

Module Code LCHS4007
Title Digital Skill and Research Method
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UWTSD LEVEL 4 | LCHS4007 DIGITAL SKILLS & RESEARCH METHODS

Workplace Task Analysis: Secure Storage & Presentation Governance via Microsoft PowerPoint

Case Study Focus: Ashford Community Care Service | Assessment Component 1

Student Name: _____Yusra Ahmed _____ | **Student ID:** _____2615376_____

Module Lead: Hajra Mustasim | **Programme:** CertHE Skills for the Workplace

What the Task Involves: Care Record Storage & Protection

1. Service User Record Governance

The management of complex information about the state of patients' health, their treatment plans, and medicine schedules by multi-center care teams (**Care Quality Commission, 2023**).

2. Controlled File Access & Compliance

Storage of patient information in central systems, which can be accessed only by authorized medical staff (**Social Care Institute for Excellence, 2018**).



What the Task Involves: Visual Protocol Standardization



1. Standardized Shift Handover Decks

The PowerPoint tool can help care managers arrange the disorganized information of the client during changeovers (**Jones and Taylor, 2021**).

2. Staff Training & SOP Alignment

Standardized training slides can ensure that all support workers conduct activities in the same way while providing care (**Williams, 2025**).

TASK ANALYSIS: PART 3

What the Task Involves: Presentation Security Locks

1. Password Encryption & Read-Only Files

Use of password security measures in master care presentations ensures that manipulation cannot occur when transferring them **(Microsoft Security, 2024)**.

2. Information Rights Management (IRM)

IRM compliance ensures that none of the secret care slides can be downloaded, printed, or shared **(National Cyber Security Centre, 2022)**.

Medical staff training program icon



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UWTSD Harvard References List

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Matching the Right Tool to the Task: Microsoft Word for Secure Service User Documents

Student name: Paul Mclymont 2606812



Why Word suits secure storage and sharing of service user documents

The task at Ashford: Care plans, risk assessments and consent forms are sensitive and a lot of staff in homes and the office require them.



Information confidentiality is ensured through the use of password protection: information is encrypted and can be accessed, edited or deleted with a password (Basil et al., 2022).
In Word, “Encrypt with Password” renders a file unreadable without the password and Restrict Editing or Mark as Final prevents accidental editing.



Staff access to patient information should be restricted to the ‘need to know’ basis, according to health professionals (Mensah et al., 2024).
When sharing a file in Word you can share with named people only, rather than with anyone who has the link.



Version History and Track Changes help track changes to files that are saved on OneDrive or in Teams, keeping accuracy intact.

Why Word works in practice at Ashford

➔ **Known:** As part of the Microsoft 365 suite, staff require training on safe practices, but not new software (Basil et al., 2022).

➔ **Standardised records:** A single Word template for each type of record (e.g. a care plan).

➔ **Minimizes human error:** Passwords will not prevent insider threats, staff needs to sign off (Basil et al., 2022). There is a need to update policies regularly (Mensah et al., 2024).

➔ **Ashford's three rules:** save only in the approved location, password-protect anything sent outside the team, and remove hidden details before sharing.



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- Basil, N.N., Ambe, S., Ekhaton, C. and Fonkem, E. (2022) 'Health records database and inherent security concerns: a review of the literature', *Cureus*, 14(10), e30168. Available at: <https://doi.org/10.7759/cureus.30168>
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UWTSD LEVEL 4 | LCHS4007 DIGITAL SKILLS & RESEARCH METHODS

Secure File Storage & Communication Efficiency via Microsoft Outlook

Case Study Focus: Ashford Community Care Service | Assessment Component 1

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Module Lead: Hajra Mustasim | **Programme:** CertHE Skills for the Workplace

How Outlook Secures Confidential Care File Transmission

End-to-End Attachment Encryption

In addition, via Outlook, it is possible to encrypt the health records to make sure that the health records are not accessed by the wrong people in accordance with UK GDPR ([Care Quality Commission, 2023](#)).

Centralized Shared Mailbox Governance

Emails of the shared care team members can be accessed by the nurses and other support staff to ensure that there is an audit trail for all the records sent ([National Cyber Security Centre, 2022](#)).



