



GROUP 6

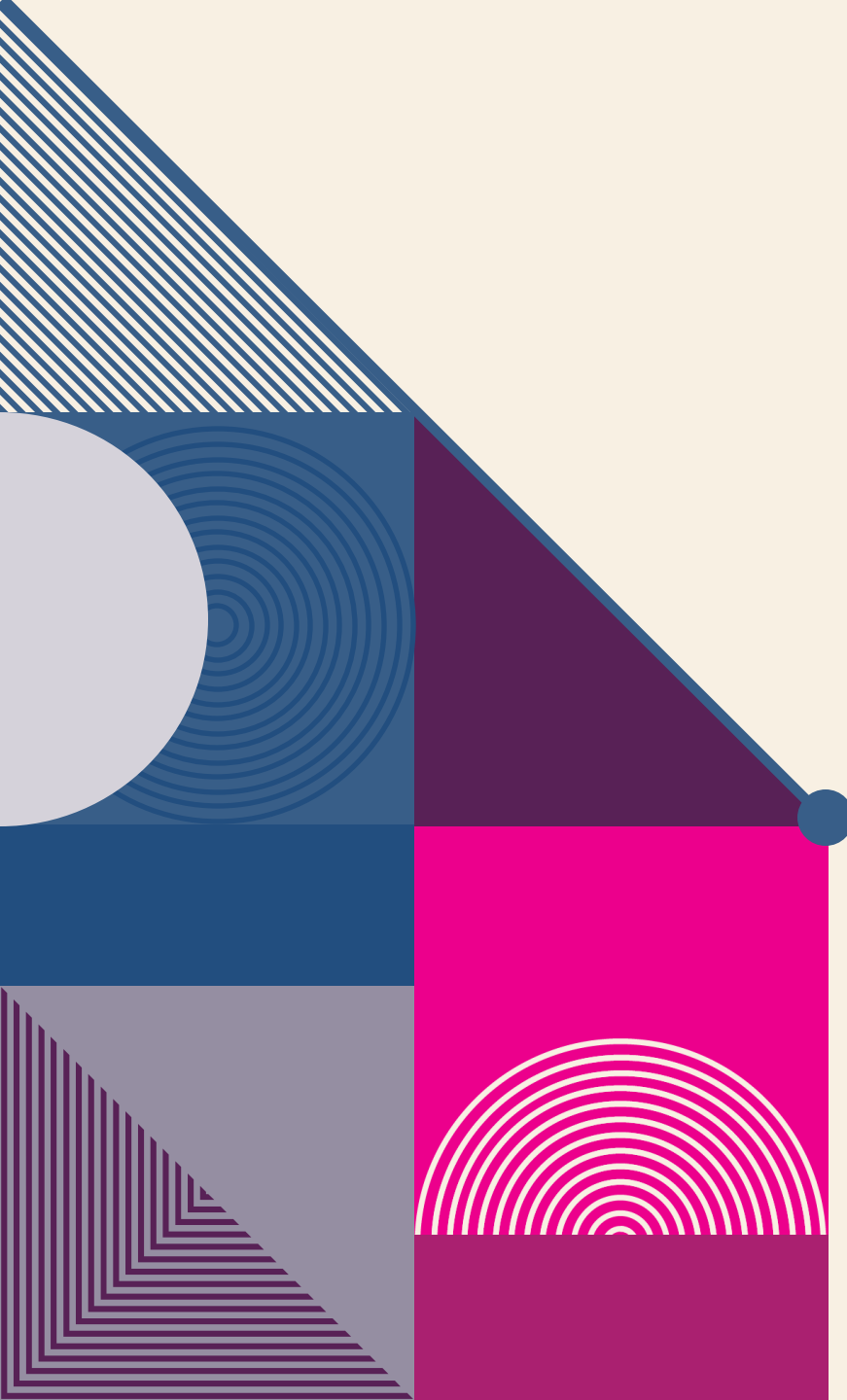
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DIGITAL SKILLS AND RESEARCH METHODS LCHS4007_BIRM



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Introduction

Good Morning, today we will be exploring three different Microsoft packages that will help boost efficiency and improve the care your agency offers as well as the limitations and downsides to each.

We will be explaining what each package is and how it is better than the system you currently use bringing Greenfields into the 21st Century.

Pete will be discussing Microsoft Excel.

Anisa will be talking to you about Microsoft Teams.

Claire will be exploring the different methods you can use to keep your company safe and secure while online.

