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1. Introduction

Mrs Thompson is an 84-year-old woman who has recently been discharged from hospital after being treated for pneumonia. She lives alone in sheltered housing and receives domiciliary care twice a day. Although this support helps her stay in her own home, there are some clear concerns about her safety and wellbeing. She has mild dementia, sometimes forgets to take her medication, and recently missed two days of tablets, which led to increased confusion. Another concern was raised when she was found outside in cold weather without appropriate clothing. These incidents suggest that Mrs Thompson may now need closer monitoring and more joined-up care. This report will discuss the importance of communication, administrative skills, and collaborative working in relation to her care (NICE, 2009; SCIE, 2023).

2. Importance of effective communication

Effective communication is very important in Mrs Thompson's care because her dementia may affect how well she understands information and remembers instructions. If staff speak too quickly or give too much information at once, she may become confused or forget what has been said. For this reason, carers should use clear and simple language, speak slowly, and check understanding during conversations. This is especially important when supporting her with medication, because poor communication could increase the risk of missed doses and further confusion (NICE, 2009).

Communication should always be respectful and person-centred. Even though Mrs Thompson has mild dementia, she should still be involved in decisions about her care as much as possible. Giving her time to respond, listening carefully, and explaining things in a calm way can help her feel valued and supported. Good communication can also reduce anxiety and build trust between Mrs Thompson and the staff caring for her.

Communication with family members is also important. Family members may be able to give useful information about Mrs Thompson's normal routine, her preferences, and any changes they have noticed in her behaviour. This can help professionals understand whether her confusion is becoming worse or whether there are patterns in her missed medication. However, information should still be shared in an appropriate and professional way, with respect for confidentiality.

The Equality Act 2010 is relevant in this case because it protects people from discrimination, including discrimination linked to age and disability. This means Mrs Thompson should not be treated unfairly because she is older or because she has dementia. Staff should not speak down to her or assume she cannot take part in decisions. Instead, they should make reasonable adjustments to communication so that she can understand information and express her views as much as possible (GOV.UK, 2026).

A useful communication model for this case is the transactional model. This model explains that communication is a two-way process. It is not only about what the worker says, but also about how the other person responds. In Mrs Thompson's case, staff need to notice her facial expressions, body language, and signs of confusion. If she seems unsure, they may need to repeat information or explain it in a different way. This model is helpful because it shows that communication can be affected by barriers such as confusion, anxiety, background noise, or illness.

The Accessible Information Standard is also relevant because it says health and adult social care services should make sure people can access and understand information and get the communication support they need. In Mrs Thompson's case, this supports the idea that information should be given in a way that matches her level of understanding and helps her stay involved in her care.

Overall, good communication can improve Mrs Thompson's safety, support her dignity, and help prevent further incidents. It also makes it easier for staff and family to work together and respond early when there are signs that her needs are changing.

3. Importance of good administrative skills

Good administrative skills are a very important part of professional practice in Mrs Thompson's care. In health and social care, administration includes record keeping, writing incident reports, updating care plans, and passing on information to the right people. These tasks help professionals provide safe and organised care. In this case, strong administration is important because there have already been concerns about missed medication, confusion, and safety.

Record keeping should be clear, factual, and completed as soon as possible. If Mrs Thompson misses medication, becomes more confused, or is found in an unsafe situation, this should be written down accurately. Records should include what happened, when it

happened, what action was taken, and who was informed. This helps other professionals understand the situation and decide what support or review is needed. Good records can also show whether there is a pattern of decline or increased risk over time (CQC, 2019).

The incident where Mrs Thompson missed two days of medication shows why accurate records matter. Because this was recorded through the service's incident process, it created evidence for a medication review. Without clear documentation, the seriousness of the issue might not have been recognised. The same applies to the incident where she was found outside without suitable clothing. Recording this properly is important because the case is now under review by the local council.

The Data Protection Act 2018 is also important in professional practice because staff are dealing with sensitive information about Mrs Thompson's health, medication, and daily support needs. This information must be stored securely and only shared with people who have a valid reason to access it. Staff should make sure that confidential information is not discussed carelessly or left where others can see it (UK Government, 2018).

At the same time, confidentiality must be balanced with safeguarding. If professionals are worried that Mrs Thompson may be at risk, then relevant information may need to be shared with other professionals involved in her care. SCIE guidance supports information sharing when it is needed to protect an adult at risk. In this case, sharing concerns with the GP, community nurse, or local authority may be necessary to make sure Mrs Thompson is safe and properly supported (SCIE, 2023).

Administrative skills also include keeping care plans up to date. After these incidents, Mrs Thompson's care plan may need to be reviewed to include stronger medication prompts, monitoring of confusion, and clearer instructions for staff about when to report concerns. This is important because administration is not only about recording the past. It also helps professionals plan future care and reduce the chance of further problems.

Relevant guidance supports this. NICE highlights the importance of supporting medicines adherence, and CQC identifies medicines management as a common area of risk in health and social care. This shows that good administration is closely linked to patient safety and quality of care (NICE, 2009; CQC, 2019).

Overall, good administrative practice helps protect Mrs Thompson by making sure important information is recorded, stored properly, and acted on. It also helps professionals remain accountable and provide more consistent care.

4. Importance of working collaboratively

Working collaboratively with other professionals is essential in Mrs Thompson's care because she has needs that cannot be met by one person or one service alone. Her care may involve the GP, community nurse, domiciliary carers, pharmacist, and local authority staff. Each professional has a different role, so it is important that they work together and share relevant information.

Domiciliary carers may be the first people to notice changes in Mrs Thompson's behaviour because they see her regularly. The GP may review her medication, while the community nurse may monitor her recovery after pneumonia and observe changes in her physical or mental health. Local authority professionals may need to review any safeguarding concerns. If these services do not communicate properly, important information could be missed and Mrs Thompson's needs may not be fully understood.

One way to support effective collaboration is through clear communication, regular updates, and shared records. Professionals should know who is responsible for what and should pass on concerns quickly. NICE states that people with complex needs should know who is coordinating their care, which is important in cases like this where several services are involved (NICE, 2017).

There are also challenges in multi-agency working. These can include poor communication, unclear roles, delays in sharing information, and different working practices between services. These problems can be reduced by keeping accurate records, having clear care plans, and making sure everyone understands their responsibilities. When professionals work well together, care becomes safer, more organised, and more person-centred (SCIE, 2023).

5. Conclusion

In conclusion, Mrs Thompson's case shows why communication, administrative skills, and collaborative working are all essential in health and social care. Because of her mild dementia, missed medication, and recent safety concerns, she needs support that is clear, well organised, and closely monitored. Good communication helps her understand her care

and remain involved in decisions, while good administrative practice ensures that concerns are recorded and acted on properly.

Collaborative working is just as important because several professionals are involved in her care. When they communicate well, share information appropriately, and work towards the same goals, Mrs Thompson is more likely to receive safe and effective support. Overall, these professional skills are important for protecting her dignity, wellbeing, and independence (NICE, 2017; SCIE, 2023).

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