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Introduction

Effective communication systems, proper administrative processes and collaborative work with all are globally recognised. When working with senior citizens who have complicated needs, chronic illnesses, and communication difficulties, these components are particularly crucial. The care provided to Mrs Mann, a 72-year-old woman who was recently released from the hospital following her hip replacement surgery, is thoroughly and analytically discussed in the report from my course. Mrs Mann was supported by her general practitioner, which means GP, a community physiotherapist, and her daughter, in addition to receiving domiciliary care daily twice. Also, Mrs Mann's lesser English proficiency and her native tongue, Urdu, are important complicating factors in that case. This raises the risk of weak engagement, misunderstandings, and unequal access to the healthcare system.

The main focus of the report is to critically analyse the importance of proper communication, healthy administrative skills, and teamwork in relation to Mrs Mann's care. A few relevant laws, such as the Data Protection Act of 2018 and the Equality Act of 2010, as well as expert advice and communication theories, all contribute to the conversation. Through the analytical reflection, this report demonstrates how high standards of professional practice can improve feedback, decrease risk factors, and promote person-centred care.

Data Protection Act 2018



Digital technology has transformed almost every aspect of our lives in the twenty years since the last Data Protection Act was passed.

The new Data Protection Act:

- Makes our data protection laws fit for the digital age in which an ever increasing amount of data is being processed.
- Empowers people to take control of their data.
- Supports UK businesses and organisations through the change.

The General Data Protection Regulation (GDPR) is a regulation in EU law on data protection and privacy for all individuals within the European Union (EU). It also addresses the export of personal data outside the EU and EEA. The GDPR aims primarily to give control to citizens and residents over their personal data and to simplify the regulatory environment for international business by unifying the regulation within the EU.



Source: <https://www.tes.com/teaching-resource/data-protection-act-2018-11975888>

Importance of Effective Communication

Good communication is an essential element to guaranteeing patient safety, respect, and favourable health results. Due to Mrs Mann's advanced age, recent surgery, and weak command of the English language, communication breakdowns pose a serious, huge risk to her healthcare. When they are recovering from surgery, older adults need clear and consistent information about medication, mobility restrictions, pain management, and rehabilitation exercises. When the communication skill is ineffective, service users may experience confusion in that case and anxiety, non-adherence to treatment plans, and deterioration in someone's health.

This is known by all health and social care providers, who are legally required by the Equality Act 2010 in the United Kingdom to prevent discrimination and advance equal access to services. The Equality Act 2010, a UK law which unifies past laws to strengthen and clarify protections and establishes obligations for public bodies to advance equality, protects nine "protected characteristics" from discrimination, harassment, and victimisation in the workplace and in society at large: age, disability, race, religion/belief, sex, sexual orientation, marriage/civil partnership, gender reassignment, and pregnancy/maternity.



Source:

