

Digital Skills and Research Methods

LCHS4007

Component 1: Group Presentation

Programme: Certificate of Higher Education Skills for the Workplace
(Health & Social Care)

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Submission: Monday 13th July 2026

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Introduction: Riverdale Nursing Home

- Riverdale Nursing Home offers senior citizens care and support for their physical, medical, and personal needs.
- The nursing home is staffed in two buildings with different shifts and consists of carers, nurses, and administration. It requires effective communication and collaborative efforts. Riverdale Nursing Home is on Microsoft 365, but many of the staff members don't know which Microsoft 365 products to use for various tasks in the workplace.
- This means that the organization has four issues to address: understanding the tools to use, duplicated work, missed messages, and inefficient working.
- The goal of our group is to determine the right Microsoft 365 tool for each workplace task. This will enhance communication, minimize errors, boost productivity, and enable staff to communicate more easily with one another.

Task 1: Staff Communication

Recommended Tool: Microsoft Teams

Presenter: Naila Kaibou Student ID: 2025381371

- It is essential that staff are able to communicate effectively in order to relay vital details about the residents' care, their medicines, handovers, appointments etc. and during emergencies at Riverdale Nursing Home. Deficient communication can be a cause of not collaborating, poor accuracy and poor quality of care provision.
- The ability to communicate via instant messaging, video or audio call, online meetings, and securely sharing critical documents in an easy-to-use online space makes Microsoft Teams an ideal communications tool for staff. Furthermore, it also enables teamwork as everyone is aware of the news even if they are on different shifts.
- Microsoft Teams' primary advantages include speedier communication, safe document sharing, hassle-free access to documents on computers and phones, and enhanced collaboration. But there are some drawbacks such as requiring a reliable internet connection, staff training and having to have a Microsoft 365 subscription to use some of the more advanced features.
- To summarise, Microsoft Teams communication improves Riverdale staff and team collaboration, and care for the residents in general.

Benefits & Limitations: Microsoft Teams at Riverdale

Benefits

- Efficient and quick communication.
- Secure document sharing.
- Available on cell phones, tablets, and their computers.
- Effective teamwork and coordination is enhanced

Limitations

- Must have an internet connection that is reliable.
- Staff training might be needed.
- Some of the advanced features are subscription based to Microsoft 365.

Task 2: Secure File Storage & Sharing

Recommended Tool: OneDrive

Presenter: Cesar Augusto Abad Ramirez Student ID: 2537896

- **Task at Riverdale**

With OneDrive at Riverdale Nursing Home, staff members had the ability to easily share, access, and store vital data, such as care plans, medication details, staff jobs and schedules, policies, etc., in a secure way. This will ensure workers have the latest set of facts, and are working more efficiently.

- **Why OneDrive?**

OneDrive is good because it offers secure cloud storage, file sharing and cloud syncing. It enables staff greater collaboration and protects documents (Microsoft, 2024; Alharthi et al., 2017).

- **How OneDrive can enhance the efficiency**

Staff can be able to view documents on any authorised device.

Automatic authorizing assures all use the most current version.

You can retrieve the previous version of a file if necessary using the Version history.

Benefits & Limitations: OneDrive at Riverdale

Benefits

- Accessibility: Files are accessible to users on authorized devices, anywhere.
- Collaboration: Staff are able to edit and work on documents together.
- Cost-effective: Saves paper use and physical storage.
- Healthcare Documents are protected using secure storage (Microsoft, 2024).

Limitations

- Active Daily Earnings: Must be working daily to participate in the program.
- Staff competency – Staff should be trained to use OneDrive properly.
- Licensing costs: Alharthi et al. (2017) noted that some advanced features are part of a Microsoft 365 subscription.

Task 3: Care Documentation

Recommended Tool: Microsoft Word

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- Important documents, including care plans, staff reporting documents, policies, and minutes of meetings, may be created in Microsoft Word at Riverdale Nursing Home. It provides easy access, organisation, and professionalism for staff to work with information.
- A suitable tool would be Word, as it has some useful features for users to write, edit, and format their work, and it can also be used to collaborate with others through an application called Microsoft 365 (Microsoft, 2024). Staff can enhance communication by adding Track Changes, comments, and sharing on OneDrive to allow them to both have a document they can update and review together.
- Word's primary advantage is its user-friendliness, its ability to facilitate collaboration, the accessibility options, and, for the cost of part of Microsoft 365, it offers a low-cost option.
- Learn to use your internet browser for online collaboration; however, (Microsoft, 2024) some staff may need training, and a Microsoft 365 licence (full features) will require Internet access.

Benefits & Limitations: MS Word at Riverdale

Benefits

- Assists the staff to develop clear and professional documents including care plan, reports, policies etc.
- Enables easier communication and sharing and editing of documents by many staff members.
- Contains helpful capabilities such as templates, spell check, Track Changes and accessibility features.
- Saves time by keeping documents on OneDrive and accessing them easily when needed.
- Cost-effective since it is built-in with into Microsoft 365.

Limitations

- There may be need for staff training for the use of the advanced features.
- To share and collaborate online, it is necessary for people to have a reliable internet connection.
- Full features is a key feature that requires a Microsoft 365 licence.
- Staff-led document updating may lead to outdated document(s).

