

Introduction to Health and Social Care

LCHS4003

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Module Code and title: LCHS4003 Introduction to Health and Social care

Assignment title: Written assignment- Case study: Mrs. Mann

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1. Introduction

Mrs. Mann's case presents a complex scenario highlighting the crucial role of effective communication and administrative skills in healthcare. As a service user with specific communication needs, ensuring Mrs. Mann's well-being requires a multifaceted approach to communication that prioritizes clear, respectful, and culturally sensitive interactions. This report will explore the significance of effective communication, particularly in engaging with Mrs. Mann and her daughter, whilst adhering to the core principles of the Equality Act 2010. Furthermore, it will examine the significance of effective administrative skills in professional practice, emphasizing how meticulous documentation and organizational strategies enhance the delivery of safe and coordinated care. By examining these key aspects, this report aims to provide insights into enhancing the quality of care provided to Mrs. Mann and individuals with similar needs.

2. Importance of effective communication

Effective communication is a principal skill within healthcare according to (Dougherty and Lister, 2011) Effective communication skills are essential within nursing and are often seen as one of the main skills necessary for nurses to support patients and their families and especially in regard to Mrs. Mann , as someone whose first language isn't English she already has a great communication barrier so her ability to communicate effectively with healthcare providers is essential for ensuring her needs are met with respect, understanding and cultural sensitivity. 'Nordenfelt discusses 'dignity of identity' (2009, p. xiii). This type of dignity underpins respect for human rights and relates to the value or worth people have purely on the basis of their being human and regardless of ethnicity, social class, gender or sexual orientation.' All professionals who meet Mrs. Mann should ensure to remember all human rights and how every person is worth just because they are human no matter of any race, religion or how much money someone has. Mrs. Mann has barriers such as different language and cultural differences, has the need for a person-centered approach within a care plan highlighting the need for adapted approaches that consider her individual circumstances and cultural background.

The importance of effectively communicating with Mrs. Mann, healthcare professionals must embrace a person-centered approach that includes active listening, empathy, and cultural sensitivity. Given potential communication barriers such adjustments as employing staff who speak or understand Urdu could be of massive impact on a bridge of communication gaps, also incorporating visual aids such as pictures, and also other ways of communication e.g. nonverbal communication like body language and facial expressions can significantly improve communication as it can build trust and using a warm open posture will ensure safety, Communication is indispensable for forming and managing relationships (White, 2021, p.3) as it is essential Mrs. Mann feels heard , understood and respected throughout the communication process.

Using a structured model of communication would be suitable to make communication logical, clear, and understanding. Berlo's (1960) model of communication can help communicate better with Mrs. Mann by providing a structured framework to analyze and address potential barriers in the communication process, understanding this strategy and the healthcare professionals can adapt their communication strategies to overcome these barriers and provide effective, patient centered care. This approach helps ensure that Mrs. Mann who doesn't speak English receives the information she needs to make informed decisions about her care

Furthermore, engaging with Mrs. Mann family members is essential, as they can provide crucial insights into her history, her likes and dislikes, and cultural preferences. Mrs. Mann daughter can act as an advocate, interpreters and sources of emotional support for Mrs. Mann, helping to

harmonize communication gaps and ensure her needs are adequately expressed to health care providers.

2. Discuss the importance of good administrative skills within professional practice.

Good administrative skills are essential in professional practice especially when in the contexts of Mrs. Mann as they ensure efficient, safe and ethical care delivery. Effective administrative practices support the coordination of care, accurate record keeping, and compliance with legal requirements.

Record keeping is the foundation of good administrative practice. Accurate and comprehensive records give an informative history of Mrs. Manns' health status, previous or upcoming treatment and any communication with any health care professional. These records enable continuity of care, enabling all members of the healthcare team to compel informed decisions based on a clear understanding of her needs and progress. Well maintained records also are essential for monitoring the effectiveness of interventions and identifying any potential risks or complications. Record keeping takes place in a complex H & SC system in the context of what is expected in wider society. Mind you, sometimes, case recordings can be viewed as a “bureaucratic distraction” (Hoyle, et al, 2019, p.1857)

