly with Mr. Ahmed to encourage him to be independent and respect his dignity.

The Equality Act states that health and social care services must ensure that no-one is treated less favorably due to disability, language barrier, or other protected characteristics (Equality Act, 2010). Therefore, healthcare professionals must modify their way of communicating with Mr. Ahmed to accommodate his communication needs appropriately. For example, they may translate written materials into his native language, provide adequate time for consultation/response during appointments, and refer him to a speech and language therapist to assist with improving his ability to communicate after his stroke.

An excellent way to better understand communication is to apply Berlo's (1960) SMCR Code of Communication model. This model consists of four interconnected parts as they relate to one another: sender, receiver, message, and communication channel. The sender refers to the individual delivering the message (e.g., the nurse or care worker) while the receiver refers to the person interpreting the message (e.g., Mr. Ahmed). The message is the content of the communication (e.g., medication instructions), while the communication channel is the method used to deliver the message (e.g., verbal communication vs. written notes).

The model also identifies the variables that affect communication which include the communication skills of the individuals involved, as well as their knowledge bases and cultural backgrounds (Berlo, 1960). Since Mr. Ahmed's culture and language are different from those of the health care providers watching over him, professionals must be sure to provide him with appropriate and clear communication. For example, there was a lack of communication among various health care professionals watching over Mr. Ahmed, which ultimately affected his patient care because he did not receive his medications in a timely manner. Therefore, in order to provide safe care and coordinate services together, there must be effective communication among health care professionals, patients and their families.

3. Importance of Administrative Skills and Record Keeping

Administrative skills are important to health and social care because they can assist with the organization and delivery of safe services. One of the unique responsibilities of those with administrative skills is to keep accurate records. Accurate record keeping provides a method to document and explore patient information, as well as monitor the patients' treatment, and share information among all members of the health care team.

In the case of Mr. Ahmed, multiple professionals are working with him to provide care (e.g. domiciliary care workers, a general practitioner (GP), a community nurse, and a speech and language therapist) and record keeping allows each of these professionals to have access to accurate, current information about Mr. Ahmed such as his medical condition, medications being given to him, and care plan. As shown in Glasby (2017), accurate, timely documentation notes will provide continuity of care and allow health care professionals make appropriate decisions about Mr. Ahmed and provide him with care based on accurate information.

An illustration of the need for proper administration systems is provided by Mr. Ahmed, whose medications were not delivered because a home visit was overlooked (Case Study). Accurate scheduling and task completion records allow organizations to readily determine when visits have been missed and plan alternative support. The trend is now toward using electronic systems for tracking patient care and appointments (Chambers, Cantrell & Booth, 2021) in order to enhance efficiencies and minimize errors.

Appropriate record keeping also complies with relevant legal regulations (i.e., Data Protection Act 2018), which establishes rules for the collection, storage, and sharing of private information about individuals. The Act establishes individual's rights to privacy, defines responsibilities for handling personal data, and serves as a basis for the protection of personal data (Data Protection Act 2018). Therefore, health care providers must ensure that patient protection is in place by securely storing all patient-related information and limiting the number of persons that can access such information (Dimond, 2021).

The relationship between confidentiality and data protection must be very strong and health care professionals must ensure that no personal information pertaining to Mr. Ahmed is released without his consent (except when under obligation due to safeguarding or statutory compliance). For example, coordinating CMHT (Clinical Multidisciplinary Team) care will mean that many

professionals may share Mr. Ahmed's health-related information, however, this does not mean the information will be shared with others.

Proper record keeping may also improve accountability and quality improvement through greater ability to investigate service delivery performance (e.g., missed home visits or missed medication) and to identify methods of improving services. Accurate and thorough documentation of patient-related events will also facilitate communication between health care professionals because they can refer to a common record for all relevant data concerning a single patient. As a result, exceptional management expertise and successful documentation are vital to provide safe and efficient healthcare services.

4. Importance of Collaborative Working in Mr Ahmed's Care

Cooperative working is an essential part of healthcare because the typical patient receives assistance from several individuals. Specifically, Mr. Ahmed has a General Practitioner, Nursing Sister, Speech Pathologist and Home Care Workers who are involved in his support. Each team member has their own expertise which contributes to Mr. Ahmed's overall care.

By cooperating, team members can share information and provide joined-up services that meet Mr. Ahmed's needs. For example, the General Practitioner will monitor Mr. Ahmed's health and well-being, the Nursing Sister will manage his wound healing and blood pressure, the Speech Pathologist will assist him with oral communication and swallowing, while his Home Care Workers will assist him with day-to-day living activities, i.e., personal care and managing his medications. The professionals will work together to develop a comprehensive joint care plan that will provide Mr. Ahmed with the support he needs to recover and have a high quality of life (Glasby et al. 2014).

However, there can be challenges when cooperating, there may be poor communication between team members, ambiguity about who is responsible for which elements of care or coordination of care. For example, when no-home visit occurred to Mr. Ahmed, the failure of team members to communicate effectively created a situation in which Mr. Ahmed did not receive some important elements of care.

Using team-based meetings, shared care plans, and electronic evidence management systems are examples of ways to enhance cooperative working. To successfully achieve better partnership

working requires trust, shared objectives and clear means of communication amongst the professionals (Glasby et al.2014). Improved cooperative working will assist in providing Mr. Ahmed with a person-centered coordinated approach to healthcare.

5. Conclusion

In summary, good quality care of health services and social work depend on a combination of good communication, accurate administrative procedures, and team working. Mr Ahmed is a prime example of how communication is critical due to his stroke and language differences. Additionally, using of the Equality Act 2010 and communication theory models such as Berlo's will assist professionals with better communicating to people from different cultural or educational backgrounds.

Administrative skills, such as accurate, regular record-keeping and adherence to the Data Protection Act 2018, are necessary to ensure patients' information is used responsibly and appropriately shared by professionals. Working collaboratively across health systems maximises coordination of services. These factors support the delivery of safe, individualised, well-coordinated care for patients like Mr Ahmed.

6. Reference List

Berlo, D. (1960) '*The Process of Communication: An Introduction to Theory and Practice*'. New York: Holt, Rinehart and Winston.

Chambers, D., Cantrell, A. and Booth, A. (2021) 'Rapid evidence review: *challenges to implementing digital technologies in health and social care*'. Sheffield: University of Sheffield.

Equality Act (2010) *Equality Act 2010*. London: UK Government.

Glasby, J. (2017) '*Understanding Health and Social Care*'. 3rd ed. Bristol: Policy Press.

Glasby, J. and Dickinson, H. (2014) '*Partnership Working in Health and Social Care*'. Bristol: Policy Press.

White, D. (2021) '*Interpersonal Communication Skills*'. Kindle Edition.

UK Government (2018) *Data Protection Act 2018*. London: HMSO.

Dimond, B. (2021) *Legal Aspects of Nursing*. 8th edn. Harlow: Pearson Education.