LCHS4007 DIGITAL SKILLS AND RESEARCH METHODS BIANCA DODGEN

4 WAYS GROUP

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Staff communication at riverdale care home task 1 - 2523426

- **What the Task Involves**
  - **Sharing updates with staff**
  - **Informing staff about shift changes**
  - **Sharing training and meeting information**
  - **Communicating important resident information**
- **Staff communication helps everyone stay informed and provide good care for residents.**
- **Microsoft 365 Tool: Microsoft Teams**
  - **Send messages**
  - **Share files**
  - **Group chats**
  - **Works on different devices**
- **Microsoft Teams allows staff to communicate quickly and easily.**
- **Staff communication is important in a care home. Staff need to tell each other important information about residents and work. I chose Microsoft Teams because it is easy to use and helps staff talk to each other. This helps everyone know what is happening and do their job properly.**

How Microsoft team improves communication

- • Staff receive messages instantly
  • Everyone gets the same information
  • Staff can communicate in group chats
  • Staff can ask questions easily
- How Microsoft Teams Improves Efficiency
- • Saves time
  • Shares information quickly
  • Documents can be updated instantly
  • Keeps information organised
- Microsoft Teams helps staff talk to each other quickly. Staff can send messages, share information, and ask questions. Everyone can see important updates at the same time. This helps staff work together and saves time.

Advantages

- **Advantages of Microsoft Teams**
- **Fast communication**
  Staff can send messages quickly to each other.
- **Easy file sharing**
  Staff can share important documents and information easily.
- **Supports teamwork**
  Staff can work together and help each other in group chats.
- **Works on different devices**
  Teams can be used on phones, tablets, and computers.
- **Saves time**
  Staff can send one message to lots of people at the same time.
- **Keeps information organised**
  Messages and files are kept in one place so they are easy to find.
- **Provides instant updates**
  Staff get notifications when there is important information to see.
- **Allows video and voice meetings**
  Staff can talk and have meetings even when they are not together.

limitations

- **Limitations of Microsoft Teams**
- **Needs internet access**
  Teams will not work properly if there is no internet connection.
- **Some staff may need training**
  Some people may need help learning how to use Teams.
- **Messages can be missed**
  Staff might not see important messages straight away.
- **Technical issues can happen**
  Sometimes the app may have problems or stop working.
- **Too many notifications**
  Staff can get lots of notifications, which can be distracting.
- **Not everyone checks Teams regularly**
  Some staff may forget to check for new messages and updates.
- **Files can be hard to find**
  If lots of files are shared, it can take time to find the right one.
- **Depends on devices**
  Staff need a phone, tablet, or computer to use Teams.

Conclusion

- communication is very important at Riverdale Care Home. Staff need to talk and share information so they know what is going on and can help the residents. Microsoft Teams helps staff talk to each other easily by sending messages, sharing files, and giving updates. This makes it easier for everyone to work together and stay up to date. It does need internet and some staff may need help learning it, but it is still very useful. Overall, Microsoft Teams helps the staff at Riverdale Care Home do a better job and look after residents well.

References

- **Microsoft (n.d.) What is Microsoft Teams?**
  https://support.microsoft.com/en-us/teams/platform/what-is-microsoft-teams
  This source explains what Microsoft Teams is and how it is used for communication and sharing information.
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- **Westgate Healthcare (n.d.) Riverdale Care Home**
  https://www.westgatehealthcare.co.uk/care-homes/riverdale-care-home/
  This source gives information about Riverdale Care Home and its services.
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- **Social Care Institute for Excellence (SCIE) (2024) Communication in care**
  https://www.scie.org.uk/providing-care/dignity-in-care/communication/
  This source explains why good communication is important in social care and how staff should share information clearly.
-
- **Skills for Care (2023) Digital skills in adult social care**
  https://carelearning.org.uk/qualifications/level-3-diploma-care/unit-16-digital-skills/
  This source explains how digital tools help care staff communicate and work together more effectively.

Staff and scheduling – Faiza Bibi

Why staff should have a fit schedule to work with at river dales.

It is important to have your schedule set out correctly as it helps you understand more on what needs to be done whilst working on shifts the tips that I have researched on that can help with is are listed below

- Meeting with patients demands and requirements.
- Scheduling appointments using using different methods such as charts ect..
- The staff should have discussions constantly making sure everyone is on the same page and all have the same understanding.
- Do background checks on the residents so you know what you can put in place to help them.
- Staff should data collect and document everything throughout their shifts .

What staff can use to communicate to eachother to help with their schedule …..

The staff can use teams to communicate as it allows you to have group calls also group chats you can also send many things to each other such as files/documents , pictures, videos, voice notes this can help them to keep up with one another and have great communication between them this will help with scheduling.

