DIGITAL SKILLS & RESEARCH METHODS

SUNRISE RESIDENTIAL CARE HOME

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MICROSOFT 365 IN A CARE HOME

- Microsoft Word - Used for Newsletters & posters.
- Microsoft Outlook- Used for sending and receiving information e.g. Emails.
- Impact Of Limited Digital Skills- Struggles working for a modern environment.
- Checklist For Digital Safety Practices- Basic internet safety

BENEFITS OF MICROSOFT WORD 365…

- Care Plans to inform staff members of what is required from any member of staff in case of someone calling in sick.
- Notes to leave on the patients record for the next staff member to read before they start working with the patient. Example Nigel has not had his 3pm medication.
- Newsletters to give information i.e. times and dates for activities or daytrips in the care home for residents.
- Posters use eye catching pictures with words to inform or remind staff of extra qualifications they could gain.
- Work Rota to keep staff updated about when they would be at work and also whom they would be working with. Ie patients and staff.

Microsoft word has been a great use to many people for a very long time, majority devices such as macOS, iOs and android can all use the application easily as it has built in spell check and you could easily research a topic if you need to.

Using Microsoft word you can open and save files easily even though they may have been made using a different format e.g. HTML, DOCX and PDF.

Using Microsoft you can create professional documents because you can easily change formats, writing and add bullet point if you need to.

It is important to teach staff at sunrise care home how to use Microsoft word so they are able to make notes and leave for other staff members regarding patients in the care home.

Reference: Date 20025, *Presentationskills.me,* Google HTTP 18 Advantages And Disadvantages Of Microsoft Word - PresentationSkills.me

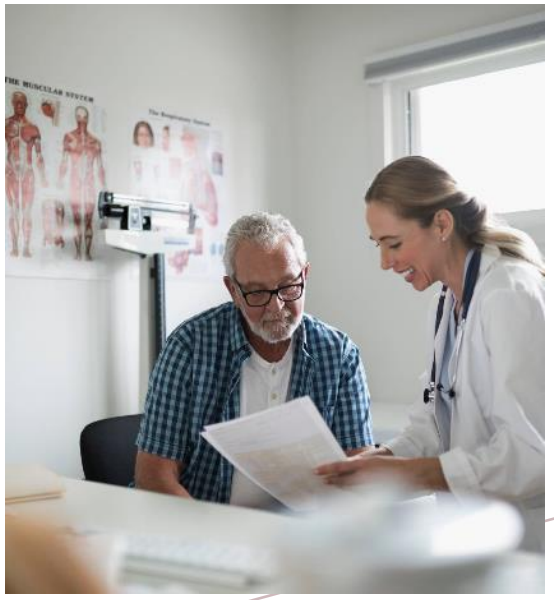
THE BENEFITS OF OUTLOOK WITHIN MICROSOFT 365 IN SUNRISE RESIDENTIAL CARE HOME

INTRODUCTION

Hello everyone my name is Mehnaz Iqbal today I will be discussing the benefits of outlook 365 in sunrise residential care home

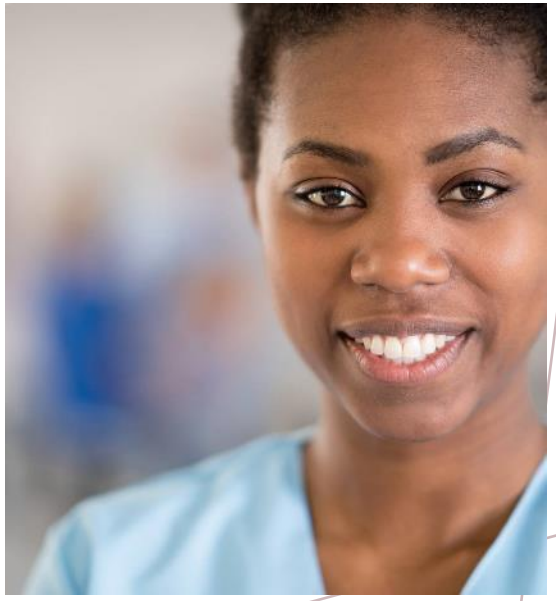
THE BENEFITS OF OUTLOOK 365 IN SUNRISE RESIDENTIAL CARE HOME

- **Record keeping it is vital for record keeping and communicating with colleagues so they can update patients' medical history.**
- This way they can stay connected with residents other professionals and families with any care plans or changes in health of the residents.
- As they email their co-workers rather than physically telling them communication in outlook if there are no digital tools it could affect internal communication between staff in care important information relating to residents might not be passed effectively between shifts also delays in colleagues about residents starts.
- Outlook can be used to make sure that nothing important is missed ie medication, rotas, and care routines
- Organized schedules and reminders
- The staff can manage appointments activities meeting easily.



Outlook keeps information safe and secure it keeps residents' information private and protected and only those who have access can get the information needed.

It has less paperwork, and staff can easily access outlook on their phones, tablets or computers this is so that they are updated of any changes or any delays.



