

**Module Name:** Introduction to Health and Social care

**Module code:** LCHS4003

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## Introduction

This report critically examines the care provided to Mr Ahmed, a 68-year-old man who was recently discharged from hospital following a stroke. After discharge, Mr Ahmed returned to his home environment, where he currently receives domiciliary care support three times a day. This includes assistance with personal care, medication administration, and meal preparation, all of which are essential in maintaining his health, safety, and overall wellbeing. While domiciliary care aims to promote independence and continuity of care, a concern has been raised regarding a missed care visit, which resulted in Mr Ahmed not receiving his medication at the appropriate time. This incident highlights potential weaknesses in the organisation and delivery of care services and raises significant concerns about patient safety and quality of care provision.

In addition to these concerns, Mr Ahmed faces notable communication challenges. Bengali is his first language, and his ability to understand and communicate in English is limited, particularly following the cognitive and speech impairments associated with stroke. Stroke survivors often experience difficulties such as aphasia, which can affect both comprehension and expression. According to the [World Health Organization](#), communication barriers are a key factor contributing to patient safety risks and inequalities in healthcare access. Therefore, addressing these challenges is essential to ensure that Mr Ahmed is able to understand his care and actively participate in decision-making.

This report will explore three key areas relevant to Mr Ahmed's care. Firstly, it will examine the importance of effective communication and strategies to overcome barriers. Secondly, it will analyse the role of administrative skills, particularly in relation to record keeping and organisation, in ensuring safe and consistent care delivery. Finally, it will consider the importance of collaborative working between professionals in providing coordinated, person-centred care. Relevant legislation, including the [Equality Act 2010](#) and the [Data Protection Act 2018](#), as well as professional standards and guidelines, will be applied throughout to support critical analysis.

## 1. The Importance of Effective Communication in Mr Ahmed's Care

Effective communication is a fundamental principle in health and social care practice and is essential for ensuring safe, person-centred care. It enables service users to express their needs, understand their treatment, and make informed decisions about their care. The [Nursing and Midwifery Council](#) (NMC, 2018) emphasises that clear and compassionate communication is central to professional practice and patient safety.

In Mr Ahmed's case, communication is significantly affected by both linguistic and clinical factors. His limited proficiency in English presents a barrier to understanding complex healthcare information, particularly regarding medication instructions and care routines. Furthermore, the effects of stroke, including potential aphasia and cognitive impairment, may reduce his ability to process information and communicate effectively. According to the [National Institute for Health and Care Excellence](#) (NICE), communication difficulties following stroke can significantly impact recovery and quality of life if not properly addressed.

These challenges increase the risk of miscommunication, which may result in medication errors, reduced adherence to treatment, and decreased patient involvement. While family members, such as his wife, may assist with communication, reliance on informal interpreters can lead to inaccuracies, breaches of confidentiality, and potential exclusion of the patient's own voice. Professional interpreters are therefore recommended to ensure accuracy, neutrality, and respect for patient autonomy.

The [Equality Act 2010](#) requires healthcare providers to make reasonable adjustments to ensure that individuals are not disadvantaged due to protected characteristics, such as language or disability. In practice, this includes providing interpretation services, using accessible communication methods, and adapting care delivery to meet individual needs.

Communication models, such as the Shannon and Weaver model, help to illustrate how barriers (referred to as "noise") can disrupt the transmission of information. In Mr Ahmed's situation, both language differences and stroke-related impairments act as forms of noise, increasing the likelihood of misunderstanding. This highlights the importance of feedback, where healthcare professionals confirm understanding by asking patients to repeat or explain information in their own words.

To improve communication, professionals should use strategies such as simplifying language, avoiding medical jargon, using visual aids, and applying non-verbal communication techniques. Active listening is also essential, as it ensures that the patient feels heard, respected, and involved in their care. From a critical perspective, effective communication not only reduces risk but also promotes dignity, independence, and person-centred care.

Furthermore, ineffective communication may have wider implications beyond immediate misunderstandings. Poor communication can contribute to increased anxiety, reduced trust in healthcare professionals, and a lack of confidence in the care being provided. This is particularly significant for vulnerable individuals such as stroke patients, who may already feel a loss of independence. From a safeguarding perspective, communication barriers may also increase the risk of neglect, as the individual may be unable to express concerns or report issues effectively. Therefore, improving communication is not only a matter of quality care but also a key component of protecting patient safety and promoting wellbeing.

## 2. The Importance of Administrative Skills and Record Keeping

Administrative skills are essential in ensuring that health and social care services are delivered in an organised, consistent, and safe manner. These skills include scheduling, coordination, documentation, and information management. In Mr Ahmed's case, the missed visit suggests a breakdown in administrative processes, which may have resulted from poor communication, inadequate scheduling systems, or lack of oversight.

