

Report Subject: Problem Solving and Decision Making (Health and Social Care)

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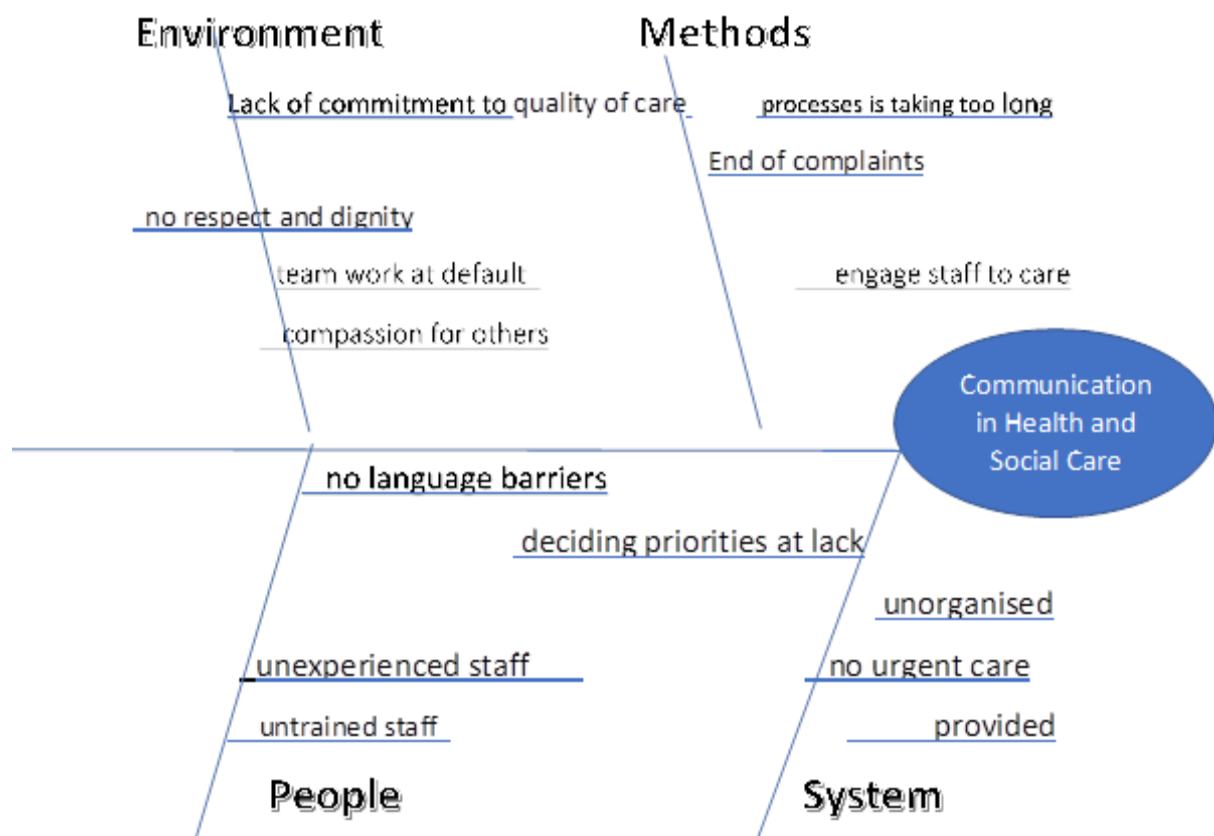
2.Introduction:

Nowadays, there are plenty of problems arising in the workplace of Health and Social Care such as lack of communication

between staff or management which is a severe problem plenty of people are facing. In addition, short staff accompanied with heavy workloads that also affects low pay and insufficient break and make a lot of patient but also staff suffer.

Furthermore, bullying and harassment from staff or service users are factors that might cause inconvenience at the workplace and make people feel insecure. The mostly affected part of the health and social care industry is the shortage of staff due to the impact of pandemic and covid 19, also the impact that comes with it is the lack of Personal Protective Equipment (PPE) that is mostly required during this period of harsh time trying to fight against the threatening virus. In this report we are going to discuss one of the most threatening problems in Health and social care centres which is communication and provide precise information and suggestions to solve the problem.

3.Problem definition/problem statement



The fishbone analysis is showing the problem definition and states the Communication in Health and social care. We divide the problem in System which includes no organisation and urgent care provide also deciding priorities are at lack.

