



Module name: Introduction to Health and Social Care

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Student name: Damilola Oladele

Student ID: 2508847

Lecturer's name: PING WU

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1.Introduction

Clear communication, correct administrative processes, and effective collaborative working strengthen effective health and social care practice. These elements are particularly crucial when supporting individuals with complex needs, such as Mr Ahmed, a 68-year-old stroke survivor needing input from a multidisciplinary team. His care presents several challenges, including language barriers, reliance on multiple professionals, and potential risks linked to service delivery failures, such as missed care visits.

This report examines three key areas of professional practice within the context of Mr Ahmed's care. Firstly, it explores the importance of effective communication, particularly in promoting understanding and person-centred care (NHS England, 2019). Secondly, it considers the role of administrative skills, with a focus on standard record-keeping and compliance with the Data Protection Act 2018 (ICO, 2018). Finally, the report evaluates the significance of collaborative working across multidisciplinary teams and shows strategies to overcome familiar challenges in practice (Department of Health and Social Care, 2014).

2.Importance of effective communication

Effective communication is fundamental to delivering safe, person-centred care for Mr Ahmed, particularly considering his limited English ability and communication difficulties following a stroke. Communication barriers can significantly affect the quality of care, leading to misunderstandings, reduced autonomy, and increased risk of harm. It is shown by the missed medication incident, which may have resulted from ineffective information exchange between care providers. Therefore, adopting the right communication strategies is essential to ensure safety and continuity of care (Nursing and Midwifery Council, 2018).

The Equality Act 2010 emphasises the importance of promoting equality and preventing discrimination in service delivery, particularly for individuals with protected characteristics such as race and disability (Gov.uk, 2010). In Mr Ahmed's case, both his linguistic needs and stroke-related impairments require reasonable adjustments to support effective communication. These adjustments may include the use of professional interpreters, simplified language, visual aids, and non-verbal communication techniques. While family members, such as his wife, can provide support, relying solely on them for interpretation may lead to inaccuracies and limit Mr Ahmed's ability to express his own preferences independently.

Family involvement is still a valuable aspect of care, as Mr Ahmed's wife plays a vital role in supporting communication and advocating on his behalf. However, healthcare professionals must engage directly with Mr Ahmed wherever possible. This reflects the principles of person-centred care, which focus on respecting the individual's dignity, promoting autonomy, and involving them in decision-making processes (NHS England, 2019). Practitioners should use clear, simple language, check for understanding, and ensure informed consent obtained before any intervention.

Furthermore, cultural awareness is a key part of effective communication. Understanding Mr Ahmed's cultural background can help build trust and improve engagement with care services. Respecting aspects such as dietary preferences, religious beliefs, and family dynamics can contribute to more personalised and culturally sensitive care planning.

The involvement of a speech and language therapist is also critical in supporting Mr Ahmed's communication needs. Following a stroke, individuals may experience difficulties with speech, language, and swallowing. Speech and language therapists can provide specialised

interventions, including communication aids such as picture boards, as well as swallowing assessments to reduce the risk of aspiration and improve safety (Royal College of Speech and Language Therapists, 2020).

Effective communication in Mr Ahmed's care requires a multifaceted approach that incorporates legal requirements, cultural sensitivity, and professional best practice. By adapting communication methods and promoting inclusion, healthcare professionals can enhance patient safety, support independence, and deliver high-quality, person-centred care. Effective administrative practices, supported by legal frameworks and robust systems, are essential in promoting safe, coordinated, and accountable care for Mr Ahmed.

3.Importance of good administrative skills

Good administrative practice plays a vital role in ensuring continuity, safety, and accountability in health and social care settings. In the case of Mr Ahmed, the missed domiciliary care visit highlights the major consequences that can arise from poor record-keeping and communication failures. Such incidents can compromise patient safety and disrupt the delivery of essential care, particularly for individuals with complex health needs.

Accurate and prompt documentation is essential to ensure that all professionals involved in Mr Ahmed's care have relevant details about his condition, treatment plan, and any changes in his needs. Records should include details of medication administration, scheduled care visits, clinical observations such as blood pressure readings, and any relevant communication between professionals. Keeping comprehensive records supports continuity of care and enables effective decision-making across the multidisciplinary team (Nursing and Midwifery Council, 2018).

