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Component task 2

Introduction

This report will look at the care of a 70-year-old woman called Mrs Mann, who recently had hip replacement surgery and has now been discharged home. She lives alone and her daughter lives nearby. Mrs Manns first language is Urdu, her English is limited, and her daughter translates for her. Mrs Mann has carers come in twice daily, from an agency. However, recently, there were concerns noted about inconsistent documentation in Mrs Mann's care records. This missed communication has led to a delayed of medication adjustment. This incident is under internal review. This has raised significant safety concerns. This report examines the critical role of communication, admiration's administrative skills, ensuring safe, integrated care. This report will also discuss how better communication, and administrative skills and working together with doctors and therapists can help Mrs Mann recover. This report will explain Shannon and Weaver (1948) communication model and the Equality Act 2010 and the Data Protection Act 2018, the importance of effective communication in Health and Social Care:

The Accessible Information Standard (AIS) 2016-2025, makes clear communication a legal requirement.

The Importance of effective communication:

In health and social care, effective communication is most important for keeping patients safe. Communication helps to build the connection between, the providers and the patients and forming good relationships. Communication is crucial healthcare professionals, and patients. In Mrs Manns case, ineffective communication, could cause confusion for her and

her family, putting her recovery and safety at risk. Clear communication prevents mistakes. It shows that everyone involved in a person's care has the correct, up-to-date information. It builds trust, when care workers listen and speak clearly, patients feel they are being supported and understood. It makes it easier for patients to share important hospital health details.

Patient centred care, and effective communication allows staff to understand a person's specific needs, preferences, and choices.

Teamwork is improved; different professionals must share information accurately. Where important tasks may be forgotten or duplicated.

Effective communication reduces conflict when misunderstandings arise.

Theres the legal aspect, keeping accurate records is a requirement by law. It provides a history of care and holds staff/professionals accountable for their actions.

Communication also allows as the patient to understand their illness and related signs and symptoms and their treatment. A patient who understands their condition are more likely to have a faster recovery

Kwame and Petruka (2021)

The Equality Act of 2010:

There are 9 core principles. Age, Disability, gender, sex, pregnancy, race, religion, sexual orientation, reassignment marriage

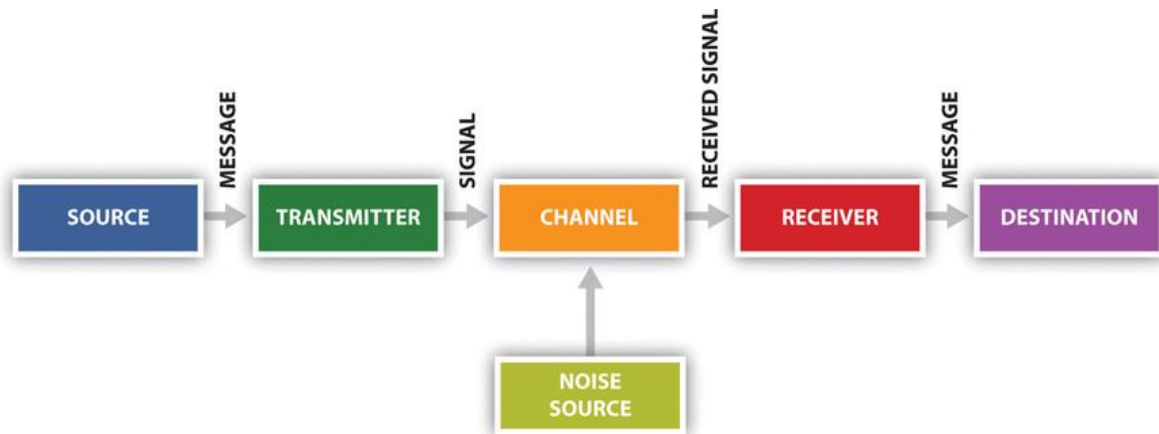
The Equality Act 2010:

Is a law that protects Mrs Mann's rights. A core principle of this act is the duty to provide, reasonable adjustments to make sure she has the same access to care as an English speaker. This means that care providers must change how they work to make sure Mrs Mann is not treated unfairly because of her age or race, her first language is Urdu as she is 70 years of age. In Mrs Mann's case It would be ideal to provide a professional or an interpreter, as her daughter may not always be available. She still has a right to equal access to health care services.

