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Case Study: Mr Ahmed

Effective communication and administrative skills are essential components of professional practice in health and social care. They play a significant role in ensuring

that the individuals receive high quality, safe and person-centred care. This is important in complex carses such as Mr Ahmed, a 68 year old man who is still recovering from a stroke and required support and care from a multidisciplinary team. His care involves a load of professionals, as well as consideration of his communication needs due to the language barriers and difficulties he is facing do to the stroke.

This assignment will discuss the importance of effective communication in Mr Ahmed's case, including how healthcare professionals can communicate appropiately with him and his family while promoting equality within the Equality Act 2010. It will also cover the importance of good administrative skills, focusing on record keeping and how the Data Protection Act 2018 is applied to ensure accountability, confidentiality and safe practice.

Effective communication is an important aspect of providing safe person-centred care for Mr Ahmed, following the stroke. Mr Ahmed's treatment has multiple professionals caring for him including, carers, his GP, district nurse and a speech and language therapist, which makes it easier for clear and consistent communication. Mr Ahmed has very limited English and communication difficulties he is facing due to his stroke, which means that the care he is provided with must be adjusted to his needs, following the Equality Act 2010.

One of the reasons communication is vital in this case, is to ensure that the patient is safe. Mr Ahmed relies on his carers to prescribe him with medication and support and aid his daily living. The recent care visit, which was missed, shows how poor communication, like unclear scheduling or problematic shift changes with the healthcare team, can result in missed medication and could potentially cause harm to the patient. Effective communication between professionals will ensure that the important information such as changes within his condition or medication timings, is shared quickly and accurately. This will help reduce the risks, maintain consistent care and reduce neglection of the patient.

Communication is also essential for encouraging equality and person-centred care. The Equality Act 2010 requires services to make reasonable adjustments, so individuals are protected from any harm, unfair treatment and are not disadvantaged. In Mr Ahmed's case, this includes adapting communication by using language he is most comfortable with, as he only understands Bengali and any speech or understanding difficulties caused by his stroke. Healthcare staff should speak clearly, use simple language and shouldn't rush his responses. Although his wife is fluent in English and helps with communication, it is important that professionals still speak directly to Mr Ahmed to maintain his independence and involvement in decision-making about his own care.

In addition, effective communication supports multidisciplinary teamwork. Mr Ahmeds care includes a range of different professionals, who need to work together in order to provide consistent support. For example, the speech and language therapist may provide strategies to improve him communication or swallowing., which need to be understood by carers. If communication between healthcare members is poor, this could lead to inconsistent care or mistakes. Clear documentation, records, regular updates and effective shift changes are therefore essential.

The Aristolle's Model of Communication is used to understand how communication should be adjusted in this situation. This model focuses on the speaker, speech, the message, target audience and occasion. In Mr Ahmed's case the healthcare professional is the speaker who must deliver a clear and appropriate message, like instructions about the medication prescribed. The audience is Mr Ahmed, sometimes his wife, so the message should be adjusted to his level of understanding. The occasion, such as a home visit, also affects how the messages is delivered. For example using a calmer tone, clearer speech and supportive body language can improve and better the patients understanding. This model highlights the significance of tailoring communication to a specific individual, which is especially important in Mr Ahmed's case.

Finally effective communication helps build trust and accountability. Following the missed visit, it is important that healthcare professionals communicate openly with Mr Ahmed and his wife, explaining the situation that occurred and how it will be prevented in the future. This helps to rebuild trust and reassure them that his care is consistent.

Good admissions skills are essential withing professional practice, particularly in complicated care situations, such as Mr Ahmed's case. Effective administration helps ensure his care is safe, coordinated and person centred, as he is supported by a range of professionals, including cares, a GP, district nurse and a speech and language therapists.