Image taken from Maryville University (2019)

WHAT IS MICROSOFT EXCEL?

- Microsoft released Excel in 1985, it is a spreadsheet programme that allows us to store, organize and manipulate data in a simplified manner using rows and columns.
- It is used across multiple industries and small businesses and even in everyday life to assist in data entry, time management and financial recording.
- It allows us to create visual representations of data that has been entered by creating graphs and charts.



image from Tech community Microsoft (2022).

Information from CFI Team (2022)

BENEFITS OF EXCEL

- Data management and organisation -
- Streamline patient records and data.
- Tracking inventory and prescriptions online rather than with the files you use that can be damaged or easily misplaced.
- Managing staff rotas and care schedules.
- Analysing Client outcomes.
- Collaboration.

• Information taken from Geekforgeeks (2025)

DISADVANTAGES OF EXCEL

- Human Error
- Operating Difficulty.
- Lack of security with excel.
- Collaboration.

Information found on project managers
(2025)



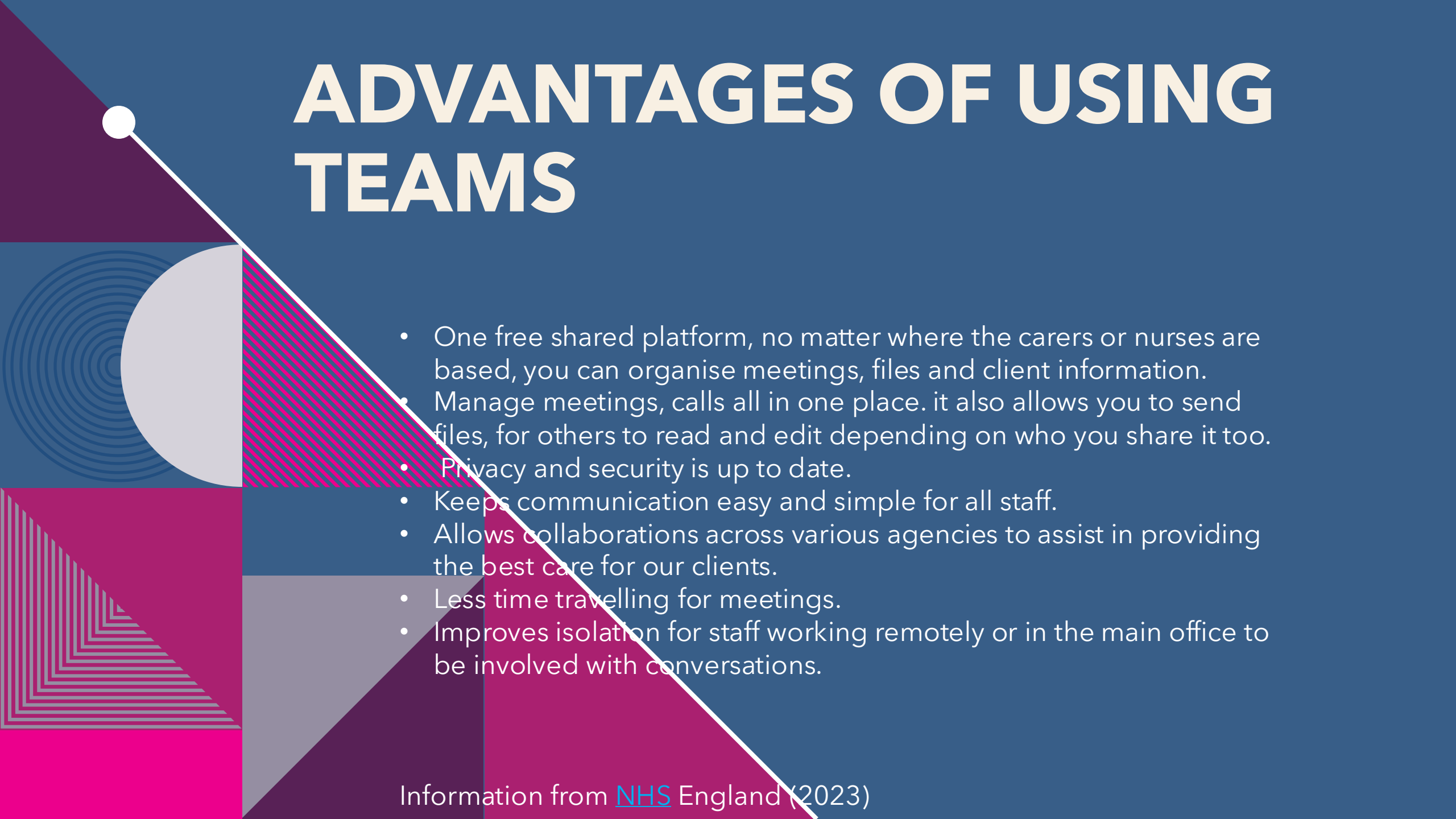
WHAT IS MICROSOFT TEAMS?