THE BENEFITS & OVERVIEW OF MICROSOFT OUTLOOK 365

Microsoft outlook is one application all in one email, like calendar, arranging meetings and events,

tracking your daily tasks, sending emails receiving email, access contacts it supports client for work email accounts or school.

reference

What is Microsoft Outlook and how do I use it? – The Community Solutio

. As they email their co-workers rather than physically telling them communic are no digital tools it could affect internal communication between staff in car relating to residents might not be passed effectively between shifts also delays residents starts.

LIMITATION OUTLOOK

outlook is one of the main tool to manage emails, task and keep contacts, it keeps improving workflow and contacts

among co-workers

refrence

How to Use MS Word With Outlook: A Step-by-Step Guide - Solve Your Tech

Step-by-step guide

Mathew Burleigh

(2024)

Thank You for Listening ☺

DIGITAL SKILLS AND RESEARCH METHODS

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SUNRISE RESIDENTIAL CARE HOME

Introduction

- Today, digitalisation is strongly present in health and social care, and it increasingly affects the organisation of work, work requirements, tasks and tools.
- Limited digital skills affect organisations' day-to-day operations.

Background

- Case

Sunrise residential care home facilitates care for older adults, many of whom suffer from dementia, mobility and long-term health conditions. It has introduced digital tools to improve the quality and efficiency of care.

- The staff are learning and developing skills to use Microsoft 365 suite

WHAT ARE DIGITAL SKILLS

- Keeping medical records safe in Word document
- The use of emails in Outlook app
- Excel is used to keep data base of appointments and medications
- Saving information in OneDrive

EFFECTS OF LIMITED DIGITAL SKILLS

- Limited digital skills can affect the operations of the Sunrise Residential Care Home in a number of ways:
- 1. Safety and security
- 2. Faster communication among staff
- 3. Faster access to medical records
- 4. Up-to-date information on patients

CONCLUSION

Many individuals, particularly young people and older people struggle with basic digital tasks, which can hinder their ability to participate in modern life, access healthcare and manage finances effectively and easily as in todays world and society everything is digitally run.

Kaihlanen, AM., Laukka, E., Nadav, J. et al. (2023). *The effects of digitalisation on health and social care work: a qualitative descriptive study of the perceptions of professionals and managers.* BMC Health Serv Res 23, 714.

https://doi.org/10.1186/s12913-023-09730-y

IMPACT OF LIMITED DIGITAL SKILLS

CARE DELIVERY

- Staff need to be trained to amend and share patient’s digital file.

- Staff should be able to upload updated medical conditions and change patient's records.

- “Relevant regulations, robust data protection measures and transparent data governance are necessary to address privacy and security concerns in the digital health landscape.” (Fitzpatrick, 2023)

COMMUNICATION

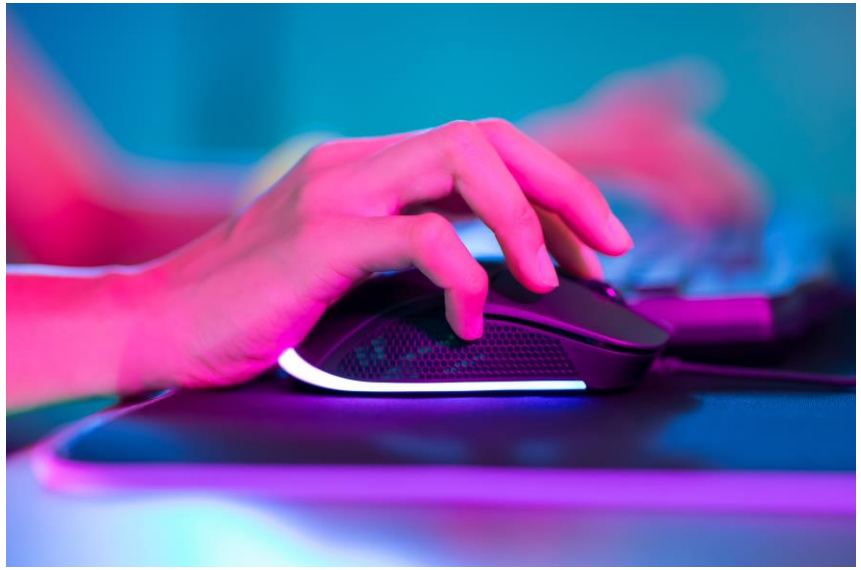
- Staff need to know how to use emails, texts and other digital skills to communicate with patient's families.

- Lack of communication leads to delayed treatment

- All staff should be trained on the required communication standards at the Residential Care Home.

TEAMWORK

- Staff need to be trained to upload all of patient's records using their own accounts.
- Over reliance on work colleagues can cause resentment among them.
- Health care systems should make individual accounts with only necessary information. (Jawad, 2024)



DIGITAL SAFETY CHECKLIST

CITATIONS

- Fitzpatrick, P., (2023) 'Improving health literacy using the power of digital communications to achieve better health outcomes for patients and practitioners' *Frontiers in Digital Health, p.6* *(Accessed on 30/09/2025)*

- Jawad, L. A. (2024). Security and Privacy in Digital Healthcare Systems: Challenges and Mitigation Strategies. Abhigyan, 42(1), 23-31. https://doi.org/10.1177/09702385241233073 (Original work published 2024)

- Information Commissioner's Office (ICO) (2021) *UK GDPR Overview*. Available at: https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/ (Accessed: 29 September 2025).