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Report

Introduction

Mr. Ahmed is a 68-year-old man who recovered from stroke and needs support from health and social care professionals to assist him of his well-being. He is an individual living with stroke and living with his wife and always receives assistance from domiciliary care agencies twice a day and alongside the nurse from GP. Bengali is a first language he speaks but he understands some English but find it difficult to complex conversations so his wife speaks always on behalf of him as she speaks English fluently. Sometimes she often communicates with the care team and nurse from GP to know much about his husband's condition. Due to Mr. Ahmed physical vulnerability of his health issue and the limitation of English language communication, and cognitive functioning. Individuals with stroke often experience difficulties understanding information, expressing themselves, and recalling important details, which can significantly impact their ability to engage effectively in their care.

Quality communication significantly affects Mr. Ahmed's care with direct implications for his safety, dignity and general health and wellbeing particularly of his stroke condition. Communication enables healthcare professionals to understand patients' needs, provide appropriate care, and build trusting relationships. In the case of Mr. Ahmed, effective communication is essential to decision-making, understanding and develop compliance with treatment and help him to participate in his own healthcare and associate decision making, and moreover to reduce confusion, anxiety, and distress. As a result of the stroke of Mr. Ahmed, he is at more risk and vulnerability because of physical limitation potential changes in cognition and difficulties in communications. However, his limited English language adds another layer of difficulty, making it vital for professionals to use clear and inclusive communication so that he can fully understand his care, be engaged in decisions, and receive safe well-coordinated support. Communication is essential and effective in communication in health care especially Mr. Ahmed case. In addition, factors such as potential language barriers and cultural sensitivity play a vital role in quality of care. The differences may complicate communication and the delivery of appropriate care. When individuals have limited English skilled, they may struggle to express their needs, understand medical advice, and it can cause so many mistakes and negatively impact of their wellbeing. Therefore, it is important for healthcare professionals to acknowledge and address these barriers to ensure equitable access to care. With cultural sensitivity, it is also important in communication. With regard to health issues, individuals may

have different values, beliefs, and expectations. Being aware of cultural and respectful helps build and ensures that proper care is delivered to Mr. Ahmed. If cultural differences are not put into consideration, it can lead to misunderstandings and dissatisfaction with care.

To overcome communication barriers, the use of interpreters and visual aids is very effective. Healthcare professionals' interpreters can promote accurate and confidential communication and make sure that patients fully understand their care and can partake in decision making. For visual aids, like diagrams, pictures or translated materials, can also support understanding especially for patients with difficulties in communication or low literacy /education level such as Mr. Ahmed.

The Equality Act 2010 underpins the relevant inclusive communication in care settings. Unlike Mr. Ahmed, his organizations/ careers need to make reasonable adjustments to ensure that he is not disadvantaged due to lack of language skills, cultural background, or disability. For his case, it will enable him to understand the administration of his medications and daily lifestyle. If there is any missed communication between individuals, it's going to affect the wellbeing of the patient so care professionals should adjust and support by speaking clearly, slowly and making body language to demonstrate when speaking to let them understand properly. Infect concerns were being raised about missed visit and communications by the domiciliary care agency and multidisciplinary team (MDT) which can cause significant risks of lack or delay of administration of medication and poor outcome of his lifestyle, therefore accurate documentation importance system, timely handovers are crucial to prevent any risk and it help to maintain continuous care.

Administrative skills and accurate record keeping are essential in health and social care. It is a cornerstone of safety, effective, and accountable care in the health and social care sectors. It supports quality assurance, communication, and compliance while poor record keeping can lead to serious problems. It also helps professionals to understand the patient's history, treatment, and ensures continuity of care and allows professionals to track changes. For individuals with accurate documentation is essential as they may not remember key details. The Data Protection Acts 2018 ensures patient data is handled securely, while the Caldicott Principles promote confidentiality. Unlike Mr. Ahmed case note, record and update play a vital role in how effectively patient /Mr. Ahmed is treating, his medication administration (MDT), care plan and risk assessment. The most significant role of documentation in Mr. Ahmed case provides clear up to date information of his condition, so that the careers may understand and pay particularly attention to details and ensure continuity of care is provided to him. Patients like Mr. Amend's

stroke condition are often cared for by multiple professionals, such as doctors, nurses specialist and therapists, and even care workers from different Agencies GPs so proper record keeping are crucial to know when and how e.g. His blood pressure measures, his medication administration and his status etc. all these strong administrative processes are essential to support career growth and provide protection to Mr. Ahmed of his wellbeing. For Mr. Ahmed condition, giving accurate records help each carer to understand the history of his health, his current condition, medications administration, treatment and care plans. For poor record-keeping, it can affect his safety, such as medication errors and poor care. And poor documentation can also lead to misunderstanding and gaps in care for individuals. Clear and complete documentation helps prevent errors like incorrect medications and missed diagnosis. Professionals must always accurate, up-to-date records to avoid mistakes as digital systems can improve efficiency and reduce errors. Shared care plans with colleagues at health care and regular communication improve outcomes of patients like (Mr. Ahmed condition) and reduce the risk of health. Meanwhile, the Care and Quality Commission is the independent regulator committed to working together to deliver statutory duty to the health and social care in England.

Multi-agency collaborative work is essential in health and social care where different professionals, agencies and services are working together to provide coordinated, person-centered care when supporting individuals with strokes. Mr. Ahmed's care may involve GPs, nurses, social workers, and family members. This strategy aims to gather and to combine the diverse viewpoints and expertise of professionals working with Mr. Ahmed in health condition in various capacities and to connect with services, to understand the social circumstances of his issue of stroke. Their work can be complex, although the professionals and individual share plans about the safeguarding process, and each has their own guidelines, process and practices to ensure that proper and accurate care is being provided. Working collaboratively with other professionals such as the domiciliary care workers, district nursing, GP and the speech and language therapist is essential in Mr. Ahmed case which maintain high-quality and continuous care. Every professional has part to play to maintain the safety of Mr. Ahmed condition. The doctors focus on diagnosis and treatment, nurses make sure to monitor health daily, e.g. blood pressure and temperature and whiles the social worker/domiciliary care worker assets daily activities and speech and language therapist help Mr. Ahmed for the language skills. Working collaboratively support receives care that addresses the medical, physical, social

and emotional needs of his wellbeing however share care plan and communication is essential when dealing with patient like Mr. Ahmed stroke case and language barriers. All these prevents confusion of treatment, misunderstanding, miscommunications about the condition and above all mistake medications administration.

Overall, in conclusion, effective communication, accurate record keeping, and working collaborative with other professionals are essential in delivering high-quality care for Mr. Ahmed case. It provides complete support that improves safety and decision-making and promotes person-centered care. These elements are crucial due to the challenges of stroke and language barriers (lack of skills). There will be a greater risk of fragmented and ineffective care without collaboration which can have impact on Mr. Ahmed health and wellbeing. This highlights the importance of adapting communication to ensure understanding, inclusion and treated with respect to his care right under the Equality Act 2010. Clear and appropriate communication allows professionals to know Mr. Ahmed needs, preferences and cultural background, helping them to deliver person-centered care. And it also helps to promote quality and safety of care.

References

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