



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
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Digital Skills and Research Methods

(LCHS4007_LON)

Task 1: presentation

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Trawsnewid Addysg; Trawsnewid Bywydau
Transforming Education; Transforming Lives



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Introduction

- Greenfield Care Home Agency provides personal care support to older adults living independently in the community.
- Care coordinators, visiting carers, nurses, and administrative personnel represent its workforce.
- Greenfield Care Home agency use digital technology like Microsoft 365 -Ms Word is adopted, that make scare documentation more efficient, consistent and collaborative at Greenfield Home Care Agency(Microsoft, 2026; NHS England, 2025).
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My Presentation's main points are

- How staff currently complete documentation tasks by use MS word
- How to make the process better with Microsoft Word
- Microsoft Word's advantages and disadvantages

uses of Microsoft 365 – Microsoft Word at Greenfield Home Care Agency

- All record save in Microsoft 365 documents and most of time use MS-word document at Greenfield Care Agency
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- Use MS 365/ MS- Word document for care plans, visit notes and handover records(**Microsoft, 2026**).
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- Care professionals use MS 365 for **Fast reviewing** of record at Greenfield Care Agency
- Staff can share and co-edit Word documents, allowing carers, and professionals to work on the same document rather than creating multiple copies (**Microsoft, 2026**).
- Using the same Ms 365/ MS-word helps Greenfield maintain a consistent approach to documentation.
- Greenfield Care Agency use MS 365 for time saving and allowing staff to spend more time supporting clients.

how staff currently complete the task

- staff currently use Ms 365 / MS-Word document to complete the task
- Visiting carers and nurses record and client information after visits.
- Care coordinators review and update care documentation.
- Staff may create separate documents.
- Manually checking and updating documents can take time.
- Different document formats may reduce consistency

How MS Word improves the task

- MS Word can help staff to **save time**,
- MS-Word helps staff to improve documentation quality and support collaboration between the care professionals.
- Staff can add questions and their feedback directly in Microsoft Word documents, and improving communication (Microsoft, 2026).
- Staff can work on shared Word documents, reducing unnecessary words (Microsoft, 2026)
- headings and sections make documentation easier to complete and easy to understand.
- Care coordinators can quickly identify and review changes made by carers or nurses (Microsoft, 2026).
- can create Ms- Word document for care plans, visit notes and client reviews

Benefits of MS Word at Greenfield Care Home

- Saves time.
- Improves documentation
- Better collaboration
- Easy editing and updating record
- Reduces errors
- Improves communication
- Easy to organise
- Supports person-centred care

limitations of MS-Word application

- Staff training required
- Risk of human error
- Version confusion
- Technical dependence efficiently.
- Time needed for setup
- Sensitive health information, which is classified as special category data and needs extra protection under UK GDPR, may be found in care records (Information Commissioner's Office, 2026).

References

Information Commissioner's Office (2026) *What is special category data?* Available at: [ICO – Special category data](#) (Accessed: 15 August 2026).

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