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Case Study: Mrs Mann

This case study focuses on Mrs Mann, a 72-year-old woman recovering at home after hip replacement surgery. She has support from health and social care professionals, like care workers, a GP and a physiotherapist. Because Mrs Mann lives alone and speaks little English, good communication, accurate record keeping and teamwork are very important to keep her safe. The case study sees how communication, equality and data protection laws and good administrative skills all help to provide quality care. It also looks at how working collaborative working helps professionals meet Mrs Mann's needs and avoid mistakes, like the delayed medication change that happened in her care

1.1 Importance of communication skills.

Communication has been defined as “the process of understanding and sharing meaning” (Pearson & Nelson, 2000). Communication is important to help and support Mrs Mann and her family. For example, carers must talk slowly and use easy words so that she can be able to understand better, as her first language is Urdu. Carers can also use gestures, pictures or ask for help from an interpreter to her medication and exercises after hip surgery. Her daughter is also important because she helps her translate and explain things she does not understand, however professionals should always make sure that Mrs. Mann agrees and understands what is being said. Good communication helps prevent mistakes, such as delays in changing her medication and makes Mrs Mann feel safe, respected and supported in her own home.

Good communication has important characteristics such as clarity and effective listening, which are very important for Mrs. Mann and her family. Clarity means explaining things in a simple and easy to understand way, using simple words and repeating information if necessary, especially because Mrs Mann does not speak much English. For, example caregivers should clearly explain how and when to take medication to avoid mistakes. Effective listening is also essential as it involves paying attention, not interrupting and showing interest. Listening to Mrs Mann and her daughter helps understand her needs, concerns and progress, which makes them feel more comfortable, respected and safe and it improves the quality of her home care.

“The Equality Act 2010 s a UK law that protects people from discrimination and makes sure everyone is treated fairly, no matter their age, disability, race or other characteristics”(UK Government, 2010). It is important for people with disabilities like Mrs Mann because it requires care services to make reasonable adjustments, such as adapting communication and the support needed so she can access safe and equal care.

1.2 Berlo Model Of Communication.

Berlo's model of communication explains how a message moves from one person to another through four parts: Source (sender), Message, Channel, and Receiver. In this model, the sender must choose the right words, tone and gestures so the message is clear and the receiver must understand and interpret it correctly. The model also says that things like

communication skills, attitudes, knowledge and culture of both the sender and receiver affect how well the message is understood. For example, if the sender and receiver don't share the same language or background, the message might get misunderstood (Berlo, 1960)

Berlo's model is relevant to Mrs Mann because her care team, Mrs Mann and her daughter all need to share information in a way she can understand. Since Mrs Mann speaks limited English and her first language is Urdu, the source (like a carer or nurse) must send messages in simple words or with translation and the receiver (Mrs Mann) must be able to understand it correctly. If their communication skills, language, or culture don't match, important information like medication changes can easily be misunderstood, which is what happened with her delayed medication changes. Using Berlo's idea reminds carers that they must adapt how they send messages so Mrs Mann can really understand them.

2.1 Good Administrative skills.

Record keeping is essential in health and social care and Mrs Mann's case clearly demonstrates this. Keeping clean and up-to-date records helps all the professionals involved in her care, like caregivers, the GP and the physiotherapist know exactly what support she needs and what changes have been made or need to be made for her treatment and recovery. In Mrs Mann's case, poor documentation and lack of communication caused a delay in changing her medication, showing that incorrect record can put a person's health at risk.

It is also important to keep records because they ensure safety, continuity of care and professional accountability. Records allow tracking Mrs. Mann's progress after her hip surgery and checking if her mobility and well-being have improved. Additionally, records are necessary for legal reasons, as they show that professionals have done their work correctly and in accordance with standards.

Good record keeping has key characteristics such as being accurate, clear, up to date and confidential, which is important to Mrs Mann. Records must be written clearly and correctly so that all health professionals involved understand her needs, medication and can her support after her hip replacement. They should also be updated as soon as possible to make sure any changes, like medication changes are shared with everyone involved. This will help to avoid mistakes like the delay that happened in her care. Keeping records confidential and professional also protects Mrs Mann's privacy and ensures her care is safe, well organised, and person-centred.

Confidentiality is very important in healthcare and social care because it protects people's personal and medical information. In the case of Mr Mann, her data should only be shared with professionals who are directly involved in her care, like her caregivers and her doctor and always with her consent. However, information can be shared without permission in special cases, for example, if there is a serious risk to her health or safety, or if the law requires it. Keeping confidentiality helps to build trust between Mrs Mann, her family and her health professionals and ensures that her care is respectful and safe.

The Data Protection Act 2018 give important principles to protect personal data. For example using personal data lawfully and fairly, keeping it accurate and up to date, only sharing when necessary and to not keep it longer than needed. This characteristics helps keep data safe of patients like Mrs Mann, so that her information is not shared without a

reason and to only be shared with health professionals involved in her care. Following these rules helps protect Mrs Mann's privacy and ensures her care is safe and well organised (NHS England, 2023).

3.1 Collaborative working

Working collaboratively means different professionals working together, sharing information and helping each other to provide the best care for the patient. In health and social care, collaboration is very important because no single professional can meet all person's needs on their own. In Mrs Mann's case, she is recovering from a hip surgery and needs more support from health professionals, including care workers, her GP and a physiotherapist. By working together, they can make sure her care is safe, organised and able to focus on her recovery.

One benefit of collaborative working is better communication. When care workers update the GP and physiotherapist about Mrs Mann's mobility, pain or concerns, problems can be identified early. For example, if a carer sees that Mrs Mann is having trouble to walk or has more pain, they can report to her physiotherapist and they can change her exercises or the GP can review/update her medicine. This will help prevent complications and supports her recovery.

Another important benefit is continuity of care. Mrs Mann has care from different people at different times, so its important that everyone has the same information. Shared care plans and accurate records help health professionals understand what support she needs. In Mrs Mann's case, low communication led to a delayed medication change, showing how important teamwork is to avoid mistakes. When professionals work together changes in care are clearly documented and shared, reducing risks.

Collaborative working also supports person-centred care. Working together, professionals can consider Mrs Mann's needs, including her limited English and cultural background. Care workers can share information about her daily routines and preferences, while her daughter can help translate her needs. This will help Mrs Mann feel comfortable and involved in her care.

Finally, collaboration helps improve Mrs Mann health and safety. The physiotherapist focuses on improving Mrs Mann's mobility, care workers support her hobbies and the GP manages her medicine.

In conclusion, Mrs Mann's case shows how important communication, record keeping and collaborative working are in health and social care. Good communication helps Mrs Mann understand her care, especially because English is not her first language. Accurate and confidential record keeping makes sure that all professionals in her care have correct information. The Equality Act 2010 and the Data Protection Act 2018 helps protect Mrs Mann's rights and privacy. Working collaboratively allows care workers, the GP and the physiotherapist to share information, reduce risks and support her recovery. Using good communication and teamwork, professionals can improve Mrs Mann's well-being and quality of life.

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