Task 4: Staff Scheduling / Rotas

Recommended Tool: Microsoft Excel

Presenter: Aristide Prisca Aye EPSE AMANTCHO | Student ID: 2540739

- Ensure staff rotation is planned to ensure safety and continual care of residents. As situations change because of absences and/or the need for changes, discuss and make changes to the schedule as needed. Provide safe staffing and effective day-to-day functioning. It will be effective to use staff rotas developed in Microsoft Excel, as managers can develop staff schedules, work hours calculation, and can readily update staff shifts at any moment without taking undue time. Based on Azahar and Kamardan (2022), optimization of labour scheduling, imbalances among employees, and employee preferences can be performed by using the Excel Solver model.
- Well-planned staff rota: Helps to minimise rota errors and confusion.
- Automatic calculations: Accurate formulas to calculate hours, overtime, and staffing – save time and money.
- Easily accessible and easily edited: Rotas can be edited and accessed within Microsoft 365 – staff are always looking at the latest version.
- A solution that is easy to use and allows easy management of staff rotas in the Microsoft 365 environment is to use Microsoft Excel. It can make real-time collaboration effortless, and makes it easier for staff to have access to the latest schedules, and help to reduce errors.
- While Excel is convenient for staff rotations, staff training is needed, and an Internet connection is required to collaborate in the Cloud with others. Microsoft also requires a Microsoft account and a suitable license for Microsoft 365 to get access to full functionality and real-time sharing with others (2024, Microsoft).

 *You have up to 5 minutes to present this slide. You will be asked individual questions by the assessor afterwards.*

Benefits & Limitations: MS Excel at Riverdale

Benefits

Even cost-effective, as it comes with many Microsoft 365 subscription plans, thereby cutting down software expenses.

- Flexible: Can be used for medium schedules.
- Easy to use: clearly organises staff schedules using tables and colour coding.
- Automatic calculations: -- Automatically works out the working hours and overtime, saving time and lessening errors.
- Real-time collaboration – staff are able to view and get the latest rota on OneDrive or SharePoint.

Limitations

Training needed: There may be staff whose training is necessary in the proper use of the more advanced features of Excel.

- Internet dependent: Online rotas: Needs a reliable internet connection.
- Possible sources of error: from ones typing in values, formula being typed in wrong, unintended changes by others size wise.

Difficulty keeping version control; might not be straightforward version control issues and/or multiple user issues.

Task 5: Staff Training

Recommended Tool: Microsoft PowerPoint

Presenter: Shapla Begum | Student ID: 2540738

- By using Microsoft PowerPoint in Riverdale Nursing Home, staff can create training and share with other staff members the key information like care procedures, health and safety, shift change, etc. It is a useful resource as it provides text, images, and videos for clear information and is easily shareable via Microsoft 365 (Microsoft, 2024).
- PowerPoint facilitates communication by enabling staff to access the same presentations in the various buildings and shifts, and for effective real-time collaboration.
- One of the advantages, among others, is that they are easy to use, readily available, and inexpensive as part of Microsoft 365.
- There may be a need to train some staff, and collaboration will need to be on online platforms, which will require a reliable internet connection and a Microsoft 365 licence (Microsoft, 2024).

 *You have up to 5 minutes to present this slide. You will be asked individual questions by the assessor afterwards.*

Benefits & Limitations: MS PowerPoint at Riverdale

Benefits

- Simplifies staff training and care procedures with pictures, graphs and videos.
- Supplies managers with the same information to staff throughout buildings and shifts.
- Enables collaboration by providing a space for presentations to be shared and worked on in Microsoft 365.
- Contains accessibility and screen reader options, making it easier for everyone on staff to use.
- Simple and affordable as it is part of most Microsoft 365 subscriptions.

Limitations

- Some staff might require training to develop or modify presentations.
- To share and collaborate online, one needs to have a firm internet connection.
- Only a Microsoft 365 licence is needed for the advanced features.
- Presentations will become out of date if not reviewed and updated regularly.

Summary: Benefits & Limitations of Recommended Tools

Workplace Task	MS 365 Tool	Key Benefit	Key Limitation
Staff Communication	Teams	Efficient and quick communication. + (NHS England, 2023)	Must have an internet connection that is reliable. + (MacMillan et al., 2021)
File Storage & Sharing	OneDrive	Accessibility: Files are accessible to users on authorized devices, anywhere. + (Cloud Security Guidance, n.d.)	Active Daily Earnings: Must be working daily to participate in the program. + (Cloud Security Guidance, n.d.)
Care Documentation	Word	Assists the staff to develop clear and professional documents including care plan, reports, policies etc. + (World Health Organization, 2021)	There may be need for staff training for the use of the advanced features. + (World Health Organization, 2021)
Staff Scheduling / Rotas	Excel	Flexible: Can be used for medium schedules. + (NHS England, 2024)	Internet dependent: Online rotas: Needs a reliable internet connection. + (NHS England, 2024)
Staff Training	PowerPoint	Simplifies staff training and care procedures with pictures, graphs and videos. + (NICE, 2025)	Some staff might require training to develop or modify presentations. + (HSE, 2023)

Conclusion

Choosing the right Microsoft 365 tools to address each workplace task will create more effective communication, collaboration, and day-to-day efficiency—both within the building and across all shifts. The correct tools will minimize duplication of effort, cause no misunderstandings, and promote teamwork among carers, nurses, and administrative staff. Overall, this will help develop a better organized and effective working space, to enable staff to focus on delivering high-quality care and support to residents.

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