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A health and social care case study on effective communication, administrative procedures, and teamwork in assisting Mrs Thompson

Introduction

Effective health and social care practices depend on administration, effective communication, and professional cooperation to guarantee that people receive safe and person centred care. We will examine the importance of effective professional practice in the field of health and social care in the instance of Mrs Thompson, an 84 years old single woman with moderate dementia who is receiving domiciliary care following her discharge from the hospital.

In accordance with the Equality Act of 2010's regulations and the application of a recognised communication model, the study will begin by examining the importance of effective communication when dealing with Mrs. Thompson. As part of delivering high quality care in terms of health and safety and accountability, the importance of administrative skills like record keeping, confidentiality and the application of the Data Protection Act of 2018 will also be examined. The final section of the paper will analyse the importance of cooperation among the several parties involved in Mrs Thompson's care, emphasising multi agency best practices.

Effective communication in the setting of Mrs Thompson's care

Effective communication is essential to achieving safe and high quality health and social care that considers the needs of clients, ensures their independence and dignity, and permits both the individuals receiving assistance and their family members to participate in decision making processes pertaining to healthcare provision (Glasby,2020). Therefore, effective communication can assist and assure Mrs Thompson's wellness and prevent dangers associated with taking medication and becoming confused. Mrs Thompson is an 84 years old woman with moderate dementia who is receiving domiciliary care after being discharged from the hospital.

Healthcare providers should modify their communication strategies to ensure that information about medicine and treatment is successfully understood because Mrs Thomspens has moderate dementia.

Berlo's SMCR model (source, message, channel and receiver) is an illustration of communication strategy that might be applied to Mrs Thompson's care. All components of communication should interact well, according to Berlo (1960). The sender should use an appropriate channel so that the recipient may understand what they are saying. Healthcare providers are the sources of communication in Mrs Thompson's case, and messages contain details about her care requirements and course of treatment. Written prompts and verbal communication are appropriate channels for this kind of communication. In this instance, Mrs Thompson is the receiver, and should be taken into account when talking about her cognitive issues. She offers input on communication procedures, as do her family members.

Although Berlo's communication theory proves effective, communicating within the field of health and social care does not come easy. Some of these barriers include difficulties in remembering information, sensory loss and anxiety. Therefore, it is essential for healthcare practitioners to be conversant with how well their clients have understood the information provided and where necessary, to adjust theory means of communication so as to ensure effective transfer of information.

Therefore, providing Mrs Thompson with patient centred care can be greatly aided by good communication that is backed by the concepts of equality legislation and Berlo's communication theory.

Record keeping and administrative abilities

In the healthcare and social care sectors, having strong administrative abilities is crucial because it promotes services, user safety and continuity of care (Glasby, 2020). Healthcare personnel can evaluate the client's condition, communicate with other organisations and identify any threat by keeping a correct record. Poor record keeping is demonstrated by Mrs Thompson's problems with medicine shortages and increased confusion.

It is necessary to maintain an accurate and current record pertaining to the demonstration of medication and observations regarding any changes in Mrs Thompson's condition. This is crucial since maintaining thorough records make it simpler for medical professionals to see trends that will indicate whether more support or assessments of her treatment plan is required.

Bernard (2023) further argues that keeping good records is essential for professional practice since it ensures good standards of practice and eased decision making. Poor record keeping increases the probability of errors, which might adversely affect patients in need of health services.

Confidentiality is another element of administration. The healthcare professionals must ensure that all the information is confidential and that any sensitive information is revealed to the healthcare providers who are responsible for the care of the patient or to the family members of the patient with his or her permission. Confidentiality helps to establish mutual respect between the parties and healthcare professionals.

Regulations and procedures for processing, storing and sharing personal data in health and social care services are established under the Data Protection Act of 2018 (Data protection Act, 2018). The statute guarantees the safe processing, storage and sharing of all data while upholding each person's right to

privacy. Due to this all documents pertaining to Mrs Thompson must be security kept and only approved individuals may access them. However, there are situations when disclosing personal information is necessary to make sure that no one is in danger.

Furthermore, safeguarding is also a joint duty amongst all professionals. Good record keeping means that any issues can be highlighted and tracked over time, which will help to take any necessary measures. In the case of Mrs Thompsons, it is even more crucial because she might become vulnerable to neglect due to her age and dementia along with her difficulty in taking medications.

Working Together

In order to offer safe, coordinated care that is focused on the individual's needs, collaboration between professionals from different professions is essential in the health and social care sectors (Glasby and Dickinson, 2014). Proper information sharing, continuity of care and service delivery in accordance with the clients complicated demands are all results of a strong collaboration. Given Mrs Thompsons advanced age, moderate dementia and potential medication compliance, this case calls for a strong team effort.

A variety of professionals, including her general practitioner, community nurse and domiciliary care providers, help Mrs Thompson maintain her wealth. Whereas the community nurses watch out for her medical needs, the general practitioner is responsible for checking up on her health conditions and prescribing drugs. Domiciliary carers assist her in undertaking her daily chores and are the first professionals to identify any alterations in her health. To make sure that drugs are taken as prescribed chemists and her family may also become involved.

The Care Act 2014 emphasizes the value of cooperation between different organisations in promoting peoples safety and well being, as well as protecting vulnerable adults (Care Act,2014). Professionals may work together and take the appropriate action against any possible threats with the support of information sharing and communication. However, a number of problems,including poor communication, delayed information sharing and disagreements over professional objects, may have a detrimental effect on teamwork. Glasby & Dickinson (2014) state that effective communication and a person centred approach can reduce all of these changes.

In conclusion, it is necessary for a successful interagency collaboration so that Mrs Thomspin can get proper care which ensures safety and coordination. Good communication and teamwork among health care professionals will keep her independent and make her life more comfortable and peaceful.

Conclusion

To sum up, in order to deliver high quality person centred care, health and social care professionals must collaborate, communicate effectively and follow sound administrative procedures. Effective communication, governed by the Equality Act 2010, and the use of Berlo's communication model would guarantee that Mrs Thompsn particular requirements are satisfied and that she maintains her freedom and dignity. Furthermore, as they guarantee responsibility and safeguarding, proper record administration, confidentiality and compliance with the Data Protection Act of 2018 and the Care Act of 2014 can support the provision of high quality care. Last but not least, efficient collaboration between

social workers and health care providers will enable Mrs Thomspom to get integrated support that addresses her social, psychological and physical needs. Therefore, it can be concluded that the mix of professional cooperation. Administration and communication is crucial to guaranteeing positive results and safeguarding vulnerable individuals like Mrs Thomspkn from damage.

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