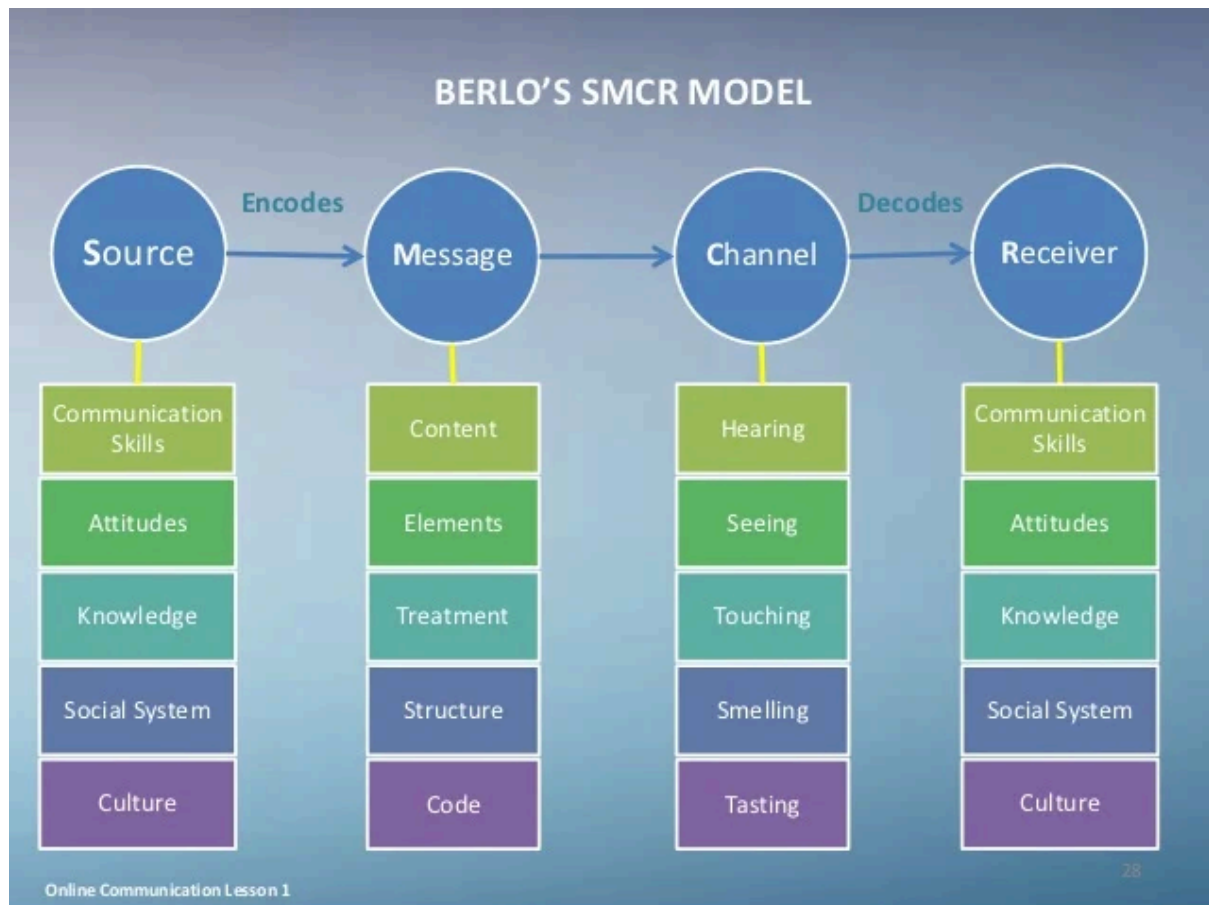
<https://www.edapt.org.uk/support/knowledge-base/what-do-i-need-to-know-about-the-equality-act/>

Even though language isn't specifically listed as a protected trait, discrimination may occur indirectly when communication needs aren't met in many cases. Therefore, in order to prevent Mrs Mann from being negative, reasonable adjustments can be made. These modifications include the use of qualified interpreters, culturally aware communication strategies, and easily accessible written content in the existing languages.

Mrs Mann's own daughter many times serves as an interpreter in that situation. Believing in relatives for interpretation increases ethical and professional issues, even though family engagement can develop emotional support and continuity. According to the research, family members may inadvertently filter information, misunderstand clinical jargon, or conceal private information in order to keep the facilities user-friendly. This could jeopardise information accuracy, authenticity, confidentiality, and informed consent. Professional interpreters support and help legal and moral practice by providing objectivity, accuracy, and confidentiality.

Professionals can acknowledge Mrs Mann as an individual with distinct cultural, linguistic, and emotional needs in order to implement a person-centred approach to communication. This entails encouraging collaborative decision-making, actively listening, and honouring preferences. When verbal communication is scarce, nonverbal communication becomes especially crucial. Facial expressions, posture, tone of voice, and eye contact need to support comprehension and demonstrate empathy.

For any kind of effective Berlo (1960) is one of the models that was studied in our previous teaching session. So I would like to focus on this communication model. According to our lecture, Berlo's model could be summarised as a sender delivering a message through a platform to a recipient. This model connects 2 inherent actions: Encoding, which connects the transmission method, takes place on the sender's end. The message needs to be decoded by the recipient through the used channel. This model focuses on the SMCR model as well. However, this model has not been specified for any individual communication. It has four specific components, such as sender, message, channel and receiver. Those components are affected by many factors.