On the other side we have the people that are consisted of untrained staff and unexperienced and no language barriers when it comes to the workplace. On the other side methods are included and contain the long procedure and the end of complaints as a suggestion also the engagement of the staff for the patients that will be helpful and will reach the target of caring and achieve an effective communication in the workplace of Health and Social care. In the end the environment of the communication in the centres of Health and Social care is discussed as lack of commitment to the quality of care, respect, and dignity in the place of work is highlighted and needs to be noted as essential as it occurs to bring team working at default and make compassion for others less important.

4. Discussion

There are many advantages and disadvantages when it comes to communication. During every individual working in health and social care, the social workers such as nurses and social careers must deal with diverse types of people coming in to solve their health problems and the workers need to face their health issues and adapt with their personality .There are many types of communication that can be utilised, this is because within the health and social care setting clients come in with unique needs and they need to be able to be compassionate with each other to get the best treatment needed. These types of communication include verbal, nonverbal, body language, sign language, writing, lip reading, braille and more. However, communication is a problem that broadens in all different workplaces and communication becomes a disability.

A disability is a condition that make a person unable to deal with a problem, around 15% of the world's population can suffer from this which has increased from the 1970s (World Health Organization, 2019).

All people are different in their own private ways and come from different backgrounds. This means that there are social workers and service users from diverse ethnicity. When using a different language would therefore mean that will be a communication problem coming up, because people they cannot understand each other when talking. Having this problem would cause a lot of inconvenience and frustration and will make the service users feel insecure and unsure. In the place of patient or the social carer with diverse ethnicity is trulyhard because they constantly have the feeling that nobody understands them and have many confusions when it comes to analyse their problems and solve them.

Confidentiality would link into the legislation of the Data Protection Act 1998. The Data Protection Act 1998 is in place to make sure all personal Information is handled correctly and protected in how it is stored. It also controls how the personal information is used and organised (GOV.UK, 2019).

A problem with this is that the technology does not always work, it can be broken and the information that is essential for the health care workers might have can disappear. That situation will make people insecure, and their information unprotected, this would make the workers very unorganised and not sure on what patient needs what treatment. Another problem that can lead to the information being handled by the wrong people is technology hacker. That brings up a lot of stress and arguments between staff members and patients.

5. Analysis

An efficient team not only improve employee health but also health and safety of the patients. Building up trust between the team members and the service users, and an effective healthy workplace requires excellent communication processes and skills

by both the social workers and the patients that come demanding the best treatment and care possible.

Verbal communication: Discuss your problems with the employers and the people supervising or the managers, embrace your faults and try to improve them the best way possible. Be very compassionate about the patients you take care of and never argue about any problem you may face on the way of your career. When facing a verbal communication problem is always good to start advising your employers and treat the service users with empathy. Give time to people, not everyone is reacting the same quick way as all other people, remember everyone is different. Non-verbal communication includes facial expressions, eye contact and posture. Body language can enhance or detract from communication with patients. Observing patients' body language can provide important cues to how they are feeling.

Written communication: On the one hand needs to be noted that on this side a lot of people misunderstand the way someone describes something. We all need to understand that every single person has their own style of writing and be compassionate with someone for their try. On the other hand, we should not judge anybody as everyone has their own way of expressing themselves.

6.Recommendations/Alternative Solutions

Some solution that might help the communication between colleagues at work are:

A selection of medical and surgical workers has been included the managers of the company will be contacted by the HR department, which then will provide them with information about the study and invite them to participate. Managers were enrolled varying in terms of clinical tasks and location. The length,

frequency, and number of participants in workplace. The observations will be both semi-structured, using a predetermined protocol based on the labour agreement, and unstructured using field notes.

Interviews with managers

A semi structured interview guide must be used, and notes will then be taken from the reviews that were made with each of the ward managers responsible for the observed meetings to obtain information about the way the meetings were organized.

Focus group interviews with employees

The managers were asked to invite few people and select them to participate each in different group so they can conduct a research. It was a requirement that they participated in the observed workplace meeting. The sample in the end, were consisted of few groups with employees from different sections and that varied in terms of profession, length of employment, sex, and age. The focus group interviews will have to take place in conference rooms at the hospital between. One of the researchers will be conducting the focus group interviews and a research assistant took field notes to supplement the audio recordings. The recordings were made by an expert that knew how to do his work.

Mirroring feedback seminars

A seminar like this is helpful to help people organise in a proper way and make the procedure of solving the communication problem more effective. In the end, verification of the findings takes place and additional data that were helpful in the analysis.

7.Conclusion

In conclude, from the case studies we are getting a clue that there are still many problems occurring in health and social care and there are still fatal accidents happening due to lack of proper communication. In this report structure we realise the importance

of knowing exactly what is happening and what to do in the workplace you are applying for, in order to achieve working in a place that will be reliable and safe for the staff members and the service users as well.

8. References

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