



Module name: Introduction to Health and Social Care

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Student name: Iryna Hetman

Student ID:2509568

Lecturer's name: Mark Kane

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1. Introduction

Health and social care services in the UK play an important role in supporting people with various needs, including older people and those recovering from illness. Good communication, proper record-keeping and teamwork are essential for patient safety.

This report focuses on the case study of Mr Ahmed, a 68-year-old man who has recently left hospital after suffering a stroke. He requires support from a team of different professionals, including care workers, a GP, a district nurse, and a speech and language therapist. Due to language barriers and recent concerns about missed care visits, it is necessary to look at how communication and teamwork affect his care.

This report will discuss the importance of effective communication, administrative skills such as record-keeping, and collaborative working within the context of Mr Ahmed's care.

2. Importance of effective communication

Effective communication plays an important role in health and social care because it helps to make sure that people receive safe and suitable support. In the case of Mr Ahmed, communication is particularly important because he has had a stroke and also faces a language barrier. He mainly speaks Bangla and has limited English, which makes it harder for him to explain his needs and understand healthcare professionals.

Because of this, there is a higher risk of misunderstandings and mistakes in his care. It can also make Mr Ahmed and his family feel worried or stressed. Care workers should therefore use clear and simple language, speak slowly, and give him enough time to respond. His wife also has an important role, as she can help with communication and support him during interactions with professionals.

People should not be treated unfairly because of language or disability (Equality Act 2010). This means that Mr Ahmed should be given the right support, such as an interpreter if needed, so he can access care equally.

A useful communication model in this situation is the Shannon and Weaver model. This model shows how information can be affected by 'noise', which can cause misunderstandings. In this case, the language barrier acts as 'noise', making communication less clear. This is why it is important for healthcare workers to check understanding and use different ways to communicate.

It is also important to consider active listening when communicating with patients. Active listening means paying full attention, showing understanding, and responding appropriately. In Mr Ahmed's case, this can help him feel respected and supported. It also allows healthcare professionals to better understand his needs and reduce the risk of misunderstandings.

In conclusion, good communication is very important in Mr Ahmed's care, as it helps to reduce mistakes, improve understanding, and support his overall wellbeing.

3. Importance of good administrative skills

Good administrative skills are very important in health and social care because they help to keep care organised, safe and effective. One of the key parts of administration is record-keeping. Keeping accurate records allows healthcare workers to monitor a patient's condition, follow treatments and provide consistent care.

In Mr Ahmed's case, record-keeping is especially important as he receives support from different professionals. The missed care visit mentioned in the case study shows how poor administration can affect patient care. Because of this, Mr Ahmed did not receive his medication on time, which could be harmful to his health.

It is important that healthcare workers keep records that are clear, accurate and regularly updated. This includes information about visits, treatments and any changes in the patient's condition. Good record-keeping helps to reduce mistakes and makes sure that all members of the care team have the same information.

Personal information must also be protected and handled carefully (Data Protection Act 2018). Care workers should keep Mr Ahmed's information confidential and only share it when necessary for his care. This helps to protect his privacy and maintain trust.

Overall, good administrative skills, especially proper record-keeping, are essential to provide safe and effective care for Mr Ahmed.

4. Importance of working collaboratively

Working together is very important in health and social care, especially when a person is supported by different professionals. In Mr Ahmed's case, his care involves a GP, a district nurse, care workers and a speech and language therapist. Each of them has a different role, so it is important that they work together to support him properly.

Good teamwork helps professionals to share important information about the patient. This can reduce mistakes and improve the quality of care. For example, if the team communicates well, they can make sure that Mr Ahmed receives his medication on time and that his needs are clearly understood.

However, there can be some problems when professionals do not work well together. Poor communication, missing information or lack of organisation can lead to mistakes, such as the missed care visit in Mr Ahmed's case. This shows how important it is to communicate regularly and clearly.

To improve teamwork, professionals can have regular meetings, use clear communication and share records. These actions help everyone involved in Mr Ahmed's care to understand his needs and any changes in his condition.

Overall, working together is essential to provide safe and effective care for Mr Ahmed.

Another important part of working collaboratively is understanding each professional's role. In Mr Ahmed's care, each member of the team has specific responsibilities. For example, the GP manages his overall health, while care workers support his daily needs. When each professional understands their role, it helps to avoid confusion and ensures that care is provided effectively. This also helps to make sure that Mr Ahmed receives the right support at the right time.

5. Conclusion

In conclusion, this assignment has shown the importance of communication, administrative skills, and teamwork in health and social care. In Mr Ahmed's case, effective communication is essential because of his language barrier and health condition. Using clear language and providing support, such as interpreters, can help to reduce misunderstandings and improve his care.

Good administrative skills, especially accurate record-keeping, are also very important. They help to ensure that all information about the patient is correct and up to date. This can prevent mistakes, such as missed visits or delays in medication.

Working collaboratively is equally important, as different professionals need to share information and support each other. Good teamwork can improve the quality of care and ensure that the patient's needs are fully met.

Overall, communication, organisation, and teamwork all play a key role in providing safe and effective care for Mr Ahmed.

In addition, it is important to recognise the value of person-centred care when supporting individuals like Mr Ahmed. Person-centred care focuses on understanding the individual's needs, preferences, and cultural background. In Mr Ahmed's case, this includes recognising his language barrier and ensuring that communication methods are appropriate. Involving his wife in discussions and decision-making can also help improve understanding and ensure that care is tailored to his needs.

Furthermore, healthcare professionals should reflect on their practice and continue to improve their communication and organisational skills. This may include attending training, following policies and procedures, and working closely with other professionals. By doing so, they can provide safer and more effective care, reducing the risk of errors such as missed visits or delays in medication.

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