

GHAZANFAR HUSSAIN

STUDENT NUMBER 2513364

MODULE CODE LCHS 4003

MUMTAZ GOOLAM

Mr Ahmed is an older man living alone in a small flat within a community he has several ongoing health issue that affects his daily functioning including limited mobility and fatigue which make routine activities such as attending appointments and managing household tasks more difficult. Due to these challenges Mr Ahmed relies on support from health and social care services to maintain his wellbeing and independence his current situation highlight his key issues relating to coordinating care and ensuring that his needs are clearly understood by Professional's and services Difficulties in communication and administration can lead to delays in support misunderstanding about his needs and reduced quality of care The purpose of this report is to provide the importance of effective communication and administrative skills and collaborative working in supporting individuals like mr Ahmed it will examine how these professional practices help insure that care is organised information is shared accurately and services work together to provide appropriate and time support for his needs.

Effective communication is Essentials in health and social care to ensure that individuals understand their care and able to express their needs in the case of mr Ahmed language barrier may make communication more difficult particularly if English is not his first language when a patient cannot fully understand the information given to them it might affect their ability to make decision about their health and well being care workers need to use appropriate communication strategies while following legal and ethical guidelines such as the Equality act 2010. An interpreter can accurately translate information between the care professional and Mr Ahmed ensuring that he fully understands instructions and has the opportunity to express his concerns family members should not usually be used as interpreters because this may lead to incorrect translation or breaches of confidentiality. by addressing the language barriers using interpreter and visual aids demonstrating cultural sensitivity and following the principle of the Equality act 2010 health and social care proffessionals can ensure that mr Ahmed recieves respectful safe and person centred care.

Another helpful strategy is the use of visual aids pictures and diagrams translated written materials and communication boards can support understanding when spoken language is limited visual aids can be particularly useful when explaining treatments medication schedules daily care routines they also allow mr ahmed to communicate basic needs more easily which promote independence and reduces frustration. Cultural sensitivity is also important factor in caring for mr ahmed health and social care professional must respect his cultural values beliefs and traditions For example

culture or religion may influence dietary preferences modesty or views on certain medical procedures care staff should show respect by asking questions listening carefully avoiding assumptions Demonstrating cultural awareness helps build trust and ensure that care is delivered in a respectful and inclusive way.

The Equality act 2010 requires health and social care services to treat individuals fairly and equitably and not discriminate based on characteristics such as race religion or nationality providing communication this law encourages organisations to make reasonable adjustments so everyone can receive safe and effective care A useful framework for understanding communication in this situation is the communication model One example is the sender message receiver model in this model the care worker is the sender who delivers a message such as information about medication Mr Ahmed is the receiver who interprets the message however barriers such as language difference can distort the message feedback is therefore essential The careworker should check understanding by asking Mr Ahmed to repeat the information or confirm that he understands using interpreter and visual aids helps ensure that the message is transmitted clearly and that feedback is accurate. By addressing language barriers using interpreter visual aids demonstrating cultural sensitivity and following the principle of the Equality act 2010 health and care. Accurate documentation is a fundamental aspect of safe effective and accountable practice in health and social care. It ensures that information about individuals receiving care is clear reliable and accessible to all professionals high quality record keeping support communication among healthcare team promotes continuity of care and protects both service users and staffs in the UK several framework and regulation emphasise the importance of accurate documentation includes the data protection act 2018 the NMC code the Caldicott principle and standard set by the care quality commission Legal and regulatory framework also highlight the importance of good record keeping the data protection act 2018 requires organisations to process personal information lawfully securely and accurately Healthcare records contain sensitive personal data so they must be stored safely shared appropriately and only accessed by authorised individuals Accurate documentation helps ensure compliance with this legislation and protects patients right to privacy Similarly the Caldicott principle guide how patients information should be used and shared the information should only be shared when necessary used for legitimate purposes and handled with respect for confidentiality proper documentation ensures that information sharing is justified and traceable. Poor recording keeping can create serious risks for patients and healthcare providers incomplete or inaccurate records may lead to miscommunication delayed treatment or incorrect care decisions if a patient allergy is not recorded they may be given medication that can cause a harmful reaction poor documentation can also make it more difficult for healthcare professional to monitor progress or treatment effectiveness or provide evidence of care

provided. From legal and professional perspective inadequate records may lead to investigation complaints or disciplinary action the care quality commission requires healthcare providers to maintain accurate complete and contemporaneous records as part of its fundamental standards the CQC assesses documentation demonstrate safe and effective care if records are missing or poorly maintained organisations may face enforcement action penalties and damage to their reputation By maintaining clear timely and confidential records healthcare professional can protect patients safety improve communication and demonstrate high standard of professional practice

Multi agency collaboration is an approach when different organisations work together to support individuals families or communities it is widely used in areas such as health education social care and safeguarding the main purpose is to ensure that people receive coordinated and effective support by combining the expertise resources and perspectives of different agencies. One of the key elements of multi agency collaborated is shared planning when agencies develop a joint plan they can clearly define goals roles and responsibilities shared plans help avoid duplication of work and ensure that everyone involved understand the needs of the individual and in action required for example in safeguarding situation professional from education healthcare and social services may create a plan to protect and support a child regular communication is another crucial component ongoing communication between agencies help professional stay updated on progress changes in circumstances and any emerging risks this communication can take place through meetings case conferences report and digital information sharing system consistent communication helps build trust between professionals and ensure that decisions are informed and timely Despite its benefits multi agency collaboration can face several challenges one common issue is poor information sharing often due to confidentiality concerns or different data systems used by organisations another challenge is differences in professional priorities organisational cultures and working practices time constraints and lack of clear leadership can also make collaboration difficult to overcome these challenges several strategies can be implemented Establishing clear communication channels agreed protocols for information sharing is essential training professionals in collaborative working and understanding each other roles can improve cooperation strong leadership and clearly defined responsibilities help keep teams focused on shared goals Additionally regular meetings and review ensure that plans remain engaged. In conclusion multi agency collaboration is essential for providing holistic and effective support through shared planning regular communication and strong partnership working agencies can better address complex needs and achieve improved outcomes for individuals and communities. Firstly communication is vital to ensure that accurate information is shared between professional and patients and families in Mr Ahmed case clear communication helped staff understand his needs medical history and cultural background when communication is effective

misunderstanding are reduced and professional can respond quickly to change in a patient's condition it also supports trust and reassurance for the patient receiving care. Secondly administrative skills play an important role in maintaining accurate records and organising information proper documentation appointment scheduling and record keeping ensure continuity of care in the Mr Ahmed case good administration would involve updating records documenting observation and ensuring that all relevant staff members have access to correct information this prevents errors and allows professional team to inform decisions finally collaboration between different professionals is essential for providing holistic care healthcare often involves such as multidisciplinary teams such as (doctors) (nurses) (social workers) and support staff in the Mr Ahmed case each professional contributed their expertise to address his physical emotional and social needs. A key lesson learned from the Mr Ahmed case is that effective communication organised administration and strong team work are interconnected when these skills are used together they improve patient safety quality of care and accountability without them important information may be lost leading to delays or mistakes.

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