



Name: Usama Bin Tariq

Student ID: 2425497

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Effective Communication, Administrative Practice and Collaborative Working and Health and Social Care

Introduction

The core elements of high-quality health and social care are efficient communication, sound administrative procedures, and teamwork. When assisting vulnerable service users with complex needs, these components are especially crucial. The case study of Mrs. Mann, a 72-year-old woman who was just released from the hospital after hip replacement surgery, is the main subject of this paper. Twice a day, Mrs. Mann, who lives alone, receives domiciliary care assistance. She struggles to communicate because her primary language is Urdu and she doesn't speak much English. With reference to pertinent laws and professional norms, this study addresses the significance of efficient communication, administrative procedures, and teamwork in the context of Mrs. Mann's care.

Importance of Effective Communication

To guarantee that service users' requirements are recognised and securely satisfied, effective communication is essential in the health and social care sectors. Language limitations raise the possibility of miscommunication and care errors in Mrs Mann's situation. Communication must be person-centered, courteous, and clear. Health and social care providers must make reasonable accommodations to ensure that people are not disadvantaged, according to the Equality Act of 2010. Mrs. Mann's rights are supported by the provision of qualified interpreters and translated materials. Through open posture, eye contact, and active listening, the SOLER communication model facilitates successful nonverbal communication. Effective communication lowers risks and guarantees continuity of treatment between family members and professionals. In general, good communication fosters trust, safety, and dignity.

Importance of Good Administrative Skills

Safe and efficient care is supported by strong administrative abilities. Maintaining accurate records guarantees both informed decision-making and continuity of care. The consequences of improper administration were highlighted in Mrs. Mann's case, where conflicting recordkeeping resulted in a delayed drug adjustment. Personal data must be handled legally and securely, according to the Data Protection Act of 2018. Professionals in the fields of health and social care must guarantee information sharing that is appropriate, accurate, and confidential. Effective administrative procedures lower mistakes, encourage responsibility, and improve the standard of care.

Importance of Collaborative Working

In Mrs. Mann's care, cooperation between medical specialists including physiotherapists, general practitioners, and caretakers is crucial. Coordinated care is supported by shared care plans, frequent communication, and precise role descriptions. Multidisciplinary meetings and shared documentation systems can help overcome obstacles like time limits and communication problems. Collaboration that works enhances results and promotes comprehensive treatment.

Conclusion

In conclusion, providing safe and person-centred care requires efficient communication, precise administrative procedures, and teamwork. The case of Mrs. Mann illustrates how poor documentation and communication can affect the standard of care. Enforcing laws, professional standards, and cooperative methods enhances results and safeguards the rights of service users.

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