



Module: Introduction to Health and Social Care

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Introduction

This report aims to discuss the treatment of Mrs. Mann, a 72-year-old woman who has recently left the hospital following hip replacement surgery. She stays on her own and obtains domiciliary care. The report will work on three areas of her care, which include effective communication, good administration skills and cooperating with other professionals.

The first part will focus on the importance of communication in the treatment of Mrs. Mann, where language barriers and family support are considered. The second part will be on why good record keeping and adherence to data protection regulations are important (Abdulhammad, Cherries and Okunola, 2024). Lastly, the report will look at the importance of working with other professionals, such as the GP and physiotherapist, in rehabilitating Mrs. Mann.

Effective Communication

Importance of Effective Communication:

Health and social care require effective communication as they provide the best possible care to the service users. Effective communication can contribute to the development of trust between the healthcare providers and the patients, the proper delivery of information, and the overall patient outcomes (Oliveira, 2024). The communication in the case of Mrs. Mann is even more important since she has a language barrier (her native language is Urdu) and she only speaks a little English. The misunderstanding may result in errors in her treatment, including wrong medication or wrong interpretation of her rehabilitation.

Communication with Service Users and Family Members:

The basic assumptions of the Equality Act 2010 emphasise the significance of non-discrimination and inclusion in interactions. These principles are applied in Mrs. Mann's case to make sure that she is treated with dignity and respect, irrespective of the language she speaks and the culture she belongs to. Health workers should know her special needs, such as translating or collaborating with her daughter to overcome the language barrier. Non-discrimination implies that one should not make assumptions that Mrs. Mann cannot comprehend her care instructions just because she

speaks little English. Rather, the medical staff are supposed to employ her daughter as an interpreter so that the information is comprehended comprehensively.

Communication Models Applied to Mrs. Mann's Care:

Both the SMCR Model created by Berlo (1960) and the Model created by Shannon and Weaver (1948) would be employed in trying to understand communication, as in the case of Mrs. Mann. The model by Berlo entails four major elements, which include the Sender, Message, Channel and the Receiver. The healthcare workers (senders) use the proper channels to communicate with Mrs. Mann (the receiver), taking into consideration the cultural and language aspects, such as her need to have her daughter decode the messages (Kapur, 2020). The success of this communication depends on the level of communication skills of the healthcare workers, as well as the level of understanding of the message by Mrs. Mann.

The communication process in the model presented by Shannon and Weaver involves an Information Source and a Receiver, a communication channel, and possible noise (in this case, noise that may distort the message are a language barrier). Mrs. Mann will play a critical role in providing feedback that could help optimise the number of misunderstandings minimised and the message properly understood to enhance the overall care process.

Application to Mrs. Mann's Care:

Using this model and principles of the Equality Act 2010 in the case of Mrs. Mann, care implies that the care team should make sure that their communication is accessible to her. The care team must always communicate in clear language, talk slowly, and avoid using medical terminology. The care team should engage Mrs. Mann's daughter to enable proper clarity and to make sure to receive feedback to verify that the information is clear. With these principles and the implementation of the transactional model, the healthcare providers will be able to provide adequate care to Mrs. Mann and improve her recovery and well-being.

Good Administrative Skills

Importance of Record-Keeping:

Good administrative skills are essential in health and social care, especially in keeping good and up-to-date care records. Proper record keeping makes sure that data on health, treatment and care requirements of a service user are duly recorded and can be retrieved when required (Ahmad, Chansanam and Mansor, 2023). It enables healthcare professionals to track progress, make wise choices and deliver consistent care. Mistakes may arise because of the inconsistency or inaccuracy of the records provided, and such mistakes may harm the quality of care. In the case of Mrs. Mann, record-keeping is very important because it helps in checking all the details of her recovery, such as medication changes, rehabilitation, and care regimen, among others.