The Data Protection Act 2018, alongside the UK General Data Protection Regulation (UK GDPR), provides a legal framework for handling personal data within health and social care. These regulations require that Mr Ahmed's personal information be exact, lawfully stored securely, and shared only when necessary for his care (Information Commissioner's Office, 2018). For example, sharing relevant information between the GP, district nurse, and domiciliary care agency is essential for coordinated care delivery; however, this must always show up to

following confidentiality principles. Key principles of data protection include lawfulness, fairness, and transparency; purpose limitation; data minimisation; accuracy; and integrity and confidentiality. In practice, this means that only relevant information is captured, data must be up to date, and proper security measures must be in place to prevent unauthorised access. Care agencies must therefore keep detailed and exact logs of care visits and medication administration.

The missed visit in Mr Ahmed's case may show weaknesses in scheduling systems or communication between staff members. The use of electronic care records and automated alert systems can help reduce the likelihood of such errors by improving coordination and providing real-time updates. These systems also support accountability by ensuring that all actions are kept and traceable.

Furthermore, the Care Act 2014 emphasises the importance of safeguarding vulnerable individuals and ensuring accountability in care provision (Department of Health and Social Care, 2014). A missed care visit, particularly where medication is involved, may place Mr Ahmed at risk and could be considered a form of neglect if not addressed appropriately.

In addition, regular auditing and monitoring of records are essential to find errors and improve service quality. By reviewing documentation and incident reports, organisations can learn from mistakes and implement measures to prevent recurrence.

4. Importance of working collaboratively

Collaborative working is essential in delivering holistic and effective care for individuals with complex needs, such as Mr Ahmed. His care requires the coordinated involvement of multiple professionals, including the GP, domiciliary care workers, district nurse, and speech and language therapist. Each professional contributes specific ability, and working together ensures that Mr Ahmed receives comprehensive and consistent care tailored to his needs (Department of Health and Social Care, 2014).

One key approach to effective collaboration is the use of multidisciplinary team (MDT) meetings. These meetings allow professionals to share relevant updates, discuss progress,

and coordinate care plans. This helps to reduce duplication of tasks and prevent gaps in

care delivery. In addition, shared access to up-to-date information enables all team members to make informed decisions, thereby reducing the risk of errors such as missed visits or incorrect medication administration (NHS England, 2019).

In the context of Mr Ahmed's care, clear role definition and accountability are particularly important. Each professional must understand their responsibilities and follow the agreed care plan accordingly. This ensures that care is given accordingly and that no aspect of Mr Ahmed's needs is ignored. Effective communication among team members is also essential, especially when clarifying uncertainties or reporting changes in his condition. Regular updates to care plans and exact record keeping are necessary to ensure that all professionals have access to clear and current information (Nursing and Midwifery Council, 2018).

Furthermore, strong collaborative working supports a person-centred approach, ensuring that Mr Ahmed's preferences, needs, and values stay central to all care decisions. It also enhances patient safety by promoting coordinated and prompt interventions. Effective collaboration among healthcare professionals improves patient outcomes, enhances safety, and ensures that care is well-coordinated and centred around the individual.

5. Conclusion

The care of Mr Ahmed highlights the importance of effective communication, strong administrative practices, and collaborative working in health and social care. Communication should be adapted to meet his linguistic and cognitive needs rather than overlooked, ensuring

that he fully understands and is involved in his care. This supports person-centred practice and promotes safety and independence. The Data Protection Act 2018 also plays a key role in supporting confidentiality, accountability, and continuity of care. By ensuring that personal information is accurately and shared appropriately, healthcare professionals can provide consistent and safe care. In addition, collaborative work among multidisciplinary professionals is

essential for delivering coordinated, integrated care. Working together helps to reduce risks, avoid errors, and improve overall patient outcomes. Strengthening documentation systems and promoting effective teamwork are also important in ensuring high-quality care. Overall, these elements contribute to safe, efficient, and person-centred care for Mr Ahmed.

References

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