Microsoft Teams was released in 2017 with a view to changing how meetings happen.

It is a secure platform in which you can call colleagues, have face to face meetings and sync your calendars. You can share client files with one another and allow editing for further updates and ensuring records are kept up to date.

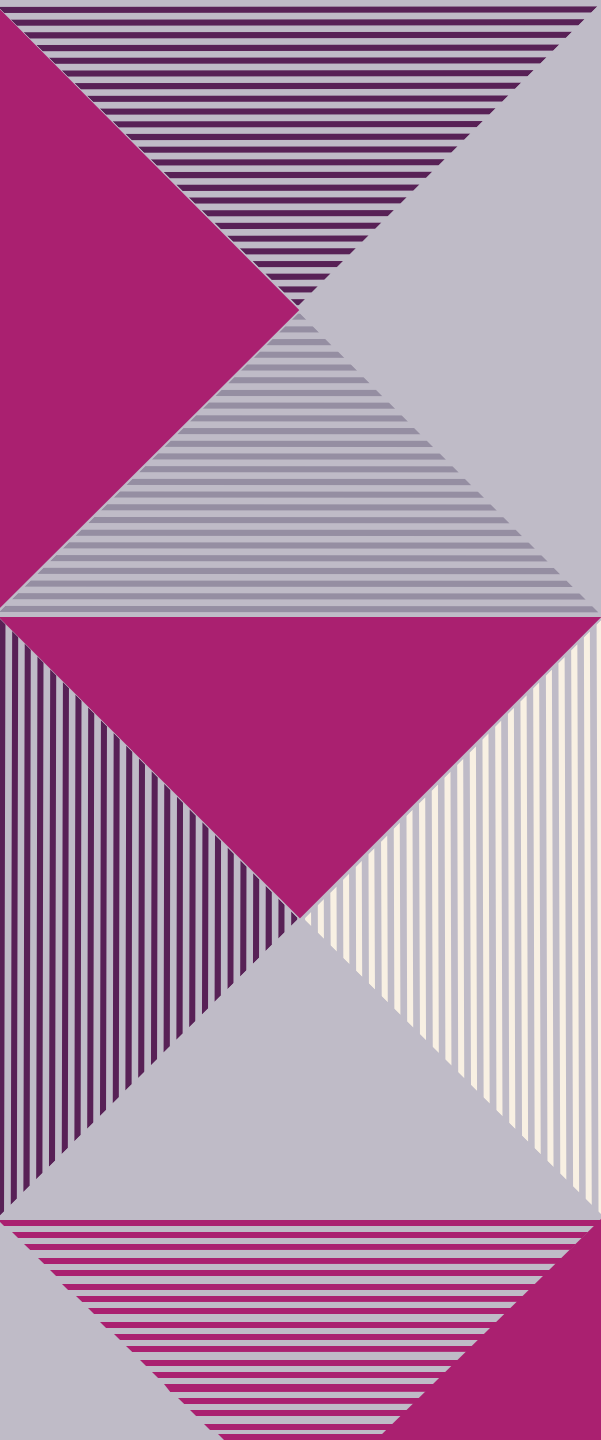
There are also chat functions where you can send private messages with other care givers if there was something that needed doing.

Image and information from This NHS (ND)



ADVANTAGES OF USING TEAMS

- One free shared platform, no matter where the carers or nurses are based, you can organise meetings, files and client information.
- Manage meetings, calls all in one place. it also allows you to send files, for others to read and edit depending on who you share it too.
- Privacy and security is up to date.
- Keeps communication easy and simple for all staff.
- Allows collaborations across various agencies to assist in providing the best care for our clients.
- Less time travelling for meetings.
- Improves isolation for staff working remotely or in the main office to be involved with conversations.



DISADVANTAGES OF USING MICROSOFT TEAMS

- Hard to get used too.
- Overwhelming as there are a lot of tools and functions.
- Internet could sometimes disconnect and it could interfere with meetings and uploads.
- If your emails are compromised, they have access to your teams and any shared files/communications relating to our clients.



