



**Student name:** Sultana Rumi

**Student ID:** 2434775

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**Lecturer name:** Brian Mashumba

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### Introduction of Mrs Mann's Case Study:

This case study addresses the care of Mrs Mann, a service user with complex healthcare needs, highlighting the importance of health and safety regulations. Mrs Mann's case is significant because it involves input from multiple professionals across health and social care services, requiring coordinated working to prevent incomplete care and risks to her overall wellbeing. The aim of the report is to explore key aspects of professional practice within the context of Mrs Mann's care, including effective communication, good administrative skills and collaborative working. Hence, how policies, legislations and professional models guide practice and support exceptional care. Some of the main issues are the potential impact of poor communication, inadequate record keeping and ineffective multi-agency working on Mrs Mann's safety, dignity and involvement in care decisions. The report is structured to first examine communication, then administrative practice and data protection, and lastly collaborative working within MDT, demonstrating how these elements contribute to improved care outcomes.

### The Importance of Effective Communication:

Mrs Mann's Care explains the importance of effective communication within service users and their family members. Some of the ways healthcare professionals show communication is by gathering information to create care plans for an individual, as well as providing the correct support. Communication promotes 'trust, dignity and respect', on the other hand, can be misleading when it comes to 'decision-making and risk to safety' (Arnold and Boggs, 2020). Therefore, when supporting Mrs Mann and her family, communication should be considered.

In relation to Mrs Manns situation, healthcare professionals need to consider her personal needs, abilities, and preferences. Ways in which the healthcare professionals can consider is being clear when communicating, avoiding unnecessary information, ensuring that everything can be understood. Furthermore, allowing time for questions she might have, making her feel safe and respected. Active listening, ensures that Mrs Mann is being heard, addressing any of her concerns, highlighting empathy. If Mrs Mann experiences communication challenges, for example, hearing problems or language differences, adjustments should be made, such as visual aids, key information, and support services, this ensures that she is getting the correct care treatment she needs. (NHS England, 2023).

Additionally, Mrs Mann's family members will have significant aspects in her life. Family members tend to provide active support towards an individual because they are known to have more knowledge on an individual needs, background, history, etc. Consistency and

honesty are two main communication skills used to strengthen trust within care services (Bach and Grant, 2015). However, professionals are only allowed to share confidential information with Mrs Mann's consent. Family involvement supports the contributions to individual's needs, through open dialogue.

The Equality Act 2010 main job is to 'protect individuals from discrimination and promote equal access to services' and protect the characteristics like 'age, disability, race, and religion'. Linking this with Mrs Mann's care, care professionals' legality is to prevent disasters from becoming communication barriers. This tells us that if communication is used correctly, that this could support the equality and upholding of Mrs Mann's rights to dignity and fairness.

One communication model is Egan's SOLER Model, which relates to Mrs Mann's Care Case. This is shown through non-verbal communication and active listening. The model involves maintaining an open posture, and appropriate eye contact towards the individual, stated by (Egan, 2014). By strengthening a healthy relationship with Mrs Mann and her family with the healthcare professionals, this shows an understanding of sympathy within the model. Ultimately, by using communication strategies, such as having family members engage, acknowledging how the Equality Act 2010 and the Egan's SOLER Model relate to Mrs Mann's Case study, as well as understanding how communication is caring outcomes comes into play.

The Importance of Administrative skills:

The importance of good administrative skills within professional practice within Mrs Mann's care explains the fundamental ability into delivering effective health and safety care for Mrs Mann. Tasks like; record keeping and scheduling are significant, as they help healthcare professionals make informed decision-making skills, as well as reducing errors, and promoting accountability. This leads to better health and overall safety for Mrs Mann's (Griffiths and Tegnah, 2020). (Gagan, 2010)

Mrs Mann's care relies on good administrative skills. Keeping accurate records and scheduling are beneficial for her overall health and wellbeing. This will then help support healthcare professionals to make informed decisions, reduce mistakes, and be accountable. Proper record keeping ensures everyone involved has the right information at the right time. This includes things like assessment, care plans, and medication. Medication has rules within itself, for example, having it on time, the correct amount of dosage, and keeping track

of how often you are meant to have it for. Clear records help understand Mrs Mann's needs and changes, supporting consistent and safe care. If not kept confidential this can lead to serious problems. 'Laws and policies also emphasise the importance of accurate records' in healthcare (Dowie and Griffith, 2019).

