

Component 2- Case study

Introduction

Mrs Mann is a 72-year-old woman receiving community support after undergoing a hip replacement surgery. Throughout this report I am going to investigate three essential aspects of effective practice in health and social care. Mrs Mann has a team of healthcare professionals helping her such as her GP, domiciliary carers, and a physiotherapist. During this report I will go into detail on the importance of effective communication, strong administrative practice and collaborative multi-agency working which is highlighted in this case by Mrs Mann's lack of fluency in English as well as recent issues with documentation.

I will begin this essay by using the Equality Act 2010 and Berlo's communication model to show how inclusive communication with Mrs Mann and her family can be achieved. I then go on to explain the importance of correct record keeping and confidentiality backed by the Data Protection Act 2018. Finally, I will end the report by discussing strategies to resolve multi-agency conflicts while highlighting the need for professional collaboration. Overall, my aim is to show that safe, patient-centred care can be supported in real-world settings.

Effective communication

Importance of communication skills

Communication is defined as 'the act or process of using words, sounds, signs, or behaviour to express or exchange information or to express thoughts, feelings, etc, to another person' (Merriam-Webster, 2025). To support Mrs Mann, effective communication is essential due to English not being her first language. This means that she may face issues when trying to understand complex medical information. Effective communication helps promote trust, empathy, and clarity (iHasco, 2021); these are all central values when caring for older adults recovering from surgery.

To make sure that Mrs Mann understands her care instructions and feels comfortable asking questions her healthcare professionals must effectively communicate them with her. There are many ways they can do this, including: using clear and simple language, considering non-verbal cues, and keeping proper eye contact. By following these methods of communication trust will be built between Mrs Mann and her care team all whilst supporting her emotional wellbeing.

The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society (GOV UK, 2013). It ensures that individuals do not face discrimination

about age, disability, gender reassignment, marriage, pregnancy, race, religion, sex, and sexual orientation. Following the act, Mrs Mann's healthcare professionals may adjust whilst providing her care such as speaking slowly, offering translated information, or bringing in an interpreter to support her. This will ensure that Mrs Mann is fully aware and in control of decisions about her care and that she does not face a disadvantage due to her lack of fluency in English or her age.

Berlo's Model of Communication

Berlo's SMCR model is a simple form of describing communication using four components: Sender, Message, Channel, and Receiver. (Ben Janse, 2024). This model helps explain how professionals can communicate with Mrs Mann more effectively.

The **sender** is the individual who passes on the information (In this case, Mrs Mann's healthcare professionals). They are the start of the communication process. The carer must communicate the message clearly by using language and communication methods which meet Mrs Mann's needs.

The **message** is the information being given from the sender to receiver ie physiotherapy exercises, updates on medication etc. It is essential this information is correct, relevant, and easy for Mrs Mann to understand. Due to Mrs Mann's lack of fluency in English, the senders must ensure that they take the time to provide her with messages that she can properly understand.

The **channel** is the way the message is delivered. Due to Mrs Mann's limited english, verbal communication alone may not be enough. Therefore, her carers must provide other methods such as visual aids, translated materials or interpreters.

The **receiver (Mrs Mann)** is the individual who interprets the information. SMCR assumes that the receivers thinking patterns aligns with the senders. To check her understanding, Carers can ask Mrs Mann to repeat instructions in her own words or pay attention to her nonverbal cues.

Using Berlo's model in Mrs Mann's care helps prevent misunderstandings and promotes safer practice. It also points out where communication barriers may cause issues which is needed as seen by the recent medication delay caused by unclear information.

Importance of Administrative Skills

Good administrative skills promote safe and effective care. As shown in the case of Mrs Mann, inconsistent records caused a delay in the adjustments of her medication clearly showing how poor administrative practice can directly affect a patient's health and recovery.

Why we need to keep records:

Keeping records helps professionals keep track of changes in an individual's health as well as supporting decisions. Correct documentation helps professionals understand past health and helps them decide next steps to take. This is particularly important in Mrs Mann's case as there are many professionals involved in her recovery ie GPs, care workers, and physiotherapists. By having correct and up to date records, her key workers will know what care she is receiving in each sector.