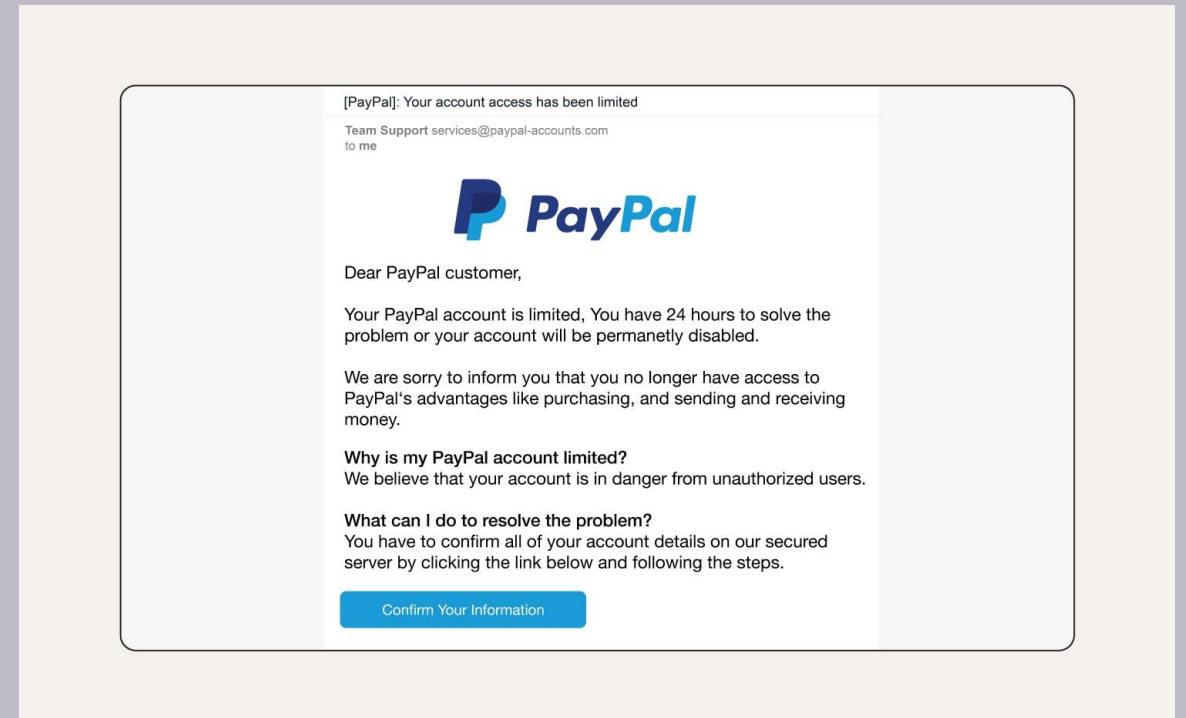
SECURE ACCESS

- Make sure you are connected to encrypted network.
- When creating passwords always use a combination of letters, numbers and symbols and ensure it is not easily guessable.
- Always install firewalls, patch updates and anti-virus software when prompted by your IT department to avoid leaving your devices vulnerable to ransomware or phishing attacks.
- Data encryption - Password protect highly confidential files so that only you and the other care providers can access these.
- Make use of apps like Microsoft Authenticator to add an extra layer of protection.

Information found on NHS Digital 2026

EMAIL AWARENESS

- Can you recognise a scam email?
- What is it asking for access to?
- Who is it from?
- What to do if it is a threat?
- Image and information from [Norton.com](https://www.norton.com) (2025)



DATA MANAGEMENT



Data management is something everyone has a legal duty to observe in terms of the handling and disposal of personal and confidential information.

Breaches of GDPR if found to be at fault can have serious consequences for not only our clients but also the employees and the entire company.

We must ensure any data we hold on clients cannot be accessed by anyone outside of the company and by following the correct protocol if this does happen.

Information from [Gov.uk](https://www.gov.uk) (ND) and [NHS England](https://www.nhs.uk) (2023)

CONFIDENTIALITY AND COMPLIANCE

Employees Duty of Care

- Create a strong password.
- Never use personal accounts on a company device.
- Never share your usernames or passwords with anyone.
- Always install the most up to date updates.
- Report any suspicious emails/texts/phonecalls.