Record keeping highlights a significant importance through legislations and policies. The Health and Social Care 2008 tell us that when completing records for each service user, the Care quality Commission (CQC), Fundamental Standards emphasises effective record management (CQC, 2023). Additionally, healthcare professionals 'code of conduct' such as the NMC (Nursing and Midwifery Council) Code, states that the professionals must keep information confidential, accurate and clear records as part of their safety and ethical practice (NMC, n.d.).

Some of the principles of the data protection complies with Mrs Mann's care. Mrs Mann's personal information must be handled with strict confidentiality. This entails ensuring accuracy, security, and privacy. Access should be limited to authorised personal only, with not additional information disclosed without explicit consent. Confidentiality is useful for maintaining trust and dignity. Moreover, securing storage of records, whether electronic or paper based, it is mandatory. Mrs Mann's rights regarding her personal data perfectly demonstrates through Data Protection Act, 2018. (Phythian and Kirby, 2025)

When it comes to trusting Mrs Mann with treating her with respect, confidentiality plays a big part. Staff and healthcare workers must keep her records safe, whether they're electronic or on paper, and share information carefully during handovers or referrals. Mrs Mann's can also see her personal data and ask us to correct any mistakes, as said from the data protection act 2018. To sum up everything that has been stated so far, good administrative skills will help keep Mrs Mann's safe, this is through accurate record keeping, along with the Data protection Act 2018 and through other legislations. (Phythian and Kirby, 2025).

Importance of working collaboratively with other professionals:

Mrs Mann's wellbeing relies on teamwork. The GP, physiotherapist, care worker, her daughter, and interpreter all contribute towards this. All healthcare services work together to ensure Mrs Mann receives comprehensive care, addressing her physical, medical and social needs. This will then help to prevent any mistakes and ensuring that everyone is on the same page (Reeves et al., 2017). For instance, the GP manages her medical needs, the physiotherapist will help with her movement, her care worker will support her daily and report any changes with Mrs Mann's condition, her daughter can also act as an interpreter on behalf of her mum but she could act bias or misinterpret, additionally another interpreter would be beneficial as they legally cannot be bias and must provide accurate information.

Multidisciplinary teams (MDT) can be made through shared electronically through a patients care record, documenting their care plan. These support plans ensures that the healthcare professionals work together, reflecting on the positive and negative outcomes of Mrs Mann's case (NHS England, 2019). This also promotes person-centred care for Mrs Mann, encouraging professionals to be accountable (World Health Organisation, 2016). Also, understanding how further teamwork can strengthens one's trust (Barr et al., n.d.). Working together across different groups is important but can be difficult. Sometimes, it is hard to communicate, people aren't sure what exactly should be done, as well as everyone has different priorities. These challenges can lead to delays in support for Mrs Mann (Reeves et al., 2017). Ways to overcome this can be, being in coordination and taking leadership. Assigning a care worker can improve many skills, for example understand their roles and have a main person to talk to (NHS England, 2019). Training can also support effective communication. Overall, teamwork is significant when it comes to helping Mrs Mann. By talking openly, focusing on what she needs and how to input that alongside the challenges.

## Conclusion

In conclusion, this report has demonstrated the importance of effective professional practice in a health and safety manner for Mrs Mann. Effective communication is beneficial for understanding her individual needs, and maintaining trust, dignity, and respect. Good administrative skills, including accurate record keeping and linking this to the Data Protection Act 2018, are fundamental in promoting continuity of care, confidentiality and ensuring accountability within practice. Furthermore, collaborative working between professionals such as the GP, physiotherapist, care workers, and interpreters is important in providing holistic care, reducing the risk of fragmented services and unmet needs. Policies and legislations, and professional standards underpin all aspects of care delivery, guiding professionals to act ethically, lawfully and in Mrs Mann's best interests. Overall, the report highlights that integrating effective communication, sound administration and multi-agency collaboration is key to improving care quality, safety and outcomes for Mrs Mann.

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