

Module name: Introduction to Health and Social care

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Table of content

Discuss the importance of effective communication.....1

**Discuss the importance of good administrative
skills.....2**

**Discuss the importance of working
collaboratively with other professionals
involved in Mr Ahmed's care.....3**

Conclusion.....4

Discuss the importance of effective communication:

Sensitivity, respect, and commitment to legal and ethical principles including those specified in the Equality Act 2010 are necessary for effective communication with service users that include and his family. This Act ensures that Mr. Ahmed's rights are upheld throughout his care by promoting justice and prohibiting discrimination based on traits including age, disability, ethnicity, and language.

Domiciliary care is provided to service user, a 68-year-old stroke survivor who resides with his spouse. Communication must be adapted to his needs to facilitate his comprehension and involvement in his care, given his preference for Bengali and his weak command of English.

Fundamental Communication Principles of the Equality Act of 2010:

1. **Non-discrimination:** Caregivers must refrain from making assumptions or prejudices about service user age, stroke-related disability, or language problems. He should have access to communication so that he is neither excluded nor marginalized (Azulai, A. (2016).
2. **Reasonable changes:** To eliminate obstacles, the Act mandates making reasonable changes. For service user, this entails giving him information in Bengali or using translators to help him understand his prescription instructions and treatment plan (Pine, R. (2022).
3. **Respect for Diversity:** It's critical to acknowledge language and cultural distinctions. It honours service user identity and promotes holistic treatment to respect his cultural history and include his family in conversations (Woods, L, 2022).

The Transactional Model of Communication

A dynamic, two-way process where sender and recipient continuously exchange messages and feedback is emphasized by the Transactional Model. Because service user situation requires constant clarification and modification, this approach is particularly applicable.

Using this model: • Encoding: Care providers must communicate facts in an easy-to-understand manner, steer clear of medical jargon, and ideally use Bengali or translated materials.

Discuss the importance of good administrative skills:

To provide accurate, timely, and private documentation of service users' care and support, record keeping is a vital method in the health and social care sectors.

Effective record keeping promotes continuity of care, tracks progress and makes it easier for caregivers to communicate with a 68-year-old man who was just released from the hospital following a stroke, is living with his wife, and is receiving domiciliary care (Ó'Caoimh, R., Fitzgerald, C, et al, 2014).

The EU General Data Protection Regulation (GDPR) principles are incorporated into the Data Protection Act 2018 (DPA 2018), which mandates that personal data pertaining to health and social care be treated in a fair, transparent, and lawful manner (Elliot, M., Mackey, E., 2020). Organizations that manage such data are required by the Act to guarantee accuracy, confine usage to approved purposes, and safeguard data from loss or illegal access.

Record keeping should follow several important DPA 2018 guidelines:

1. Lawfulness, equity, and transparency: Data regarding the care of the service user must be gathered for justifiable purposes and conveyed in a way that is understandable. Language hurdles should be considered in documentation and communication due to the service user's inadequate English proficiency. His wife, who serves as a liaison and speaks English well, ought to participate in conversations to ensure openness and comprehension while honouring the service user's consent and privacy.
2. Purpose limitation: Records should only be utilized to support and care for the service user, including monitoring his personal care, medication, and post-stroke recuperation. Beyond this limit, sharing information requires express consent or a valid legal reason (Sowa, M. Y. (2015)
3. Data minimization: Only information that is necessary should be captured; superfluous or unnecessary details should be avoided. For instance, his medical condition, care requirements, preferred language, and communication styles should all be highlighted in the care notes (Nundy, S, et al, 2021).
4. Accuracy: Documents need to be current and correct. It is important to rapidly document any changes to the service user's illness, medication, or

care plan. This is essential for administering medications safely and providing the right kind of assistance during personal care (Araszkiewicz, A., Bandurska-Stankiewicz, E, 2022).

Person-centred record keeping is also emphasised by the Care Quality Commission's (CQC) guidelines and the Health and Social Care Act of 2012.

Discuss the importance of working collaboratively with other professionals involved in Mr Ahmed's care:

Coordinated strategies that put the service user's holistic needs first are necessary for effective multi-agency collaboration, especially for a 68-year-old stroke survivor getting domiciliary care. To guarantee continuous information sharing, important strategies include creating open lines of contact between family members, social workers, and healthcare providers. Frequent meetings of the multidisciplinary team (MDT) make it easier to synchronize care plans and allow for quick modifications in response to the service user's development or new demands (McAllister, P, et al, 2016)

In order to customize interventions that honour their preferences and foster independence, person-centred planning is crucial, involving the service user and his spouse in the decision-making process. By using shared documentation systems, duplication and errors are reduced and all agencies have access to current information. designating a case manager to guarantee responsibility and continuity of care across several services

Several approaches can be used to deal with typical issues such conflicting professional viewpoints, resource limitations, and communication failures. A collaborative culture is fostered, and conflicts are decreased by fostering mutual respect and awareness of each agency's tasks and expertise. Interprofessional collaboration-focused training improves problem-solving skills and team cohesion (Wolmesjö, M. (2022).

By selecting actions based on risk assessments and looking into community resources or volunteer sector help to supplement formal care, resource constraints might be lessened. Clearly defined procedures for exchanging information, Obstacles related to privacy concerns can be eliminated by upholding confidentiality and following data protection regulations (Administrator, P. J. (2023).

Open dispute resolution procedures and frequent feedback loops promote transparency and ongoing development when delays or misconceptions arise. Involving the family and service user as active participants guarantees that their opinions direct the provision of services, improving results and satisfaction. To provide seamless, all-encompassing care for this stroke patient, effective multi-agency collaboration ultimately depends on structured communication, common goals, respect for all contributions, and adaptable solutions to overcome obstacles.

Conclusion:

To sum up, the service user is a 68-year-old guy who was just released from the hospital following a stroke. He and his spouse live in a ground-floor apartment and receive domiciliary care three times a day, with an emphasis on personal hygiene, medication administration, and meal preparation. To effectively fulfil his requirements and advance his rehabilitation and well-being, customized communication tactics and culturally sensitive support are crucial because his primary language is Bengali and he has limited comprehension of English, especially in complicated talks (*Men's health.*, 2008).

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