

Module title- Introduction to Health and
Social care

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Introduction-

In this report I will be discussing and exploring how different teams within the healthcare system are able to collaborate and work together using effective communication skills, record keeping and administrative skills to provide the most effective and efficient care. By exploring these key aspects, I will be able to show how this will provide the best care for patients and all those involved with them such as their carers. In this report I will be focusing on our case study of Mrs Mann who is a 72yr old women whose first language is Urdu, so she often gets her daughter to interpret for her. She recently came out of hospital due to a hip replacement, because of this she receives visits from a domiciliary agency and a physiotherapist twice a day to help with her daily needs as she lives alone. Inconsistent documentation and miscommunication have led to some issues with her medication adjustments which is now being reviewed. In this report I will focus on the core principles of the Equality Act 2010 and the Berlow Model 1960.

Effective Communication-

As there are various healthcare professionals working together in Mrs Mann's care it is essential that they work in collaboration with each other and communicate effectively to provide the most optimal care. In my report I will be looking at the model of Berlo (1960) which will help in communicating and how the professionals are able to provide clear messages to Mrs Mann and within the healthcare team to provide solutions to her issues and her day-to-day care. Berlo's model includes four sections- The Sender (e.g. the professional that is providing the care such as her carer that visits her daily, The Message (e.g. the piece of info that needs to be sent across in terms of her care for instance telling Mrs Mann to take her medication, The Channel (what is used to send that message for example an email or a small note) and The Receiver (who will be receiving the message, in our case Mrs Mann)

In my opinion Berlo's model is an effective communication model as it provides the opportunity for the receiver to respond, ask questions and provide feedback to the sender; they can speak on issues they may feel need addressing or if they feel as though they need clarification

Mrs Mann also is mainly Urdu speaking and struggles with her English, she is one of the many who struggle with their English and have difficulties '1 million people in the UK are unable to speak English well, or at all.' NHS (2025) In many situations she may feel that she is not able to communicate her needs when her daughter who acts as her interpreter isn't available. As her daughter doesn't live with her there may be many situations where she is not able to speak on her behalf, such as when the carers come

for their daily visits. For instance, if her carers leave her a note or something to let her know that she needs to take her medication she may not be able to understand it fully e.g. not reading what time it needs to be taken, or what it needs to be taken with. For this the care team will need to ensure all the care provided to her is fitting to what she will understand, they may feel that it is fitting to send out carers that are also able to communicate with her and at her appointments they will have to ensure there is an interpreter available if her daughter isn't attending. There are many barriers that the healthcare professionals will need to consider for her care. As well as language there may be cultural barriers that must also be considered, she may not want any male carers or any males to see her at the hospitals/GPs due to her beliefs, therefore they may need to adjust carers to accustom Mrs Mann. The Equality Act (2010) is made up of 9 characteristics which in all healthcare settings, they should be considered. There are; Age, Disability, Gender reassignment, Marriage or civil partnership, Race, Religion, Sex and Sexual orientation. All these factors must be taken account of when providing care in all situations.

Administrative skills and Record Keeping -

As Mrs Mann's needs are looked after by many different healthcare professionals, it is essential that they are keeping accurate and up-to-date records and are on top of them. If this is not the case, then it will be difficult for her to get the best care available. Mrs Mann already has dealt with issues due to miscommunication leading to delayed medication adjustments therefore her carers will need to be proactive and prepared in terms of her medical records, needs and her wishes. Issues such as this delayed medication adjustment also creates problems for the NHS, little mistakes like this can be costly when they add up. Mrs Mann isn't receiving the medication she requires and therefore they are prescribed unnecessarily which will be a loss financially to the services but could also detrimentally affect her health if she takes the wrong medication or if she isn't given the one she requires on time.

As well as this, it is essential that all of Mrs Mann's data and record are kept private and confidential. There are many policies and legislations to ensure patient's record are not easily accessible to those other than those who require it for her care. 'Health and social care professionals have a professional and legal responsibility to respect and protect the confidentiality of the service users.' 'Accessing information without good reason, permission or authorisation is breaking confidentiality' HCPC (2024) All healthcare professionals must follow the 6 principles of The Data Protection Act 2018 which are: Processing data must be lawful and fair, so there must be a legal reason for needing that information. Data must be utilised only for the reason it was collected; the data cannot be used for anything other than what it was required for and mustn't be

used for anything else. Data collected must be adequate and relevant; it shouldn't be more than what is required, nor should it be anything excessive. Data must be accurate and up to date, it must be updated regularly if anything changes. Data should be only kept for as long as it is necessary and should be reviewed to ensure it is still required. Data must be kept secure; there must be security measures in place to ensure the data is protected.

Another set of principles put in place to ensure the safety of the individual is the Caldicott Principles. These consist of 7 principles to ensure information is kept confidential and utilised appropriately 1. Justify the purpose of using the information, why the information is needed and what it will be used for. 2. Use the information only when necessary, e.g. the physiotherapists accessing Mrs Mann's surgery notes to ensure they are providing her with the best exercises to ensure a swift recovery. 3. use information only when it is necessary, using only the minimum information that is needed. 4. Access should only be on a need-to-know basis, those who don't require the information should not be able to access it. 5. Those with access to the information should be aware of their responsibilities, those who handle the information should be aware of the obligations as to how it should be handled and respected. 6. The use of the information should be lawful, every use of it should stick to all the guidelines and ensure everything is utilised legally and with consent. 7. inform the individuals how their information is being used, they should be made aware of everything. 8. HealthCare professionals should be able to confidently share the information when it is for the best interests of the service users if it follows these principles correctly. GOV.UK (2020) both these sets of legislations are the most significant to ensure the individual's information is used correctly and not in a way where the patient would be affected mentally or physically.

Collaborative working-

As there are various HealthCare professionals working to provide care for Mrs Mann, they will need to ensure they are working together collaboratively to ensure she is given the best care and that all her needs, issues and problems are seen to and dealt with. Multi-agency collaboration is when the different agencies within care work together with co-ordination to ensure effective care is provided, this may include the hospitals, government and the local community working together, discussing different care plans and having team meetings where Mrs Mann is present to discuss her issues and her needs to ensure that everything is seen to and covered. They may need to complete tasks together for example when the domiciliary carers visit her, they may find that she has more mobility issues than is noted therefore, they will need to discuss this with her doctors and also with her physiotherapist to see how extra help maybe provided to

support her. They will need to follow The Care Act 2014 closely to ensure they are following the key principles in adult social care. It 'is the law that sets out how adult social care in England should be provided.' CQC (2022) it ensures that the local authorities put the individuals and their carers at the forefront of their care, allowing them to be in control therefore promoting independence. It mainly includes assessments for the needs of the individuals, assessments for the carers, safeguarding from neglect and abuse and lastly the national eligibility criteria that creates a threshold for needs that they must meet.

Conclusion-

In conclusion, through Mrs Mann's case study we can see how effective communication, record keeping and collaborative working as very essential to provide efficient care for her that is patient centred covers all her needs and issues. By utilising the different principles and models such as Berlo's model, healthcare professionals can ensure all barriers that may cause issues are addressed immediately. Also, as well as this, professionals should ensure they are maintaining confidentiality and keeping all records accurate and up to date following the Caldicott principles and The Data protection act 2018. By ensuring all the data is correct, they will be able to rectify the problem that had been made with Mrs Mann's medication. And lastly, with multi-agency collaboration and the healthcare professionals working together, they can ensure that all of Mrs Mann's needs are covered and everything is seen to. Overall, by integrating these key areas of health and social care, Mrs Mann can be provided with the best care and support whilst keeping a level of dignity and respect.

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