Principles of the Data Protection Act 2018:

One of the most important laws that guarantees privacy and confidentiality of personal data is the Data Protection Act of 2018. The Act is founded on the principles of the General Data Protection Regulation (GDPR), which contains several crucial record-keeping aspects in health and social care:

- **Confidentiality:** The personal information of a service user should be kept private. For example, Mrs. Mann's personal information, medical history, and care plans should be extremely confidential and only disclosed to those who are directly engaged in her care.
- **Data Accuracy:** Health records are to be accurate, complete, and up to date. Poor or inaccurate information may result in wrong communication and wrong decisions (Uzma Paiam Bukhari et al., 2025). Assurance of accuracy in the records of Mrs. Mann is essential in correcting medication and the progress of her rehabilitation.
- **Accessibility:** Care records should be available to the relevant professionals when required, and their accessibility should be available to all team members, such as care workers, GPs and physiotherapists, to allow them to have access to the relevant information (Schwarz et al., 2022). However, the care records should be secured against unauthorised access.

Relevance to Mrs. Mann's Case:

In the case of Mrs. Mann, errors should be avoided by conducting consistent and accurate documentation. Recently, there were issues of inconsistency of records and miscommunication concerning her medication changes. This negligence might have resulted in time wastage or wrong treatment procedures which could have had an impact on her recovery. Adhering to the principles of the Data Protection Act 2018, the healthcare professionals could make sure that the care records of Mrs. Mann are both accurate and confidential.

The effective documentation will also facilitate a smooth flow of communication between all the professionals who will be involved in her care, such as her GP, care workers and physiotherapists (Sheehan et al., 2021). Any changes to the medication or care plan of Mrs. Mann should be documented and explained to prevent possible dangers to her health. Moreover, the policies and regulations like NHS guidelines and GDPR can be followed to guarantee that healthcare providers comply with the law, decrease their liability, and minimise the harm to the service user and their care team. Thus, proper and uniform record-keeping will have a direct effect on the quality of care provided and the final recovery of Mrs. Mann.

Collaborative Working with Other Professionals

Importance of Multi-Agency Collaboration:

The cooperation of multiple agencies plays a vital role in offering a multi-specialized approach in the care of such individuals as Mrs. Mann, who needs the assistance of multiple healthcare professionals (Ilori, Kolawole and Aderonke, 2024). The GP, physiotherapists, and care workers have a particular role in Mrs. Mann's recovery. The GP controls her general state, the physiotherapist supports her in rehabilitation, and the care workers help with her daily routine. Through collaboration, such professionals make sure that every component of the care received by Mrs. Mann is covered, which results in the improvement of her health and a more comfortable recovery process.

Approaches to Effective Collaboration:

In order to have good cooperation, there are several strategies that can be adopted. It is necessary to hold regular meetings to talk about the progress of the patient and it is also essential to inform and make amendments to the care plan as needed (Donnelly, Cahill and O'Neill, 2017). Shared care plans can also be considered another useful tool, as all the professionals engaged in the care of Mrs. Mann can have access to the same information. This will ensure that all the care professionals are all on the same page concerning her treatment and rehabilitation plan. Moreover, effective communication lines should be developed, whereby professionals are free to update, pose questions and seek clarifications with ease.

Addressing Challenges in Multi-Agency Working:

Teamwork is not always easy, as there are problems such as communication problems and role ambiguity. In certain cases, crucial information can be overlooked it resulting in care errors. To tackle these problems, it is worth noting that the role and responsibilities of each professional are to be documented so that everyone is aware of what is expected of them (Arokiasamy et al., 2024).

Teamwork can also be promoted through regular joint training sessions that would allow a better understanding of the role of each other which will in turn help minimise misunderstandings. The medical staff can offer improved and coordinated care to Mrs. Mann when these issues are tackled.

Conclusion

Finally, effective communication, proper record keeping, and high-quality cooperation among professionals play significant roles in the care of Mrs. Mann. Effective communication will help establish that her needs are met, especially given her language barrier, whereas appropriate record-keeping will prevent errors, including the lack of medication modifications. The cooperation between the GP, physiotherapists, and care workers will guarantee that every part of her recovery will be taken care of and managed accordingly.

These factors are needed not only in the care of Mrs. Mann but in the general quality of care and patient safety in health and social care. Through these practices, healthcare teams will be able to

operate effectively as a team, minimise errors, and deliver superior patient outcomes in any environment.

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