

Written assignment: case study of Mr Ahmed

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Introduction

Health and social care services play a significant role in supporting people who have physical, emotional, and social care needs. According to Danielle (2025), effective communication between professionals is essential to ensure that individuals receive safe and appropriate support. Administrative responsibilities, including accurate record-keeping and documentation, are also important in maintaining high standards of care. In addition, professionals must work collaboratively in order to deliver effective services. Within the United Kingdom, health and social care organisations operate under legal and ethical frameworks designed to ensure that service users are supported while their dignity, rights, and wellbeing are protected (Kylie, 2026). This report examines the case study of Mr Ahmed, a 68-year-old man who was recently discharged from hospital after experiencing a stroke. Following his discharge, Mr Ahmed receives assistance from a domiciliary care agency and a multidisciplinary team which includes his general practitioner (GP), a district nurse, and a speech and language therapist. As Alimas (2025) noted, communication barriers can significantly affect the quality of care individuals receive if professionals do not coordinate their support effectively. Because Mr Ahmed has limited English and also experiences communication difficulties after the stroke, clear communication and coordinated care are especially important. This report will therefore explore the role of effective communication, administrative skills such as record-keeping, and collaborative working among the professionals involved in Mr Ahmed's care.

Importance of effective communication in Mr Ahmed's care

Effective communication is a key element of health and social care practice, as it allows professionals to understand the needs of service users and provide safe, person-centred care. As Danielle (2025) explains, communication is essential in ensuring that individuals receive appropriate support tailored to their specific needs. In the case of Mr Ahmed, communication is especially important due to his recent stroke and the fact that Bengali is his first language. A stroke can impact speech, understanding, and cognitive functioning, making it more difficult for him to communicate effectively with healthcare professionals. Therefore, care workers must use suitable communication strategies to ensure that he understands his treatment and is able to express his needs clearly.

One key strategy for effective communication is the use of clear and simple language. Healthcare professionals should avoid complex medical terminology and instead explain information in a way that is easy to understand. Visual aids and written instructions can also be used to support understanding and reinforce information. In addition, giving Mr Ahmed enough time to respond is important, as it reduces pressure and allows him to process information more effectively. Since his wife is fluent in English, she may also support communication between Mr Ahmed and the care team. As noted by Alimas (2025), involving family members can improve communication and ensure that important information is clearly understood. The Equality Act (2010) is an important piece of legislation that promotes equality and prevents discrimination within the UK. It ensures that individuals are not treated unfairly due to characteristics such as age, disability, race, or language. In this case, Mr Ahmed's stroke may be recognised as a disability because it affects his ability to communicate effectively. This means that healthcare professionals have a responsibility to make reasonable adjustments to ensure he can access services equally. These adjustments may include the use of interpreters, adapting communication methods, and respecting his cultural and linguistic needs (Kylie, 2026). A useful theory for understanding communication in health and social care is the Shannon and Weaver model. According to Shannon and Weaver (1949), communication involves a sender, a message, a channel, a receiver, and feedback. In Mr Ahmed's situation, the healthcare professional acts as the sender who provides important information, such as guidance about medication or therapy. The message is the information being delivered, while the channel refers to how the message is communicated, for example through speech, written notes, or visual tools. Mr Ahmed is the receiver who interprets the information, and feedback takes place when he responds or asks questions to confirm his understanding. However, there are several potential barriers that may affect this process, including language differences, speech difficulties, and possible hearing issues. These barriers can make communication less effective if they are not properly addressed. To overcome them, professionals may use interpreters, simplified language, or alternative communication methods. Effective communication not only improves understanding but also helps to build trust between Mr Ahmed, his family, and the healthcare professionals involved in his care, which is essential for delivering high-quality support.

