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Case Study: Mrs Mann

Introduction

Good communication, strong administrative skills, and effective teamwork are essential in health and social care. These skills help ensure that care is safe, person-centred, and well coordinated. This is especially important for older adults with complex needs, such as Mrs Mann, a 72-year-old woman recovering from hip surgery. She has limited English and relies on support from her daughter, several care workers, her GP, and a physiotherapist. Recent problems in her care, including poor record keeping and a delay in adjusting her medication, highlight why these areas matter.

This report discusses three key aspects of care in relation to Mrs Mann's situation:

1. The importance of effective communication
2. The need for good administrative and record-keeping skills
3. The value of working collaboratively with other professionals

Relevant legislation, policies, and academic evidence are used to show how these practices help improve Mrs Mann's safety, wellbeing, and overall care experience.

Importance of Effective Communication

in Mrs Mann's Care

Effective communication is essential in ensuring that Mrs Mann receives safe and person-centred care. As her first language is Urdu and she has limited English, there is a high risk that she may misunderstand important information. Language barriers can affect her ability to express her needs, understand instructions, and make informed decisions, which may lead to unsafe or inappropriate care (NHS England, 2022).

The Equality Act 2010 requires services to remove barriers to communication and promote equal access for all people, including those who do not speak English fluently (UK Government, 2010). This means that care workers must adapt their communication methods to support Mrs Mann's needs. Using simple language, speaking slowly, checking understanding, and avoiding complex medical terms can all help make communication clearer.

A helpful approach is the “teach-back” method, where staff ask the service user to repeat information in their own words. This helps confirm that Mrs Mann understands what has been explained to her (Kornburger et al., 2013).

Mrs Mann often relies on her daughter to help interpret. While family members can provide useful emotional and cultural support, research shows that depending on relatives for interpreting can sometimes cause problems, such as misinterpretation, withholding information, or added family pressure (Flores, 2005). To ensure accuracy

and protect confidentiality, it is best practice to use professional interpreters, especially for important conversations about medication, treatment, or consent.

Using a recognised communication model, such as the Calgary-Cambridge model, can help staff structure conversations more effectively. This model encourages building rapport, gathering information, and checking the patient's understanding in a clear and respectful way (Silverman et al., 2013). Applying this model would help ensure that Mrs Mann feels listened to and respected.

Good communication within the care team is equally important. The delay in adjusting Mrs Mann's medication shows that information was not properly shared. Miscommunication between services can lead to serious harm, especially for older adults who take multiple medications (World Health Organisation, 2017). Consistent handovers, accurate documentation, and timely updates between the physiotherapist, GP, and care agency would help prevent future errors.

Overall, using clear, culturally sensitive communication and reliable interpreting services would support Mrs Mann's independence, safety, and dignity.

Importance of Good Administrative Skills and Record Keeping

Good administrative skills are essential in ensuring safe, effective, and accountable practice in health and social care. In Mrs Mann's case, concerns were raised about inconsistent documentation in her care records, which contributed to a delayed

medication adjustment. Inaccurate or incomplete records increase the risk of mistakes, especially when several professionals are involved in providing care.

Record keeping is a professional requirement and is supported by legislation, including the Data Protection Act 2018. This Act states that information must be accurate, up to date, and stored securely (Information Commissioner's Office, 2018). In health and social care, accurate records help provide a clear picture of a person's needs, progress, and any changes that require attention.

Good record keeping should include details such as:

- Tasks completed
- The person's condition and any changes
- Medication given
- Communication with other professionals
- Any incidents or concerns

When information is missing or unclear, it can lead to poor decision-making. For example, if Mrs Mann's medication changes are not recorded correctly, care workers may continue following an outdated care plan, putting her at risk of harm.

Administrative skills also include organising information, managing time, and following agency policies. Care workers must ensure that all entries are legible, factual, and completed promptly. The NMC Code (2018) and HCPC Standards of Conduct (2016) both emphasise the importance of keeping clear and complete records.

Digital systems can support good administration by making information easier to access and share. However, staff must still follow confidentiality rules and only share information with those directly involved in the person's care, in line with GDPR (ICO, 2018).

Good administrative practice also helps with accountability. If mistakes occur, well-kept records make it easier to identify what happened and how to prevent similar issues in the future. In Mrs Mann's situation, the internal review highlights the importance of learning from errors and improving documentation practices.

Overall, strong administrative skills and accurate record keeping are essential elements of safe, coordinated, and high-quality care.

Importance of Collaborative Working in Mrs Mann's Care

Mrs Mann's care involves several professionals: care workers, a physiotherapist, her GP, and her daughter. When more than one service is involved, effective collaboration is essential to ensure that care is coordinated and that everyone has the same understanding of her needs.

Good multi-agency working helps avoid duplication, delays, and misunderstandings (SCIE, 2022). The delayed medication adjustment in Mrs Mann's care shows the consequences of poor communication between agencies. Regular information

sharing, joint reviews, and clear handover processes would help prevent similar issues.

One approach that supports collaboration is using shared care plans. These help make sure that all professionals understand their role and know what others are doing. Another helpful strategy is holding multidisciplinary meetings, either in person or online, to discuss progress and address concerns.

Respectful relationships between professionals are important. Each person, from the care worker to the GP, brings different but equally important knowledge. Good teamwork relies on mutual respect, clear communication, and a shared focus on the individual's wellbeing (Glasby & Dickinson, 2014).

Collaboration with family members is also valuable. Mrs Mann's daughter provides cultural insight and language support. However, professionals must balance family input with the need for confidentiality and the use of qualified interpreters.

Overall, effective collaborative working ensures that Mrs Mann receives consistent, safe, and well-coordinated care that supports her recovery.

Conclusion

Mrs Mann's situation highlights the importance of communication, administrative practice, and collaborative working in health and social care. Her language needs show why clear, culturally sensitive communication and appropriate interpreting

services are essential. The concerns raised about her documentation demonstrate the risks associated with poor record keeping and underline the importance of accurate, timely, and legally compliant administrative work. Finally, the involvement of multiple professionals shows why strong teamwork and information sharing are necessary to provide coordinated care and prevent avoidable errors.

By applying relevant legislation, following professional standards, and using evidence-based practice, care workers can better support people like Mrs Mann. Ensuring good communication, effective administration, and strong collaboration not only improves safety but also promotes dignity, independence, and high-quality person-centred care.

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