Record keeping is a fundamental aspect of professional practice. The [Care Quality Commission](#) (CQC) states that accurate, complete, and up-to-date records are essential for ensuring safe care, accountability, and continuity. Inadequate record keeping can lead to serious consequences, including missed appointments, duplication of care, or incorrect treatment.

For Mr Ahmed, accurate documentation of medication schedules, care visits, and changes in condition is critical. If records are incomplete or not updated, care workers may lack essential information, increasing the risk of errors. The missed medication in this case demonstrates how administrative failures can have direct implications for patient safety.

The [Data Protection Act 2018](#) and the UK GDPR establish legal requirements for handling personal data. These frameworks ensure that information is processed lawfully, stored securely, and shared appropriately. In health and social care, maintaining confidentiality while enabling effective information sharing is essential for providing high-quality care.

The [Health and Care Professions Council](#) (HCPC) also emphasises the importance of maintaining accurate records as part of professional standards. Failure to do so may result in professional misconduct and compromise patient safety.

Digital systems have the potential to improve administrative efficiency by enabling real-time updates and better communication between professionals. However, these systems require proper training and consistent use to be effective. Without this, errors may still occur.

In addition, failures in administrative processes may have legal and ethical implications. If missed visits or inaccurate records result in harm to the patient, care providers may be held accountable for negligence. This highlights the importance of adhering to professional standards and organisational policies. Regular audits, staff training, and clear accountability systems are essential to ensure that administrative practices meet required standards. From a critical perspective, effective administration should not be viewed as a secondary task but as a core element of safe and high-quality care delivery.

## 3. The Importance of Collaborative Working in Mr Ahmed's Care

Collaborative working is essential in delivering holistic and coordinated care, particularly for individuals with complex needs. Mr Ahmed's care involves multiple professionals, including general practitioners, district nurses, domiciliary care workers, and speech and language therapists. Each professional contributes specialised knowledge, which is necessary to address the physical, communication, and emotional needs resulting from his stroke.

The [National Health Service](#) (NHS) highlights that effective multidisciplinary teamwork improves patient outcomes, enhances communication, and reduces the risk of errors. However, collaboration is not without challenges. Barriers such as poor communication, unclear roles, and ineffective information sharing can lead to fragmented care.

The missed visit in Mr Ahmed's case may indicate a lack of coordination between services. Without effective collaboration, important information may not be shared, and responsibilities

may become unclear, increasing the likelihood of errors. According to the [World Health Organization](#), failures in teamwork are a major contributing factor to patient safety incidents.

To improve collaborative working, several strategies can be implemented. These include regular multidisciplinary meetings, shared care plans, and integrated digital systems that allow professionals to access and update patient information. The role of a care coordinator is also important, as they can oversee communication and ensure that services are delivered consistently.

Person-centred care is closely linked to collaborative working, as it requires professionals to work together while involving the patient in decision-making. In Mr Ahmed's case, this means ensuring that his communication needs are met so that he can actively participate in his care.

Moreover, a lack of effective collaboration can lead to fragmented care, where professionals work in isolation rather than as part of an integrated system. This can result in duplicated efforts, gaps in care, and inconsistent decision-making. In contrast, strong multidisciplinary collaboration promotes shared responsibility, improves problem-solving, and enhances patient outcomes. For Mr Ahmed, coordinated care is particularly important due to the complexity of his needs following a stroke. Therefore, strengthening teamwork is essential to ensure continuity, efficiency, and a holistic approach to care.

## **Conclusion**

In conclusion, effective communication, strong administrative practices, and collaborative working are essential components of high-quality health and social care. In Mr Ahmed's case, communication barriers related to language differences and the effects of stroke significantly increase the risk of misunderstanding and highlight the need for appropriate and inclusive communication strategies.

The missed visit demonstrates how failures in administrative systems can have serious implications for patient safety, emphasising the importance of accurate record keeping, effective scheduling, and clear organisational processes. Without these systems in place, the risk of errors and inconsistencies in care delivery is significantly increased.

Furthermore, collaborative working between professionals is crucial in providing coordinated, person-centred care. A multidisciplinary approach ensures that all aspects of an individual's needs are addressed, reducing the risk of fragmented or incomplete care. It also supports more effective decision-making and improves overall care outcomes.

From a critical perspective, these three elements are closely interconnected. Weaknesses in one area, such as communication or administration, can negatively impact the others, ultimately affecting the quality and safety of care. Therefore, healthcare providers must adopt a holistic approach that integrates effective communication, strong organisational systems, and collaborative practice.

By addressing these areas, care providers can significantly improve Mr Ahmed's safety, dignity, independence, and overall quality of life, while also ensuring that care delivery meets professional, legal, and ethical standards.

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