Source: <https://11atardesign.edublogs.org/berlos-smcr-model-of-communication/>

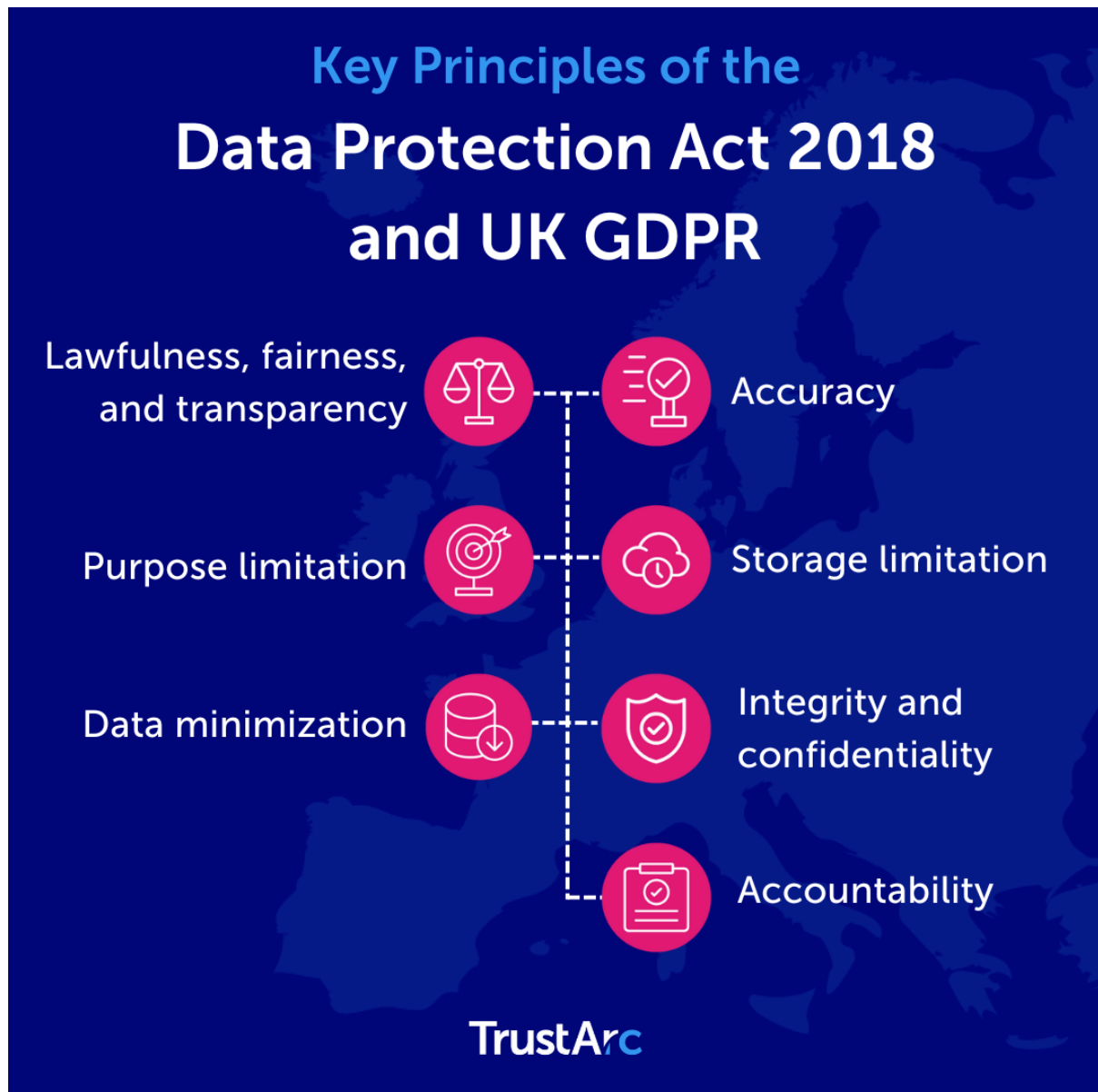
In this situation, the sender is the message or an individual person who makes the message. There are five components to a sender; those are communication skills, attitude, knowledge, social system and culture. The message is information that has been sent from the source to the receiver. There are 5 factors that affect the message. Those are content, elements, treatment, structure and code. The medium is what is used to send the message. It also has 5 factors: hearing, seeing, touching, smelling and tasting. Lastly, the receiver is the person who takes the message sent in this process. It has the same 5 factors: communication skill, attitude, knowledge, culture and social system. In this case Mrs Maan should focus on this model of communication. Effective interprofessional communication is equally essential as well. Particularly for service users who might feel powerless because of language barriers or reliance on care services, this model promotes engagement and supports therapeutic relationships. In general words, good communication fosters safety, equality, trust, and Mrs Mann's successful recovery.

