
Digital Skills and Research Methods

Module Code; LCHS4009
Birmingham

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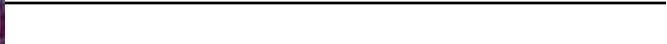
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What staff scheduling and rotas involves

- Care requirements; Have enough staff working, Have cover if a staff member cannot work their shift, Match the right staff with the needs and care required by the residents
 - Management; Assign shifts fairly, Track holidays, absence and sickness
 - Training; Ensuring staff have had up to date training, DBS checks and inductions before adding them to the rota
 - Communication; Staff having easy access to see rotas and communicate with other staff and management
 - Cover; Finding last minute cover via bank or agency to maintain safety
 - Integration with Payroll; Tracking actual hours worked against planned rota to ensure correct pay
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Microsoft Teams via Shifts suitability

Managers can access shifts through desktop which is perfect for them to plan for the day, week or month.

Managers can respond or change the rotas instantly as needed

Staff can use the mobile app to see their shifts, swap a shift, let the managers know when they are available and ask for time off

Can be accessed from anywhere on any device

User friendly

Efficiency and Communication

Manage
and view

Easily manage and view shifts

Input

Staff can input when they are available

Swap

Staff can swap shifts and request time off

Clock in
and out

Staff can clock in and out of shifts and log breaks

View

View shifts in real time and view open shifts

Advantages and Limitations

ADVANTAGES

- Free to use as its included in most Microsoft plans
- Can be accessed through mobile device
- Receive live updates. Staff can be notified instantly of any changes
- Open shifts can easily be seen and assigned for cover

LIMITATIONS

- Relies on having an internet connection
 - Staff could find it a little difficult to get used to using a digital app
 - It is an app so, it cannot track healthcare regulations or match a career with the care and needs of a resident
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References

National Health Service (2022) *Using MS shifts to roster health and social care staff* available at <https://support.nhs.net> (accessed 5 June 2026)

Microsoft Support (2026) available at <https://support.microsoft.com> (accessed 6 June 2026)

Riverdale nursing home care documentation

- Group power point presentation
- Writing care related documents/care
- With Microsoft word
- By Louise

WHAT CARE DOCUMENTATION INVOLVES

- **Daily personal care logs; Recording daily updates on a Residents well-being, meals and also mobility.**
 - **Medication; Keeping strict and accurate records of what medication has been given and what time by who.**
 - **Health notes; Documenting behaviour or any changes to behaviour**
 - **Legal records; Creating formal documents**
 - **Health and safety; meeting all health and safety standards**
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TOOL SELECTION AND SUITABILITY

Selected tool; Microsoft word

Word is specifically designed for text heavy, highly detailed records making it the most appropriate tool for a care home setting which is professional

It allows staff to create official care plans and incident reports when needed

Staff in both buildings will have updated notes and data straight away and the use of the same format



IMPROVING EFFICIENCY AND COMMUNICATION



Word dictation features; busy carers can use the speech to text button which enables them to record notes using the microphone tool



Saving them a lot of time and helping to remember what exactly they need to record on to the notes



It has real time sharing so staff in one building can view notes bridging the communication gap



Options for management to lock important parts of care plans so no accidentally mistakes can be removed or edited from patients data.

Advantage of Microsoft word



User friendly and familiar;
most care and administrative
staff may know how to use
Microsoft Word



Auditing and accountability;
Features allow managers to
see exactly which staff
member updated patients
notes or care documents



Auto save; Word is part of the
cloud so it automatically saves
your notes so staff don't have
to worry about losing
important data

LIMITATION OF USING MICROSOFT WORD

- Text heavy constraints; Microsoft word is designed for typing and forms it cannot automatically calculate complex medication dosages like Excel
 - Connectivity dependency; The system relies entirely on a stable internet connection for real time cloud syncing between both buildings at Riverdale nursing home
 - Academic References (Harvard style)
 - Department of health and social care (2022) a plan for digital health and social care London;[DHSC](#).
 - World Health Organization (2021) digital Health technologies in social care settings. Geneve: [WHO](#).
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STAFF COMMUNICATION: BY LUBNA KOSAR

What does it involve?

- Sharing information on an individual's care needs-This allows the staff to know what the service user's needs are .
- Working together to provide coordinated care-When different professionals such as doctors, nurses, therapists and social workers work together in order to plan and deliver care.
- Making each other aware of care plans-this allows staff to be aware of what is planned for the day so they do not make any mistakes and ensures that there are no gaps in the care that is provided to the service user. (CQC 2024)
- Ensures patient safety-If a service user was at a risk of harm , abuse or neglect effective communication between staff would allow them to raise a concern and protect the service user. According to NHS UK (2025) a break down in communication between healthcare staff has been identified as the most common cause of safety problems.
- Smooth transitions between services-When patients move between healthcare settings for example from a hospital to their home or one specialist to another specialist, arrangements are made and staff communicate effectively to ensure that care continues without delays or gaps. NHS England (2026) states that safe and effective transitions between services improves continuity of care and patient outcomes.
- Reporting incidents- This involves reporting incidents clearly and accurately that have taken place. This also includes whistle blowing (when a worker raises a concern about wrong doing in the public interest NMC (2026) and unsafe , illegal or poor practice within a setting). They give clear details so that the situation can be reviewed and improvements can be made to prevent it from taking place again.