A crucial factor of administrative practice is accurate record keeping. Records provide a clear account of Mr Ahmed's care, including medication administration any changes in his condition and daily support. For example, carers are advised to document when medication is given, the district nurse records clinical observations like blood pressure, health assesments etc, these records allow all healthcare professionals to stay informed and support consistency of care to the patient. The recent missed home visit highlights how poor administrative systems like incomplete schedules or a lack of communication can lead to harmful risks like missed medication. Therefore, maintaining clear and up to date records is very vital for patient safety.

Record keeping also encourages professionala responsibility and accountability. If an incident occurs, such as the missed visit, records can be reviewed to identify errors and

improve practice. This is necessary for safeguarding individuals that are vulnerable like Mr Ahmed. Records must be accurate, factual and completed safely to ensure reliability and good quality in care.

Administrative practice must also follow the principles of the Data Protection Act 2018. This legislation ensures that personal information is handled safely and appropriately. Mr Ahmed's records include sensitive data about his health and care needs, so professionals must keep his information secure, only shared with relevant individuals and used for legitimate purposes. Information should not be disclosed without consent from the patient unless it's necessary for safeguarding purposes.

The Act also requires that information is accurate, relevant and not overdone. Poor record keeping could result in incorrect or outdated information being used, potentially causing harm. Records must be stored securely with access limited to only authorised staff.

In conclusion, good administrative skills are crucial in ensuring safe and effective care for Mr Ahmed. Accurate record keeping, supports accountability, protects confidentiality and promotes high quality, coordinated care through the Data protection Act.

Working collaboratively with other professionals is essential to esnure that Mr Ahmed receives consistent, safe and person-centred care. As his needs are quite complex following a stroke, he relied on care from a range of professionals. Effective collaboration allows these professionals to share knowledge and work towards common goals like improving his communication, supporting his daily needs and managing his medication. Without collaboration care may become divided, increasing the risk of errors or urgent needs.

One approach for effective collaboration is clear and regular communication. This includes structured shift changes, shared care plans and accurate record documentation, to ensure that all healthcare professionals have access to the patient's personal information. For example, guidance from the speech and language therapist regarding the communication or swallowing strategies have ot be communicated clearly to carers to ensure that it is it followed correctly and consistently. Another important aspect is role clarity, which is when healthcare professionals have a precise understanding of their job responsibilities and how they will contribute to Mr Ahmed's care. high role clarity improves team effectiveness, reduces conflict and issues and boosts patient satisfaction.

Building a rapport, mutual respect and trust is also essential. Healthcare professionals should respect each other's talents and work in teamwork, recognising that each role has a contribution to the health and wellbeing of the patient.

Working with different healthcare agencies can be difficult for a lot of reasons. People from different healthcare professions often use their own complicated terms, which can make communication confusing and sometimes information isn't shared properly between healthcare teams. On top of that, staff are often busy and under a lot of pressures, so they might not have as much time to communicate clearly. In Mr Ahmed's situation the language differences he is facing and him relying on his wife to translate could also lead to misunderstandings if extra care isn't taken.

To deal with these challenges, healthcare services can use different strategies. For example, having meetings with different healthcare professionals helps everybody stay informed and work together better. Using shared digital records also makes it easier to access up to date information about patients. Clear reporting systems should be used so that any issues are made aware of quickly. It is also important to encourage open communication, so that any issues can be discussed and sorted before the problems worsen. If there are language barriers, interpreters or communication tools should be used to ensure that the patient receives the information clearly and has a good understanding of what they have been told.

In conclusion, good communication, strong administrative skills and collaborative teamwork are all important in providing safe and person-centred care for Mr Ahmed. Communication should be adapted to meet his language and health need so that he can stay involved in decision making about his own care, in line with the Equality Act 2010. Keeping accurate records and following the Data Protection Act 2018 helps maintain confidentiality and make sure that care is consistent. Working well with other professionals also helps meet his needs. Overall, these approaches help keep Mr Ahmed safe, repsect his choices and support him with better health outcomes.

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