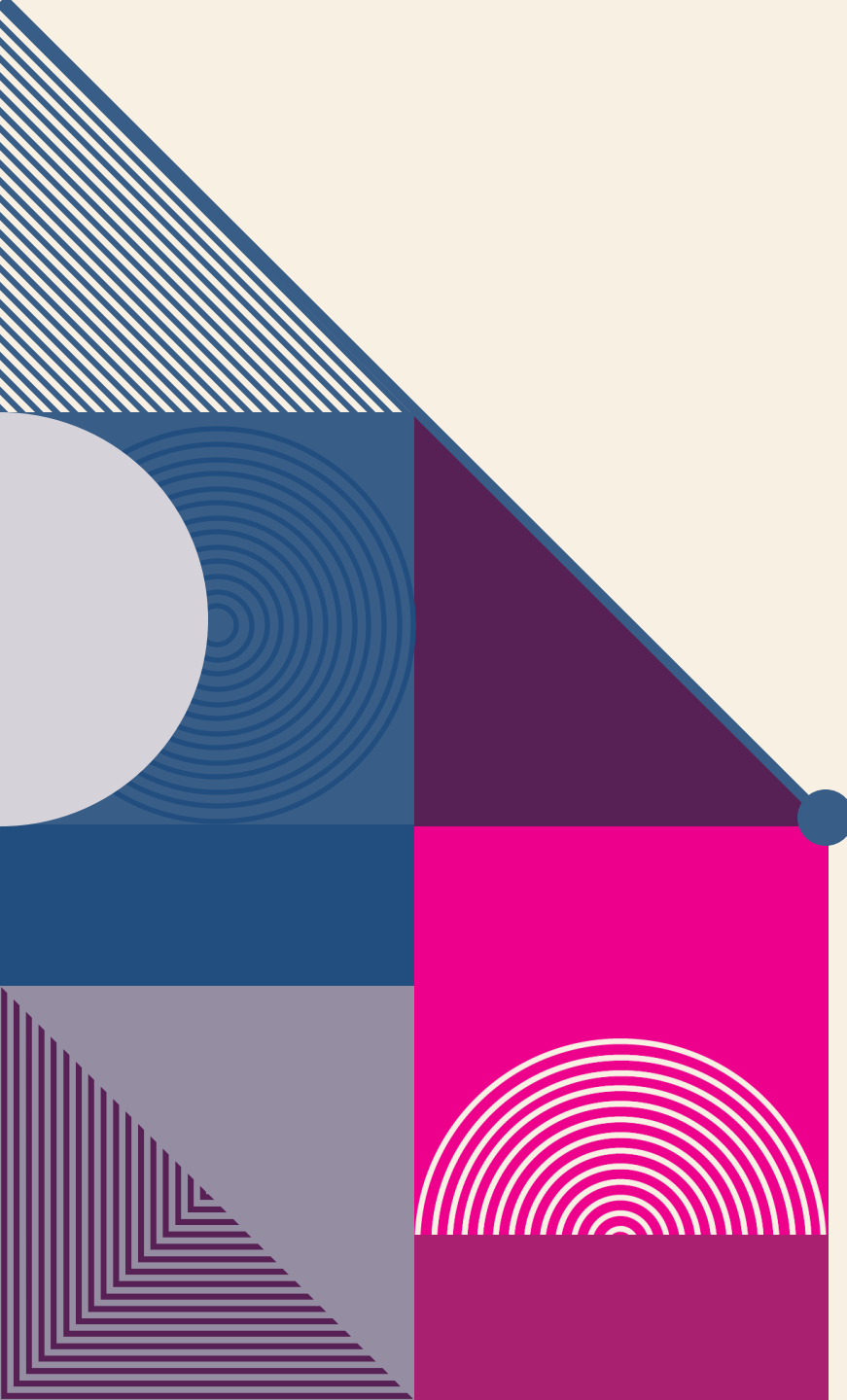
Information from Care England (2024)

Greenfields Duty of Care

- To ensure the latest updates are rolled out to all devices.
- To install the most secure anti-virus software and security applications are loaded onto all devices.
- To ensure both clients and employees sensitive information is protected at all times.
- To provide training on aforementioned applications to ensure everyone can use them proactively.

DIGITAL SAFETY PLAN

What we have covered.	What you can do.
1.Secure Access 	• Make sure you are connected to a verified network. • Install anti-virus software and patch updates. • Never share your username or passwords.
2.Email Awareness 	• Be aware of emails that will direct you to other sites or request access to your devices and files.
3.Data Management 	• Always ensure your password is a strong one and you have encrypted files of a sensitive nature.
4.Confidentiality and Compliance 	• Ensure you know what to do if you lose your device or someone accesses information that can jeopardise our clients/employees.



