

Component 2

Assignment Title: Written Assignment

Case Study: Mrs Thompson

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Introduction

Health and social care is about supporting people's physical, mental and social wellbeing while helping them live as independently as possible. It brings together a range of health and social care professionals who work to promote health, prevent illness, provide treatment and rehabilitation and support people with both short-term and long-term health needs. These services can be provided in hospitals, care homes (World Health Organisation, 2022).

In the UK, health and social care services have traditionally worked separately. However, people are now living longer and may have more complex health and care needs, meaning professionals need to work more closely together. Integrated health and social care aims to provide coordinated, person-centred care that improves people's health, wellbeing and overall experience of care (Powell and Mutebi, 2025).

This report explores the case study of Mrs Thompson and examines the importance of effective communication, good administrative practice and partnership working in supporting her individual needs. It also considers how these contribute to safe, person-centred care that promotes her health, wellbeing and independence.

Effective Communication

Effective communication is an essential part of health and social care. It helps professionals to build trusting relationships, understand an individual's needs and provide safe, person-centred care. It also allows service users and their families to take an active role in decisions about their care. Doing this helps them feel listened to, respected and valued. Research suggests that effective communication can improve patient satisfaction, health outcomes and overall quality of life by building positive relationships between professionals and the service users they support (Sharkiya, 2023).

One communication model that can be applied to Mrs Thompson's care is Berlo's (1960) SMCR model. The model explains communication as a process involving the **Source**, **Message**, **Channel** and **Receiver**. In Mrs Thompson's case, the healthcare professional is the source, the information about her care and medication is the message, verbal and non-verbal communication are the channels, and Mrs Thompson, along with her family where appropriate, are the receivers. Applying this model reminds professionals that communication should be clear, appropriate and adapted to the individual so that important information is understood.

As Mrs Thompson has mild dementia, professionals should adjust the way they communicate while continuing to involve her in decisions about her care. Speaking clearly, using simple language, maintaining eye contact and allowing extra time for her to process

information can help improve understanding and reduce confusion. Active listening is equally important, as it allows Mrs Thompson to express her thoughts, concerns and preferences without feeling rushed. If she does not understand something, information should be repeated or explained differently while checking her understanding. Research suggests that adapting communication to the individual's needs and using both verbal and non-verbal communication can help build trust, reduce anxiety and support person-centred care for people living with dementia (Sunjaya *et al.*, 2025).

Communication should also include Mrs Thompson's family where appropriate, as they may be able to provide valuable information about her usual routines, preferences and any changes they have noticed. However, professionals should avoid directing conversations only to family members and should continue to involve Mrs Thompson wherever possible. This reflects the principles of the Mental Capacity Act (2005), which states that adults should be presumed to have capacity unless it is established otherwise and should be supported to make their own decisions. It also reflects the Care Act (2014), which promotes wellbeing, dignity, independence and person-centred care. In addition, the Equality Act (2010) requires professionals to make reasonable adjustments, so communication is accessible and meets each person's individual needs.

Professional Record Keeping

Professional record keeping is an important part of providing safe, effective and person-centred care. It involves recording clear, accurate and up-to-date information about an individual's care, treatment and any support they receive. Good record keeping helps professionals understand a person's needs, monitor any changes in their condition and ensure that everyone involved in their care has access to accurate information when it is needed (Royal College of Nursing, 2024).

In Mrs Thompson's case keeping accurate records is especially important because she is living with mild dementia and may require support from different health and social care professionals. Information such as her care needs, medication, communication preferences, changes in her memory or wellbeing and the support provided during each visit should be recorded clearly and accurately. Keeping detailed records helps ensure that everyone involved in her care has access to the same information, reducing the risk of misunderstandings while supporting safe and consistent person-centred care.

Professional record keeping also includes protecting an individual's personal information. Under the Data Protection Act (2018) and UK GDPR, professionals have a legal

responsibility to keep personal information confidential, store records securely and ensure they are only accessed by people who are directly involved in an individual's care.

Information should also be accurate, kept up to date and only used for the purpose it was collected. Following these principles helps protect Mrs Thompson's privacy while allowing professionals to provide safe and effective care.

Professionals should also consider the Mental Capacity Act (2005) when recording information about Mrs Thompson's care. She should be presumed to have capacity unless an assessment shows otherwise and should be supported to make her own decisions wherever possible. If a capacity assessment is needed or a best-interest decision is made, this should be recorded clearly and accurately. Keeping a clear record of these decisions helps ensure that Mrs Thompson's rights are respected and demonstrates that professionals are following legal and professional responsibilities.

Partnerships

Working in partnership is an important part of providing safe and effective health and social care. It involves different professionals and services working together to plan, deliver and review care that meets an individual's needs. Sharing their knowledge, skills and experience helps everyone understand the individual's needs and make decisions that support the best possible care. It also helps make sure services are planned around the individual's needs and improves outcomes for those receiving care (NHS England, n.d.).

Working in partnership also supports integrated care by helping different organisations work more closely together so people can receive coordinated support when they need it. This helps reduce gaps between services, avoids unnecessary duplication and supports people to remain as independent as possible (NHS England, n.d.). For Mrs Thompson, working together in this way means her GP, community nurse, domiciliary care workers and other services can share important information, respond quickly to concerns and make sure she receives the support she needs following her recent discharge from hospital. This is particularly important as she has mild dementia and recently missed two days of her medication, which led to increased confusion. Research has also found that strong working relationships between primary care and care providers improve communication, coordination and continuity of care for older adults with complex care needs (Warmoth et al., 2024).

Working well together means professionals need to communicate regularly, share information appropriately and involve Mrs Thompson in decisions about her care where possible. Having a clear care plan, reviewing her needs regularly and making sure everyone understands their role helps make sure Mrs Thompson receives consistent support. It is also

important to involve her family where appropriate, with her consent or if it is in her best interests, as they may notice changes in her health or wellbeing and share important information with the professionals involved in her care. This helps professionals to respond more quickly to any change in her condition and makes sure she continues to receive safe and well-coordinated care.

Partnership working can sometimes be challenging. Differences in communication, delays in sharing information or uncertainty about professional roles can create gaps in care and increase the risk of important information being missed. In Mrs Thompson's case, poor communication between professionals could delay action after she misses her medication or if her confusion increases. These challenges can be reduced through clear communication, accurate record keeping, regular reviews and shared care planning so everyone is working towards the same goals. This helps provide safer, more coordinated care while supporting Mrs Thompson to remain as independent as possible. Working in this way also reflects the Care Act (2014), which encourages health and social care professionals to work together to support an individual's wellbeing and provide coordinated care.

Conclusion

Effective communication, accurate record keeping and strong partnership working all play an important role in providing safe and person-centred care for Mrs Thompson.

Communicating clearly and involving her in decisions where possible helps build trust and ensures her needs are understood. Record keeping helps professionals share important information appropriately while keeping records confidential and only sharing them with those directly involved in Mrs Thompson's care. This allows professionals to respond quickly whenever a concern arises. Partnership working helps professionals to work together and provide coordinated support that meets Mrs Thompson's individual needs and promote the best possible outcome. Overall, these approaches help ensure Mrs Thompson receives safe, coordinated and person-centred care while supporting her wellbeing, dignity and independence.

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