Importance of administrative skills and record keeping

Administrative skills form a crucial part of professional practice within health and social care settings. Accurate record-keeping plays an important role in ensuring that service users receive safe and effective care, while also enabling professionals to share essential information with one another. According to Danielle (2025), well-maintained records support clear communication and help professionals make informed decisions about care. In Mr Ahmed's situation, administrative skills are especially important because multiple professionals are involved in his care, including domiciliary care workers, a district nurse, and his GP. Keeping accurate and up-to-date records ensures that each professional is fully informed about his health condition, medication, and ongoing care needs. The significance of record-keeping can be seen in the incident described in the case study, where a domiciliary care visit was missed, resulting in Mr Ahmed not receiving his prescribed medication on time. This highlights the importance of clear documentation and effective communication between professionals. When such incidents occur, they must be recorded and reviewed carefully so that steps can be taken to prevent similar issues in the future. As Alimas (2025) notes, incident reporting systems allow organisations to identify weaknesses within their services and introduce improvements to enhance patient safety and quality of care. In the United Kingdom, healthcare organisations are required to follow legal frameworks that regulate how personal information is managed. One of the key legislations is the Data Protection Act (2018), which sets out how personal data should be collected, stored, and shared. This law ensures that sensitive information about service users is kept confidential and only accessed by authorised individuals. In Mr Ahmed's case, healthcare professionals must ensure that his personal and medical information is stored securely and only shared with those directly involved in his care (Kylie, 2026). Confidentiality is a fundamental principle of record-keeping in health and social care. Professionals have both an ethical and legal duty to protect the privacy of service users. Information relating to Mr Ahmed's health should not be disclosed to anyone outside of his care team unless there is a valid legal reason to do so. Maintaining confidentiality is essential, as it helps to build trust between service users and healthcare providers and encourages individuals to share important information about their health. In addition, healthcare records must meet professional standards. Records should be clear, accurate, dated, and written in a professional manner. Examples of documents that may be maintained for Mr Ahmed include medication administration records, care plans, progress notes, and risk assessments. These records support continuity of care, allowing different professionals to work together effectively and provide consistent and coordinated support. Good administrative practice also promotes accountability within organisations, as detailed records provide evidence that

appropriate care has been delivered and that any concerns have been addressed.

Therefore, effective administrative skills are essential in ensuring safe, organised, and high-quality care for individuals such as Mr Ahmed.

Important of collaborative working

Collaborative working is an essential aspect of health and social care, as many individuals require support from a range of professionals with different areas of expertise. As Danielle (2025) states, teamwork between professionals helps ensure that service users receive well-rounded and effective care. In Mr Ahmed's case, his care involves a multidisciplinary team that includes his GP, a district nurse, domiciliary care workers, and a speech and language therapist. Each of these professionals plays a significant role in supporting his recovery following his stroke. The GP is responsible for monitoring Mr Ahmed's overall health and prescribing medication to manage his condition effectively. The district nurse provides regular visits to check his blood pressure and deliver any necessary clinical care. Domiciliary care workers support him with daily living activities such as personal care, administering medication, and preparing meals. At the same time, the speech and language therapist focuses on improving Mr Ahmed's communication and swallowing abilities after his stroke. According to Alimas (2025), when professionals contribute their specific expertise, it leads to more comprehensive and person-centred care. Effective collaboration between these professionals is crucial to ensure that Mr Ahmed receives coordinated and consistent support. Professionals need to communicate regularly, share relevant information through care records, and work together to develop a care plan that meets his individual needs. This can be supported through multidisciplinary meetings and shared documentation systems, which help ensure that all professionals are informed and working towards the same goals (Kylie, 2026). However, working across multiple agencies can sometimes create challenges. For instance, poor communication or missed visits, such as the missed domiciliary care visit in Mr Ahmed's case, can have a negative impact on the quality of care provided. These issues highlight the importance of clear communication and accountability within teams. To address such challenges, healthcare organisations should implement clear procedures, promote teamwork, and ensure that information is shared effectively between all professionals involved. By working collaboratively, healthcare professionals are able to combine their knowledge, skills, and experience to deliver holistic care that meets the physical, emotional, and social needs of service users. In Mr Ahmed's case, effective teamwork supports his recovery process and contributes to improving his overall quality of life.

Conclusion

In conclusion, effective communication, strong administrative practices, and collaborative working are all essential components of high-quality health and social care. According to Danielle (2025), these elements are key to ensuring that service users receive safe, person-centred, and effective support. In Mr Ahmed's case, they are especially important due to his recent stroke, language barriers, and the involvement of several professionals in his care. Effective communication allows Mr Ahmed to understand his treatment and express his needs, while legislation such as the Equality Act (2010) helps protect his rights and ensures equal access to healthcare services. Accurate record-keeping and administrative skills are also vital in maintaining continuity of care and safeguarding confidential information in line with the Data Protection Act (2018). As Alimas (2025) notes, well-maintained records support communication between professionals and help prevent errors in care delivery. Furthermore, collaborative working between professionals, including the GP, district nurse, domiciliary care workers, and speech and language therapist, ensures that Mr Ahmed receives coordinated and comprehensive care. Overall, these elements work together to improve patient safety, support recovery, and enhance the wellbeing of individuals accessing health and social care services (Kylie, 2026).

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