



Module name: Introduction to Health and Social Care

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1. Introduction

This assignment critically examines the care provided to Mr Ahmed, a 68-year-old stroke patient receiving domiciliary support following hospital discharge. It focuses on three key aspects of professional practice: effective communication, administrative skills, and collaborative working. These elements are essential to ensure safe, person-centred, and high-quality care delivery (NHS, 2023).

Mr Ahmed presents a complex case due to his limited English proficiency, ongoing healthcare needs, and reliance on a multidisciplinary team. These factors increase the risk of miscommunication, fragmented care, and potential safety concerns. This report will analyse how communication can be adapted in line with the Equality Act 2010, supported by the Shannon and Weaver model. It will also evaluate the importance of accurate record keeping in accordance with the Data Protection Act 2018. Finally, it will critically explore collaborative approaches in multi-agency care, including strategies to overcome common challenges.

2. Importance of effective communication

Effective communication is a fundamental component of safe and high-quality health and social care practice (NHS, 2023). In Mr Ahmed's case, communication is particularly significant due to his limited English proficiency, which increases the likelihood of misunderstanding clinical information, especially regarding medication and treatment adherence. This creates a direct risk to patient safety.

The Equality Act 2010 requires healthcare providers to make reasonable adjustments to prevent discrimination and promote equal access to services (Equality Act, 2010). In practice, this includes the provision of interpreters, the use of simplified language, and culturally appropriate communication methods. For Mr Ahmed, ensuring access to communication in Bengali is essential to avoid health inequalities and ensure he is fully involved in his care.

The Shannon and Weaver (1949) communication model provides a useful theoretical framework for understanding communication breakdowns. It highlights how 'noise', such as language barriers, can distort messages between sender and receiver. In Mr

Ahmed's case, language differences represent semantic noise, which can result in misinterpretation of important healthcare information. Healthcare professionals must therefore adopt strategies to minimise this noise, including repetition, clarification, and the use of visual aids.

Non-verbal communication also plays a crucial role in supporting understanding. Facial expressions, gestures, and body language can reinforce verbal messages and improve patient engagement (CQC, 2022). Additionally, active listening techniques, such as paraphrasing and checking understanding, are essential in ensuring that Mr Ahmed's needs are accurately identified.

Although Mr Ahmed's wife supports communication, reliance on family members can raise ethical concerns, particularly regarding confidentiality and patient autonomy. Healthcare professionals must ensure that Mr Ahmed remains actively involved in decision-making processes, in line with person-centred care principles (CQC, 2022).

Furthermore, effective communication is essential not only for information exchange but also for building trust and therapeutic relationships. In Mr Ahmed's case, failure to communicate effectively could lead to medication errors, reduced engagement, and poorer health outcomes, highlighting the critical role of inclusive communication strategies (NHS, 2023).

Overall, effective communication enhances patient safety, promotes dignity, and improves health outcomes.

3. Importance of good administrative skills

Administrative skills are essential in ensuring safe, effective, and accountable healthcare practice (NMC, 2018). Accurate record keeping plays a central role in maintaining continuity of care, supporting clinical decision-making, and providing legal evidence of care delivery.

In Mr Ahmed's case, the missed domiciliary care visit highlights the serious risks associated with poor administrative practices. Failure to accurately record or communicate scheduled visits can result in missed medication, which may lead to

deterioration in the patient's condition. This demonstrates how administrative errors can have direct consequences on patient safety.

The Data Protection Act 2018 provides the legal framework for handling personal data in the UK. It requires that data is processed lawfully, fairly, and transparently (Department of Health and Social Care, 2018). Healthcare professionals must ensure that Mr Ahmed's personal information is kept confidential, securely stored, and only shared with authorised individuals involved in his care.

Key principles of the Act include data minimisation, accuracy, and accountability. Records must be up-to-date and relevant, and organisations must be able to demonstrate compliance with data protection regulations. Patients also have the right to access their personal data, which promotes transparency and trust (Department of Health and Social Care, 2018).

Policies such as safeguarding and duty of care are closely linked to administrative responsibilities. The missed visit incident must be formally documented, reported, and investigated according to organisational procedures (CQC, 2022). Poor record keeping, as seen in the missed visit, can compromise patient safety and lead to safeguarding concerns. This demonstrates the direct link between administrative competence and quality of care, particularly in complex cases involving multiple professionals (NMC, 2018).

Furthermore, effective administrative systems, including digital care records and incident reporting tools, improve communication between professionals and reduce the likelihood of errors (NHS Digital, 2022).

In conclusion, strong administrative skills are vital for ensuring patient safety, legal compliance, and high-quality care delivery.

4. Importance of working collaboratively

Collaborative working is fundamental in delivering holistic and coordinated care, particularly in complex cases such as Mr Ahmed's (NHS, 2023). His care involves a

multidisciplinary team, including a GP, district nurse, speech and language therapist, and domiciliary care workers, each contributing specialised expertise.

Effective collaboration ensures that care is consistent, efficient, and centred on the patient's needs. Key approaches include regular multidisciplinary meetings, shared care plans, and integrated digital systems for information sharing. These strategies promote continuity of care and reduce fragmentation.

However, multi-agency working can present several challenges, including communication breakdowns, role ambiguity, and differing professional perspectives. The missed domiciliary visit may indicate a lack of coordination or ineffective communication within the team.

Tuckman's (1965) model of team development highlights the importance of effective team functioning through stages such as forming, storming, norming, and performing. Applying this model to Mr Ahmed's care suggests that effective teamwork requires clear communication, defined roles, and mutual trust among professionals.

To overcome common challenges, strategies such as clear role definitions, strong leadership, and structured communication tools like SBAR can be implemented (NHS, 2023). These approaches improve clarity, reduce misunderstandings, and enhance teamwork.

Furthermore, ongoing training and reflective practice can support continuous improvement in team performance. Effective collaboration ensures that all aspects of Mr Ahmed's physical, emotional, and social needs are addressed.

Overall, collaborative working improves patient outcomes, enhances service efficiency, and ensures high-quality care delivery.

5. Conclusion

In conclusion, this assignment has critically analysed the importance of communication, administrative skills, and collaborative working in the care of Mr

Ahmed. Effective communication, supported by the Equality Act 2010 and communication models, is essential in overcoming language barriers and promoting person-centred care. Administrative competence, particularly in record keeping, ensures patient safety and compliance with the Data Protection Act 2018. Collaborative working enables coordinated and holistic care, despite the challenges associated with multi-agency practice.

These elements are interconnected and fundamental to delivering safe, effective, and compassionate care. In complex cases such as Mr Ahmed's, their importance is further emphasised, as failures in any area can significantly impact patient outcomes.

References

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