[Source: Microsoft Email Security Guidelines](#)

How Outlook Eliminates Communication Bottlenecks



[Source: Digital Communication in Community Care](#)

Immediate Shift Update Distribution

Pre-defined templates for emails will ensure consistency regarding the reporting structure in the check-ups and handover of the patients ([Patel, Evans and Harris, 2020](#)).

Standardized Message Formatting

Automation of distribution lists will assist in the update on drugs to all the portable care workers in Ashford ([HSCIC, 2019](#)).

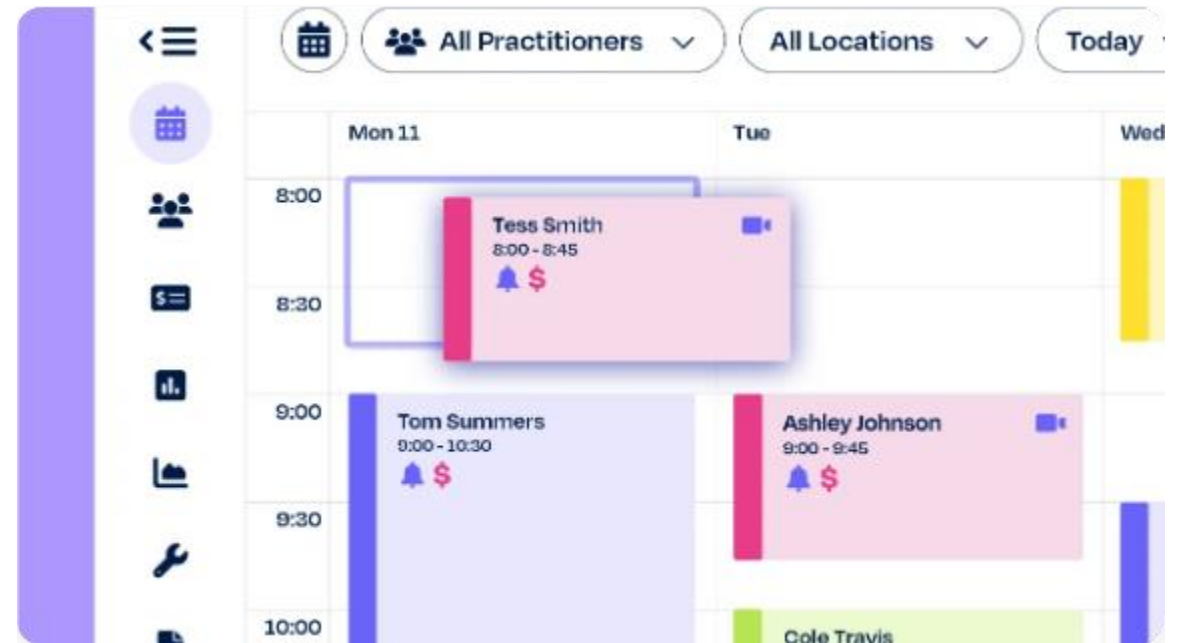
How Outlook Integrated Calendar Drives Workplace Efficiency

Automated Visit Scheduling & Reminders

Not only are appointment reminders, but also appointments for house calls are integrated into the schedule of the staff to make sure that there are fewer than 35% of missed appointments ([Williams, 2025](#)).

Task Tracking & Flagged Priorities

The Outlook Task Integration helps the coordinators identify the urgent care logs ([Patel, Evans and Harris, 2020](#)).



[Source: Healthcare Digital Workflow Systems](#)

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Care Quality Commission (CQC) (2023) *Code of Practice on Confidentiality and Document Governance in Social Care*. London: CQC. Available at: <https://www.cqc.org.uk/guidance-providers/information-governance>

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Image Sources



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Microsoft Teams for Secure Document Storage and Sharing at Ashford Community Care Service



