

Name – Mandeep kaur

Student number – 2432909

Module – introduction to Health and social care LCHS4003

Lecturer – Helen parsons

Assignment component 2 – written Assignment (Mrs Mann case study)

Component 2: case study report Mrs Mann

Introduction

This report provides a critical analysis of the healthcare and social support provided to Mrs Mann a 72-year-old woman recovering from hip replacement surgery. Mrs Mann's case is multi faced involving post operative rehabilitation significant language barrier as an Urdu speaker and a complex network of care involving a domiciliary agency, a GP and a community physiotherapist. The primary objective of this report is to evaluate a fundamental roles of effective communication, professional administrative standards and multi-agency collaboration in ensuring service user safety.by exam examining a recent failure in medication adjustment and documentation this report will illustrate how the application of equality act 2010 and the data protection act 2018 is essential for preventing clinical errors and upholding the dignity and rights of the individual within the UK health and social care system.

1. The importance of effective communication

In Mrs Mann's Case. Speaking and listening well is the most important part of her recovery. Because Mrs Mann speaks or does and only a little bit of English the staff must follow the Equality Act 2010. This law says that healthcare workers must help people who have language barriers, so they get the same fair treatment as everyone else. if the staff only speaks English to her, she might not understand how to move her hip or how to stay safe.

We can look at a communication model called Berol's SMCR. This model shows that if the message is in English, but the receiver only understands Urdu the communication fails. While her daughter can help translate it is better to use professional translator sometimes so there are no mistakes with medical words. Using a family member can be hard because the daughter might feel stressed or might not know the right medical terms to tell her mother.

Also, the care act 2014 says we must care about Mrs Mann's well-being she will only feel good if she knows what is happening with her body. The staff should use active listening and ask her to show them that she understands the instructions. this is cool the teach back method if the care worker explains how to walk with a frame and Mrs Mann shows them, she can do it, she will feel respected and safe in her own house.

2. Administrative skills and record keeping

This case studies shows that there were mistakes in Mrs Mann's paperwork. This led her not getting her medication on time. in a job like this writing things down correctly is that legal rule. The data protection act 2018 says that all patient information must be correct and kept

safe. If a doctor changes a medication but no one writes it in that care book the care workers might give the wrong dose. This is a big risk for an elderly person.

There are also the Caldicott principles which says that sharing information is just as important as keeping it private the staff must write notes at the exact time, they give care. This is called being contemporaneous if the notes are messy or missing the physiotherapist and the GP won't know how Mrs Mann is doing. if everyone writes clear notes, there is a paper trail that shows exactly what happened during every visit.

Good record keeping is a 'safety net'. Make sure that every person in the care team knows exactly what Mrs Mann needs. For example, if she has a high fever in the morning the afternoon Worker needs to see that in the note so they can check on her again. Without good records the care is fragmented which means the different workers don't know what the others are doing. Writing clearly ensures Mrs Mann stay safe and stay out of the hospital.

3. Collaborative and multi-agency working

To help Mrs Mann get better, people must work together. This includes her GP, the physiotherapist, the care workers, and her family. This is called multi agency working. The biggest problem happens when these people do not talk to each other. This is likely why her medication was delayed. The doctor knew about the change, but that care agency was still using the old information. This is very dangerous.

To fix this, the team should use a key Worker. This is one person who make sure everyone has the same information. They also use a tool called SBAR situation background assessment recommendation. This is a simple force that way for a care worker to give a clear update to a doctor or a nurse. And make sure that most important information is told 1st.using a digital system where everyone can see the same notes at the same time would also help prevent mistakes.

One different agency works as one team, Mrs Mann gets better care. this is called integrated care it means the hospital the GP and the home careers all have the same goal. They should have regular meeting to talk about Mrs Mann progress. Collaboration means putting the patient first and making sure no information is messed between different Offices. If the team works well together, Mrs Mann will be able to walk again and look after herself much sooner.

Conclusion

To sum up Mrs Mann needs three things to recover well clear communication, harness record-keeping, and teamwork. by following the equality act for her language needs and the data protection act for her records, the staff can keep her safe. The recent mistakes with her medicine shows that the system needs to be more careful with paperwork. When the GP, the therapist, and the carers Work together as a partnership, Mrs Mann has the best chance to be healthy and independent again.

Reference

- Beveridge, W. (1942). Social Insurance and Allied Services. London: HMSO.
- Care Quality Commission (CQC). (2023). The state of health care and adult social care in England 2022/23. [Online]. Available at: www.cqc.org.uk
- Department of Health and Social Care. (2014). Care Act 2014. London: The Stationery Office.
- Equality Act 2010. (c.15). London: The Stationery Office.
- Information Commissioner's Office (ICO). (2018). Guide to the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. [Online]. Available at: www.ico.org.uk
- Thompson, N. (2018). Effective Communication: A Guide for the People Professions. 3rd end. London: Palgrave Macmillan.