Examples:

There are several types of records. Mrs Mann's health care professionals will keep multiple records for her- these are likely to include changes in her medication, communications with her family, pain levels, physiotherapy exercises etc. In order to reduce errors these notes should be written clearly and promptly.

Relevant Legislation:

The Data Protection Act 2018 'controls how your personal information is used by organisations, including businesses and government departments' (GOV UK, 2025). This ensures that data is always accurate, kept securely and only shared with professionals working on the case. This ensures that Mrs Mann's records are kept confidential and only shared with her health care workers such as her physiotherapist and GP.

Characteristics of good record keeping

Good records are 'timely, complete and accurate'(Ombudsman, 2022). Each report must accurately explain the events of each appointment to let other professionals know what care Mrs Mann has already received. Ensuring consistent and clear documentation will help prevent communication issues in the future and support safe and effective care for Mrs Mann.

Collaborative Working

Collaborative working is when health care professionals from various sectors work together to provide coordinated, person-centred care. In Mrs Mann's case, collaboration is essential between her GP, physiotherapist, and the domiciliary care team to support both her overall wellbeing and physical recovery.

Benefits:

Working collaboratively makes certain that information is shared promptly, care plans are consistent, and each professional understands their role. For example, the physiotherapist may recommend exercises that Mrs Mann's carers need to help her with, while her GP will focus on her medication and pain relief. When properly working collaboratively, Mrs Mann receives efficient, personalised, and integrated care.

Examples:

SBAR is a structured communication tool which can be used to support teamwork by effectively escalating clinical problems which require immediate attention. It works by allowing staff to communicate assertively, reducing vagueness and the need for repetition. (NHS, 2017). Mrs Mann's care workers are likely to report any changes or progress to her GP and physiotherapists to ensure correct adjustments are made.

Relevant Legislation:

The Care Act 2014 requires that 'local authorities and their relevant partners must collaborate and work together' (SAB Procedures, 2025). As well as this, The Health and Care Act 2022 was designed to enable a more joined up and collaborative system in order to better tailor services to meet the needs and preferences of individuals (NHS England, 2023).

Effective collaborative working ensures that Mrs Mann receives extensive support personalised to her needs by reducing errors and improving communication.

Conclusion

Within this report I have explored three crucial aspects of health and social care supporting them with Mrs Mann's case. I started by explaining how effective communication, supported by legislation such as the Equality Act 2010 and models like Berlo's SMCR, is essential for making sure that information is accessible for patients with language barriers. I then go on to discuss how strong administrative skills, including correct records and compliance with the Data Protection Act 2018, help keep patients safe. The collaborative working of professionals such as Mrs Mann's GP, domiciliary care team and physiotherapists ensures consistent support and promotes better health outcomes for those recovering from surgery. Overall, applying these principles helps ensure that Mrs Mann receives safe, person-centred, and well-coordinated care throughout her recovery.

References

Merriam-Webster (2025) Communication <https://www.merriam-webster.com/dictionary/communication>

iHasco(2021) What are the benefits of effective communication?
<https://www.ihasco.co.uk/blog/what-are-the-benefits-of-effective-communication-skills>

GOV UK (2013) Equality Act 2010: guidance <https://www.gov.uk/guidance/equality-act-2010-guidance>

Ben Janse (2024) David Berlo's SMCR Model of Communication explained
<https://www.toolshero.com/communication-methods/berlos-smcr-model-of-communication/>

GOV UK (2025) Data protection <https://www.gov.uk/data-protection>

Ombudsman (2022) Good Records Management Matters
<https://www.ombudsman.wales/wp-content/uploads/2022/01/Good-Records-Management-Matters.pdf>

NHS (2017) Safer Care. SBAR. Implementation and Training Guide
<https://www.england.nhs.uk/improvement-hub/wp-content/uploads/sites/44/2017/11/SBAR-Implementation-and-Training-Guide.pdf>

NHS England (2023) Working in partnership with people and communities: Statutory guidance <https://www.england.nhs.uk/long-read/working-in-partnership-with-people-and-communities-statutory-guidance/>

SAB Procedures (2025) 2.5 Integration, Cooperation and Partnerships
<https://www.llradultsafeguarding.co.uk/integration-cooperation-and-partnerships/>