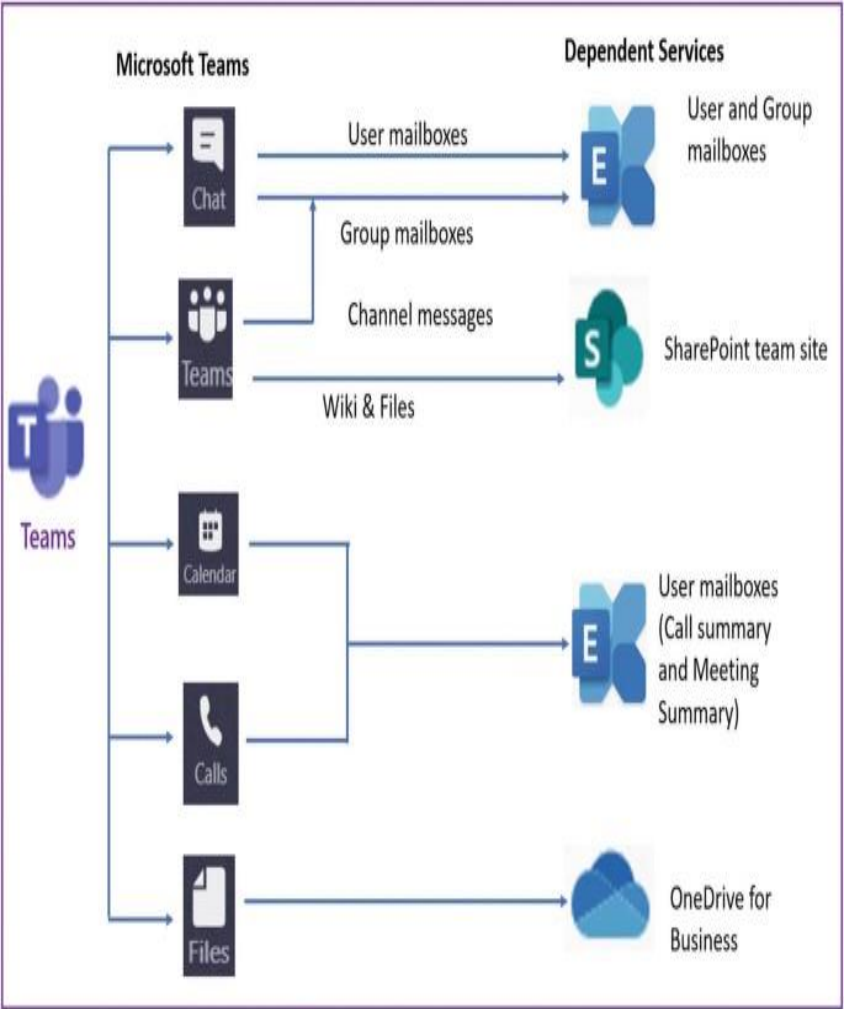
**Module: Digital Skills and Research
Methods**

Module code: LCHS4007

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Advantages of using Microsoft Teams for secure file storage and sharing of service user documents



(Ireddy, 2023)

Advantage	What it means at Ashford	Evidence
One central place	Care plans and risk assessments stored once, not emailed around	Files shared and edited in one secure place (Hargreaves, Clarke and Lester, 2022)
One up-to-date version	Nurses, seniors and coordinators work on the same document	Staff, including external colleagues, worked on shared documents (Hargreaves, Clarke and Lester, 2022)
Fast access anywhere	Open documents in homes, supported living and the office	Cloud sharing improves availability, and fast access is essential (Tuler et al., 2022)
Security built in	Access by role, encryption and multi-factor authentication	Secure sharing needs encryption and access control (Tuler et al., 2022)
Easy to adopt	Already part of Microsoft 365	All 27 staff surveyed found Teams easy to use (Hargreaves, Clarke and Lester, 2022)

Limitations and how Ashford can reduce them



(Virtual data, 2026)

Limitation	How Ashford reduces it	Evidence
Access needs tight control	Private channels, access by role, no guest access, monthly review	Access must match who needs the data (Tuler et al., 2022)
Inconsistent use and training needs	One folder and naming template, short training, a Teams champion	Better document sharing needed, and around 45% wanted training (Hargreaves, Clarke and Lester, 2022)
Data protection duties	Manager and data protection lead approve set-up, with clear retention rules	Cloud systems must meet data protection law, including GDPR (Tuler et al., 2022)
Sharing outside Ashford	External sharing off by default, approved process only	Organisations have different sharing policies (Tuler et al., 2022)

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