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Introduction

High-quality health and social care delivery requires good communication, correct administrative procedures, and teamwork. These things help ensure that people who use services get safe, individualised care while also respecting their rights, dignity, and health (NHS England, 2023). The story of Mr. Ahmed, a 68-year-old man who is recuperating from a stroke and getting care at home, shows how important these professional duties are. Mr. Ahmed has trouble talking to people since Bengali is his first language and he has trouble speaking and swallowing after his stroke. So, he needs good ways to communicate so that he completely understands his care and treatment.

A multidisciplinary team, comprising Mr. Ahmed's general practitioner (GP), district nurse, speech and language therapist, and domiciliary care workers, takes care of him. A missing home visit recently caused him to forget his medicine, which shows how problems with communication and administration may put patients at risk (NHS, 2023). This study will look at how important communication, good administrative practices, and working together are in Mr. Ahmed's care.

1. Why it's important for Mr. Ahmed's care to communicate well

Effective communication is crucial in health and social care since it guarantees that service users comprehend information about their treatment and are actively engaged in the decision-making process for their care (WHO, 2022). Communication is especially crucial for Mr. Ahmed since he has trouble speaking and understanding because of a stroke. Stroke may impair a person's capacity to articulate, comprehend language, and assimilate information, necessitating clear communication for secure care provision (NHS, 2023). The Equality Act 2010 says that businesses must make sure that people are not treated unfairly because of things like their age, disability, or race (GOV.UK, 2010). This means healthcare providers must make reasonable adjustment to ensure equal access to their services for everyone. To help Mr. Ahmed communicate, healthcare personnel may need to utilise simpler language, visual aids, translation services, or expert interpreters. These measures make sure that Mr. Ahmed gets crucial information about his medicine, personal care, and rehabilitation.

Involving family members may also help with communication. His wife speaks English well and frequently talks to the care staff for him. But clinicians need to make sure that Mr. Ahmed is still the primary topic of talks regarding his care and that his desires and consent are honoured (NHS England, 2023). According to the World Health Organization (WHO), person-centred care means that clinicians must actively listen, recognise cultural differences, and enable service users to take part in choices that influence their health and well-being.

The Shannon and Weaver communication model is one way to think about communication in this situation. It says that communication is a process that includes a sender, a message, a channel, a recipient, and feedback (Shannon and Weaver, 1949). In Mr. Ahmed's care, the healthcare professional is the person who sends information on therapy or medicine. You may send the message via speaking, writing, or using visual communication methods. Mr. Ahmed gets the message and gives input by talking, making gestures, or asking questions. But "noise," which is a kind of barrier, may make it hard to communicate. Mr. Ahmed may have trouble hearing or speaking after his stroke, which might be loud. So, healthcare workers need to break down these barriers by speaking simply, without using medical jargon, and making sure Mr. Ahmed understands by asking him to repeat or clarify instructions (WHO, 2022).

Good communication also makes treatment safer and better for patients. The delayed home visit in the case study shows how poor communication or coordination between care professionals may cause delays in giving medicine. These kinds of events show how important it is for care professionals and family members to have clear ways to talk to each other and share correct information (NHS England, 2023). Ultimately, good communication builds trust, leads to better health outcomes, and makes sure that Mr. Ahmed gets safe and respectful treatment.

2. The Importance of Administrative Skills and Record-Keeping

Effective administrative skills are vital in health and social care, as accurate record keeping supports continuity of care, informs clinical decision-making, and provides evidence that appropriate care has been delivered (NHS England, 2023). In Mr. Ahmed's case, key administrative tasks include documenting care visits, recording medication administration, and sharing relevant information with the multidisciplinary team.

Maintaining accurate and up-to-date records is vital for patient safety and quality care. Care workers must record details such as visit times, care provided, and medications administered. These records enable professionals, including the GP and district nurse, to monitor Mr. Ahmed's condition and identify any changes in his health (NHS England, 2023). Incomplete or inaccurate documentation can lead to delays, errors, or missed care.

The Data Protection Act 2018 outlines how personal data must be collected, stored, and shared in the UK (GOV.UK, 2018). Health and social care providers must handle sensitive information, such as medical records and care plans, securely and lawfully. This includes ensuring data is processed fairly, used only for relevant purposes, and kept accurate and up to date (GOV.UK, 2018).

Organisational guidelines also require records to be clear, accurate, and completed promptly after care delivery (NHS England, 2023). For Mr. Ahmed, this may involve documenting medication intake, monitoring blood pressure, and tracking progress in speech therapy. Secure storage is equally important digital records should be password protected, while physical records must be kept in concealed cabinets to prevent unauthorised access (GOV.UK, 2018).

The missed home visit in this case highlights the risks of poor administration. Inadequate scheduling or communication can result in missed care, demonstrating why strong administrative practices are essential for safe, organised, and accountable care delivery (NHS England, 2023).

3. The Importance of Collaborative Working in Mr. Ahmed's Care

Team working is important in delivering effective health and social care, particularly for individuals with complex needs like Mr. Ahmed (WHO, 2022). A multidisciplinary approach allows professionals from different fields to work together to address physical, psychological, and social requirements.

Mr. Ahmed's care involves a multidisciplinary team, which including GP, district nurse, speech and language therapist, and domiciliary care workers. Each has a specific role: the GP oversees medical treatment, the district nurse monitors his health conditions, the therapist assists with communication and swallowing difficulties, and the care workers assist with daily healthy living activities (NHS, 2023). This collaborative expertise promotes recovery and independence.

Effective collaboration depends on clear communication, shared care plans, and regular information exchange. Electronic health records and integrated systems allow authorised professionals to access up-to-date information about Mr. Ahmed's care (NHS England, 2023). However, challenges such as communication breakdowns or organisational pressures can disrupt coordination. The missed home visit illustrates how poor communication can negatively impact care.

Improving collaboration requires clear roles, regular team communication, and a culture of shared responsibility (WHO, 2022). Team meetings and case reviews can help identify issues early and improve coordination. Through effective teamwork, healthcare professionals' duty to ensure Mr. Ahmed receives safe, coherent and person-centred care.

Conclusion

In conclusion, safe and high-quality health and social care needs good communication, good management, and teamwork. Mr. Ahmed's story shows how language challenges and communication problems connected to strokes make it necessary for healthcare workers to change how they talk to him so that he completely understands his treatment. The Equality Act 2010 says that services should be open and available to everyone, regardless of their requirements (GOV.UK, 2010).

Keeping accurate records and following the Data Protection Act 2018 are also very important for keeping things private, helping with clinical decision-making, and making sure that treatment continues (GOV.UK, 2018). Administrative mistakes, like not going to the house visit, show how poor paperwork and coordination may lead to problems.

Finally, Mr. Ahmed gets complete and coordinated treatment because all experts including the GP, district nurse, speech and language therapist, and home care workers work together. When communication, administration, and collaboration are all working well together, they may help people have better health and a better quality of life (WHO, 2022).

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