This information has been taken from Moodle week 6 we were taught about Shannon and Weaver model of communication

1948, also called “Shannon a Weaver model of communication”.

Shannon and Weaver model of communication:



A linear process where a sender encodes a message transmitting it through a channel to receiver. It identifies noise, technical or physical interference that distorts the signal. It now highlights how barriers disrupt clear communication, in healthcare settings.

In a professional practise excellent administrative skills are essential, and good record keeping are essential for ensuring Mrs Mann's safety and continuity of care. When administrative process is strong and reliable, Mrs Man's entire health care team can access a single correct version of her medical history by preventing, gaps in her treatment. There should be always availability from Mrs Manns medical information, medication schedule, allergies, test results, Poor information sharing, weak record, keeping is a at leading cause of clinical errors. By maintaining precise, timely record staff remove the risk of confusion and ensure the right care is delivered at the right time.

The importance of administrative skills:

Also, effective administrative skills support the NHS Constitution's commitment to coordinate person centred care. Effectively managing Mrs Mann's appointments referrals prevents delays that could negatively impact her health. In professional practise, these skills demonstrate respect for the patients and well-being.

(Department Of Health and social Care, 2024).

What is record keeping:

Record keeping is a professional practise of documenting every aspect of a patient's care. It includes medical nose test results, care plans, discharge summaries. In a health and social care record serves as a vital communication tool between doctors, nurses and specialists. Accurate. Records ensure continuity of care. And it has all the necessary facts to provide safe and effective treatment for the patient.

The Data Protection Act 2018, DPA.

The DPA 2008 is the primary legislation that dictates how personal information must be handled. It incorporates the UK GDPR and is built on seven key principles.

The seven core principles simplified. The seven core principles of the Data Protection Act 2018.

1. Lawfulness, fairness and transparency data must be processed legally and clearly.
2. Purpose limitation information: Use the data for the reason you collected it.
- 3 Dated minimalizations: Only the necessary amount of data should be kept.
- 4 Accuracy records must be kept updated. Incorrect data must be deleted or fixed.

5. Storage limitation: data should not be kept longer than needed.
6. Integrity and confidentiality: Information must be stored securely, to prevent it from being lost or stolen.
- 7 Accountability: The healthcare organisation must always be able to prove they are following all these rules.

Key Policy frameworks include:

The National Health Service records Management code of practice. This explains how staff should create, store, and eventually destroy patient records.

The Care Quality Commission. CQC. Requires that records must be accurate, complete, and kept confidential to ensure patient safety.

(NHS England,2023)

The importance of working collaboratively with professionals involved in Mrs Manns care such as physiotherapists, GP and care workers is because, they work together as one team. Despite each professional handling various parts of Mrs Mann's health care, they must share consistent information to ensure her care and safety.

Each has a key role GP manage their medical needs, the physiotherapist helps with the movement and the Care works provide daily support. If they do not talk to each other or communicate with each another, mistakes can happen, such as giving the incorrect information or providing clashing advice. By sharing her records, it ensures everyone is on the same page and are aware of any changes in her condition.

This teamwork is a legal requirement under the Health and Care Act 2022, continuity of care, meaning Mrs Mann Because

it legally requires that the National Health and other services work together, preventing gaps in her support and ensuring her dignity and well-being are prioritised throughout.

Common challenges often occur such as poor communication where departments do not share data, also there could be a conflict of professional opinions. To overcome these challenges, organisations/professionals must be using clear information, that follows the Data Protection Act 2018. This ensures data is shared legally and securely. Another strategy is to appoint a person, a social worker, a single point of contact, (preferably in Mrs Mann's case, a bilingual social worker) so communication and understanding are effective, and Mrs Mann does not have to repeat her history again and again. By using these strategies, care becomes patient centred and reduces the risk of medical errors in Mrs Mann's case.

Conclusion:

In conclusion, this assignment demonstrates, that clear communication prevents medical errors and ensures safe, coordinated care. That good record keeping and teamwork are vital for safe care. By following the Data Protection Act 2018, staff ensure that their patient information is kept private, accurate and secure, also protecting the patients' rights and dignity. When all professionals such as GP's, physiotherapist, care workers, and health and social care professionals share information properly it prevents medical errors, and ensure safe, coordinated care, and a healthier outcome for Mrs Mann's well-being and recovery.

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