<https://patientcareboards.com/wp-content/uploads/2022/01/staff-communication-article.jpg%E2%80%8B>

MICROSOFT TEAMS TOOL:

Microsoft Teams is the best tool because;

- It is designed for team work and allows people to connect instantly.
- It has a central hub that is used for communication such as; calls, meeting, file sharing, and emails.
- This tool is accessible on many devices including phones, laptops and tablets.
- You can also organise channels and create separate spaces for each unit and topic.



https://en.wikipedia.org/wiki/Microsoft_Teams

HOW MICROSOFT TEAMS IMPROVES EFFICIENCY AND COMMUNICATION?



Instant messages and calls allow staff to chat and speak instantly, ensuring fast and clear communication.



Saves valuable time as it removes the need to find people or wait, giving staff more time to focus on care.



All messages and records are kept in one place, making things more organised so nothing gets lost.



Has controlled access so only relevant staff can see sensitive details, keeping communication safe and secure.

~~ADVANTAGES OF USING~~ MICROSOFT TEAMS:

- ❖ All staff are familiar with this tool and they already know how to use it, making it easier for everyone to communicate, so there are no learning barriers or confusion.
 - ❖ The tool has an auto save feature, so notes don't get deleted or lost and all conversations are saved in history so staff are aware of who said what.
 - ❖ Multiple staff can edit, view and update documents or notes at the same time, making teamwork faster and more efficient.
 - ❖ The tool also has built in features like live captions and the text to speech support staff with different needs, ensuring communication is inclusive for everyone.
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LIMITATION OF USING MICROSOFT TEAMS:

- ❖ If too many channels are created, information gets lost and hard to find, slowing down communication between staff.
 - ❖ Files and messages take time sometimes to update across all devices, resulting in staff receiving updates later than usual.
 - ❖ Setting up who can see and access channels can be complicated as incorrect settings may lead to staff seeing information they shouldn't.
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REFERENCES:

CQC (2024) - How staff , teams and services work together

<https://www.cqc.org.uk/guidance-regulation/providers/assessment/single-assessment-framework/effective/staff-teams-work-together>

NHS Uk (2025) - Improving patient safety culture

<https://www.england.nhs.uk/long-read/improving-patient-safety-culture-a-practical-guide/>

NHS ENGLAND (2026)

<https://www.england.nhs.uk/long-read/supporting-young-people-to-transition-into-adolescent-and-adult-services/>

NMC (2026) - Whistleblowing

<https://www.nmc.org.uk/standards/guidance/raising-concerns-guidance-for-nurses-and-midwives/whistleblowing/>

WORKPLACE TASK CHOSEN IS STAFF TRAINING.

- I will be explaining how I can train the staff by using Microsoft teams.
- Why this tool is suitable for this task.
- Advantages and disadvantages of using this method of communication.
- How it improves efficiency and communications.
- I have included references to back my research.



MICROSOFT TEAMS

- Training using Microsoft teams

- It is very useful tool for organizing meetings.
- You can record live events and training sessions.
- "It's effective in allowing virtual hub for teamwork and work together on shared information with everyone across different locations"
- {[Http//www.england.nhs.uk](http://www.england.nhs.uk)}
- You can give team training through Microsoft teams for all staff in one go.
- Training can be pre-recorded
- Email & chat threads channels, which makes group conversations and respond and reply easier.

ADVANTAGES:

Pre-recording seminars/events in real time.

Video calls.

Group meetings.

Training large Groups.

Effective form of communication for a team/ group.

• DISADVANTAGES

- Sound quality needs to be good on your device.**
- You need to have good internet and signal**
- Need a microphone if you require to talk in the meeting.**

REFERENCES

<http://www.england.nhs.uk>

Date published: 19.01.23

Date last published: 4.4.25

Version 1.1. (28.03.25)

Major H. (21 July 25) Threads in teams:
What you need to know. YouTube channel

Stock images (n.d). Staff. Access on 13
June 2026.



DIGITAL SKILLS AND RESEARCH METHODS - MODULE CODE: LCHS4007 – TASK 1

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WHAT THE CHOSEN WORKPLACE TASK INVOLVES?

The chosen workplace task involves improving efficiency and communication by using the correct Microsoft 365 software for **secure file storage and sharing** among all members of staff across both care home premises. The most efficient software to use for **secure file storage and sharing** would be **One Drive**.

Which Microsoft 365 tool I have selected and why is it suitable for the task?

I have selected One Drive as the most suitable Microsoft 365 digital tool. It is the most suitable for **secure file storage and sharing** between staff members at the care homes because it enables secure communication following GDPR regulations, it protects sensitive and private confidential information and documents on patient care such as medical records, care plans and ID by having a 2-factor authentication system and limited access to other members .

HOW DOES IT IMPROVE EFFICIENCY OR COMMUNICATION?

One Drive will improve efficiency and communication between all members of staff across both care homes by being able to store, manage, edit, share, back up, restore documents and files (David, 2023).

It will prevent all the duplicated work, missed messages, and inefficient ways of working the care home have been experiencing, it also has the feature to retrieve and deleted files for up to 30 days.

ADVANTAGES AND LIMITATIONS OF USING THE CHOSEN TOOL – ONE DRIVE

The advantages to using One Drive is that it assists effective communication between the two different buildings and include carers, senior carers, nurses, and administrative staff. It allows patients to receive the best care as members of staff can all access, manage and edit files that help care for the individuals. Files are less likely to be lost, mishandled or destroyed digitally as an alternative to paper copy's.

A limitation to using One Drive would be if there was a software malfunction it would significantly affect the care provided to the patients, important information would not be able to be accessed via One Drive. Another limitation could be if someone made a mistake while editing a shared document then it would have an impact on care.

REFERENCE

- Lea David (2023). Microsoft OneDrive Tutorial: All You Need to Know. Available at: <https://www.youtube.com/watch?v=qgw01w0iYjA>. Accessed on 13/06/2026.

Thank You!