Reference

Article

Ektha M,(01/12/2022) Effective planning and scheduling district nursing across NHS

Accessed 14/06/2026

Task 2 Macy
secure file and storage sharing (Riverdale care home)

- **What it is used for**
- • Store staff information safely
  • Share care documents
  • Keep files in one place
  • Open files on any device
- Secure file sharing is used to keep valuable information in one safe system.
  It helps staff find documents quickly when they need them.
  In a care home, this can include care plans and staff rotas.
  It makes sure information is not lost or mixed up
- **Microsoft 365 Tool**
- • Microsoft Teams / OneDrive
  • Files are stored online
  • Only staff can see them
  • Easy to share files
- This helps keep information safe and easy to use.
- Microsoft Teams and OneDrive are used to store and share files safely.
  Files are saved online so they can be accessed anywhere.
  Only authorised staff can view valuable information.
  This keeps data secure and organised.

Why it is useful in Riverdale care home

- **Why It Is Useful in Riverdale Care Home**
- • Keeps information safe – Resident information is stored securely and only staff can access it.
- • Helps staff work together – All staff can see the same updated information, so care is consistent.
- • Makes communication faster – Staff can update and check information quickly.
- • Reduces paper use – Less paper is needed, so records are easier to store and find.
- • Helps safe care for residents – Staff can quickly see essential information and give better care.
- This is important because staff need quick and safe access to information to care for residents properly.

Advantages and Limitations of Secure File Sharing

- **Advantages**
- • Files are safe online
  • Staff can access files fast
  • Easy to share information
  • Helps staff work together
  • Files can be updated quickly
- Secure file sharing helps staff access information quickly.
  It improves teamwork because everyone sees the same documents.
  Files can be updated in real time, so information is always correct.
  It also saves time compared to using paper.
- **Limitations**
- • Needs internet
  • Staff may need training
  • Mistakes can happen
  • Technical problems can occur
- This can sometimes make it harder to use.
- A limitation is that internet is needed to access files.
  Some staff may need training to use the system properly.
  If files are shared incorrectly, it can cause problems.
  Technical issues can also stop access to information

References

- Westgate Healthcare (n.d.) *Riverdale Care Home*. Available at: https://www.westgatehealthcare.co.uk/care-homes/riverdale-care-home/ (Accessed: 13 June 2026).
- Microsoft (n.d.) *What is OneDrive?* Available at: https://www.microsoft.com/en/microsoft-365/onedrive/online-cloud-storage (Accessed: 13 June 2026).
- Microsoft (n.d.) *What is SharePoint?* Available at: https://www.microsoft.com/en/microsoft-365/sharepoint/collaboration(Accessed: 13 June 2026).
- Microsoft (n.d.) *Share files and folders in OneDrive*. Available at: https://support.microsoft.com/en-us/office/share-onedrive-files-and-folders (Accessed: 13 June 2026).

Staff Training at Riverdale Care Home

Introduction:

- **Riverdale care home provides nursing, residential and nursing care for older adults. The Care Home focuses on person-centred care, safety and maintaining patient dignity.staff must be properly trained to provide high quality care to meet legal requirements.**
- **Staff training involves teaching employees the skills needed to provide care for residents safely and effectively.**
- **Examples of staff training: (Health and safety training, dementia awareness, communication skills and Nursing care)**

Benefits of Staff Training at Riverdale

- **Better quality of care**
- **Greater staff confidence**
- **Improved understanding of special care**
- **Better team performance**

Examples of person care training:

- **Riverdale Care home staff is trained by learning residents hobbies, Life experiences and personal routines.**
- **Staff supports residents in Riverdale Care Home by achieving their goals and helping to improve wellbeing and quality of life.**
- **Staff are trained to encourage participation and social interaction.**

Microsoft 365 Tool selected

Microsoft Teams:

- Microsoft Teams is a communication and collaboration platform used for :
- Online meetings
- Recording training sessions
- Group discussions
- Staff communication
- Training sessions
- Teams allows staff to access training materials from any location at any time.

- **Microsoft Teams is suitable for Staff Training because :**
- **Documents and policies can be shared instantly to staff**
- **Managers can communicate with staff during training**
- **New employees can access previous training records**
- **This makes learning more flexible and accessible**

- Microsoft Teams improves efficiency and communication by : reducing travel time for training, quick sharing of important updates, better team work across different shifts and easy access to update policies and procedures.

- The limitations of using Microsoft Teams :
- Requires internet access
- Some staff may need training to use the software
- Technical problems can interrupt sessions
- Less face to face interaction
- Staff may become distracted during online training

- **Conclusion:**

  Staff Training is essential at Riverdale Care Home to ensure residents receive safe high quality care. Microsoft Teams supports communication and collaboration and improves staff knowledge in Riverdale Care Home.

References

- Microsoft (n.d.) Microsoft Teams training and learning. Available at: https://support.microsoft.com/en-us/teams(Accessed: 14 June 2026).
- Social Care Institute for Excellence (SCIE) (2024) Learning and development in adult social care. Available at: https://www.scie.org.uk/workforce/learning-development (Accessed: 14 June 2026).
- Skills for Care (2023) Induction, training and qualifications in adult social care. Available at: https://www.skillsforcare.org.uk/Learning-development (Accessed: 14 June 2026).

- **Carehome.co.uk**
- **Westgatehealthcare.co**
- **Cqc.org.uk**