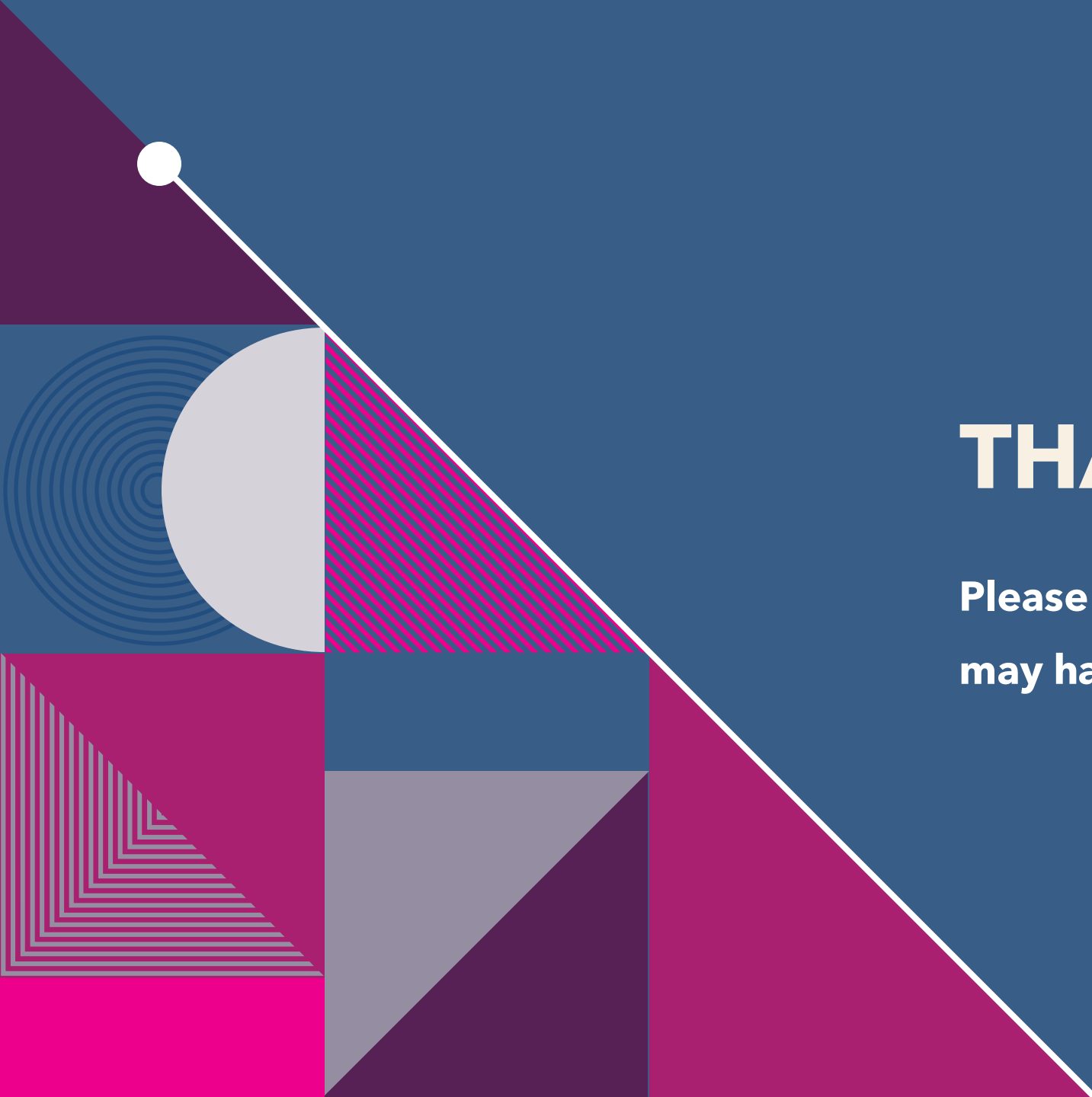
SUMMARY

After hearing both the advantages and challenges with the software packages we have discussed, whilst there are downsides to each option, the benefits to Greenfields far outweighs the negatives and will enable us to provide more efficient care to our clients as well as making our employees jobs easier by allowing more collaboration and easier access to other agencies involved in their care.

Keeping our company and our clients safe is everyone's duty and of the utmost importance to ensure we are all protected so we can enjoy the benefits that this technology allows us.

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THANK YOU

**Please feel free to ask any questions you
may have.**