Under the Data Protection Act 2018 rules the processing of personal data including health information and is relevant to Mrs. Manns' care. The act is based of several key principles that must be adhered to; according to (legislation.gov.uk 2018) requirement that processing be lawful and fair, requirement that purposes of processing be specified, explicit and legitimate, requirement that personal data be adequate, relevant and not excessive, requirement that personal data be accurate and kept up to date, requirement that personal data be kept for no longer than is necessary and requirement that personal data be processed in a secure manner. In practical terms this means that Mrs. Manns data must be processed lawfully, fairly and transparently, with her informed consent where necessary. The data collected should be limited to what is necessary for the purpose of providing care, and it must be accurate and up to date. Data should be stored securely and only kept for as long as necessary, without this then Mrs. Mann sensitive information in the wrong hands could have a devastating impact on Mrs. Manns care quality. Strong security measures, both physical and digital, are essential to prevent unauthorized access and protect her confidentiality. It is a legal obligation. By adhering to the data protection act and relevant policy frameworks, it is compliant with the law and Mrs. Manns' wellbeing. Good administrative skills therefore are not just about efficiency they are about

upholding ethical standards and ensuring that Mrs. Mann receives the safe, respectful and person-centered care she deserves.

In accordance with Mrs. Mann her GP, care company and physiotherapist should continue to update their files and keep in accordance with one another so that the progress of Mrs. Mann recovery can be tracked and her care needs can change accordingly.

Lastly, the standard of such records and their usefulness is just as important as it shows that a good quality of care is being performed. According to (National Data Guardian 2020) Good information sharing is essential for providing safe and effective care. There are principles that are applied when it comes to information sharing within healthcare. These principles are called the Caldicott Principles which are eight guidelines for care staff to follow a standard of uniformity and for any information to be leaked. Regular reviewing and auditing of the documents that are being stored and shared will help ensure all policies are being followed, and mistakes will also be easily noticed and rectified.

4. Discuss the importance of working collaboratively with other professionals.

In the circumstances of Mrs. Mann recovery it is very important for multiple healthcare professionals to work together with each other to ensure the best outcome for her future. The collaborative work between the professionals ensures that Mrs. Mann is supported in all areas, physically, mentally, and emotionally. The GP role is to ensure that all her medications are properly prescribed, and pain is managed and continue to monitor to ensure no complications occur. The physiotherapist is crucial after a hip replacement as it ensures the patient is introduced to gentle exercise to encourage flexibility and strengthen the hip to ensure a full recovery and eventually improve mobility. The care service is essential to ensure Mrs. Mann is to provide physical, emotional and practical support to ensure that she is safe and is living at an appropriate quality of life, they are also essential in helping her regain confidence in living by herself. Collaboration in health care has been shown to improve patient outcomes such as reducing preventable adverse drug reactions, decreasing morbidity and mortality rates, and optimizing medication dosages. (Can Pharm J (Ott) 2015).

A common challenge on multi agency collaboratively working is that different healthcare providers could have limited resources due to funding or long waiting lists especially waiting for a physiotherapist, this can affect the recovery as pain can be worsened and mobility is being reduced which overall declines a person's quality of life and ability to recover and increase the risks of complications after the surgery. Measures can be taken by Mrs. Mann to ensure her recovery is in accordance with plan, the care company and GP can work collaboratively to

ensure that her pain is managed and can plan a gentle exercise plan and ensure her health is prioritized, ensure she is eating and drinking plenty, to keep up body's strength, document and report any changes or concerns. Partnership and working together enhances the recovery and ensure that collectively Mrs. Mann is being supported, and all her needs are met through teamwork.

5. Conclusion

To conclude, administrative skills are fundamental to the quality of healthcare provided to people like Mrs. Mann; these skills ensure that effective communication, accurate record keeping and adherence to legal and ethical standards are all met. The data protection act plays a vital role in protecting patient privacy and data security.

Effective communication helps healthcare professionals provide better patient care, maintain trust, and uphold the rights and dignity of their patients. By prioritizing these skills, the healthcare system becomes more compassionate and efficient.

Collaboratively with all her health professionals will ensure that Mrs. Mann has the best chance of recovery and contributes to her mental wellbeing, her physical development, and the outcome of her rehabilitation.

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