Importance of Good Administrative Skills and Record Keeping

In health and social care, safe, efficient, and accountable practices are supported by healthy administrative abilities. In Mrs Mann's case, a communication breakdown and a late medication adjustment were directly caused by inconsistent documentation, underscoring the essential nature of clear record keeping. Inadequate documentation increases the possibility of clinical errors and legal repercussions in addition to jeopardising continuity of care.

Care interventions, observations, medication modifications, risk assessments, and professional communications are all systematically documented as part of record keeping. Since Mrs Mann is cared for by a number of professionals, accurate documentation is crucial to guaranteeing that everyone on the team has access to up-to-date and pertinent information. Incomplete or ambiguous documentation can lead to redundant work, contradicting instructions, or overlooked interventions.

The UK GDPR and the Data Protection Act of 2018 impose stringent legal requirements on the handling of sensitive and personal data. Professionals in the fields of health and social care can make sure which information is handled legally, equitably, and openly. Records can be correct, current, safely stored, and shared only with those who require access. Failure to adhere to these guidelines may lead to regulatory action, loss of trust, and confidentiality violations.



Source: <https://trustarc.com/resource/uk-data-protection-act-gdpr/>

The importance of consent and confidentiality is further highlighted by Mrs Mann's reliance on her daughter. Before involving family members in conversations, professionals must make sure Mrs Mann is aware of how her essential information is shared and get her express consent. Interpreters should be used to assist in making well-informed decisions when there are language barriers and issues.

The Care Quality Commission's Fundamental Standards and other policy frameworks emphasise the significance of efficient record keeping and good governance as well. Organisations are required to implement robust systems, staff training, and regular audits to

maintain quality and safety. A proper opportunity for introspective learning and organisational development is provided by the internal review of Mrs Mann's case.

CQC registration and standards



There are 16 essential standards of quality and safety, which come under five main areas of care:

- Treating people with respect and involving them in their care
- Provision of care, treatment and support that meets people's needs
- Caring for people safely and protecting them from harm
- Staffing
- Management

Source: slideserve.com/tan/what-cqc-do

Professionals are further safeguarded by healthy administrative practices that offer legal proof of documents of decisions made and care provided. Accountability, continuity, and quality control are all supported by accurate records. In Mrs Mann's situation, better documentation procedures would promote safer, more efficient care delivery, improve extra coordination, and lower risk as well.

Importance of Collaborative Working in Mrs Mann's Care

Collaborative working is important in addressing the complex and multifaceted needs of service users such as Mrs Mann. Basically, her care is provided by a number of organisations, including primary care services, community rehabilitation specialists, and domiciliary care providers. Care can be comprehensive, well-coordinated, and adaptable to changing needs.

The exchange of knowledge and viewpoints is made possible by interprofessional cooperation. For instance, care workers assist with daily living activities and keep an eye on wellbeing, whereas physiotherapists concentrate and focus on mobility and rehabilitation. Medical management and medication are overseen by the general practitioner. Proper effective collaboration results in aligned care plans and smooth care transitions for all service users.

But there are drawbacks to multi-agency collaboration, such as poor communication, ambiguous roles, and organisational obstacles. In Mrs Mann's instance, a breakdown in cooperative processes is reflected in the delayed medication adjustment. Regular multidisciplinary meetings, shared electronic records, and clearly defined roles and responsibilities are some strategies to deal with these issues.

SBAR and other structured communication tools can improve clarity and decrease ambiguity. Building a collaborative culture also requires strong leadership and professional accountability. Professionals can overcome obstacles and provide safer, more effective services by putting a high priority on person-centred care and shared goals.

Conclusion

According to my point of view, the report has critically discussed and analysed the need and importance of proper administrative skill, effective communication skills and collaboration with all work within the context of Mrs Mann's medical care. So failure for documents, communication backthrough and language issues creates risk factors for patients' quality of care and patient safety issues. In that case, apply the basic principle of the Equality Act 2010 and use the exact structure for contract models that support and help ethical, mental

and inclusive and person-centred practice. Proper record maintenance and adherence to the Data Protection Act 2018 are equally important for maintaining accountability, confidentiality and continuity of care. Lastly, working in collaboration across the proper professional boundaries is important and vital in addressing complex needs and preventing all errors as well. To conclude, it can be said that by improving all these areas of health, social care and practice, professionals can enrich positive feedback and ensure safety, quality of care and prompt dignity for Mrs Mann.

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