



DIGITAL SKILLS AND RESEARCH METHOD LCHS4007

**CERTIFICATE OF HIGHER EDUCATION IN
HEALTH AND SOCIAL CARE**

**ENHANCING STAFF TRAINING AND PROFESSIONAL
COMMUNICATION AT GREENFIELD**

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We acknowledge the use of Grammarly (<https://www.grammarly.com/>) 14TH MARCH 2026 to support to check our work using the prompt(s)

we confirm that we have not presented any AI generated text as our own work. We confirm we have copies of our drafts, notes, and other resources we used before, and after the use of AI tools which we may be asked to provide in evidence.

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EVALUATE
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INDRODUCTION

GREENFIELD AGENCY PROVIDES PERSON
CENTERED FOR OLDER ADULTS.

MICROSOFT 365 STRUGGLES



CURRENT VS FUTURE

Currently greenfield uses paper folders and note pads to document patients case files policies and procedures.

Microsoft word will help keep patient files safe guarded Microsoft word could be used to hide data, it can also be used to review various policy to address different things.

Rodriguez, C., 'welcome the commission, staff and the public', (2007). Microsoft word-5516097.doc, floridabuilding.org

BENEFITS AND LIMITATIONS



Easy documentation and reporting

Features like spell checker helps maintain a high standard.

Helps care professionals to draft care plans

Improved data security



Data can be breached when sharing a document externally

Care professionals can become incompetent with their work.

Documents may become corrupted or accidentally permanently deleted.

<https://www.cranborne.tech/how-microsoft-365-copilot-are-helping-care-homes-work-Smarter#:~:text=Microsoft%20365%20and%20its%20AI,Scheduling%20&%20Task%20Reminders>

<https://www.theaccessgroup.com/en-gb/health-social-care/sectors/care-homes/care-home-software-and-integrations-11-benefits-to-consider/#:~:text=Improves%20Data%20Security%20and%20Integrity&text=This%20can%20lead%20to%20multiple,easier%20to%20keep%20data%20secure.>



Area	Details
What Teams Does	Replaces calls & WhatsApp with a secure, GDPR-compliant platform
Key Benefits	Faster comms, safer data sharing, better handovers, improved training
Challenges	Digital confidence, internet reliance, Microsoft 365 licensing costs
Overall Verdict	Practical & affordable with the right training and support in place

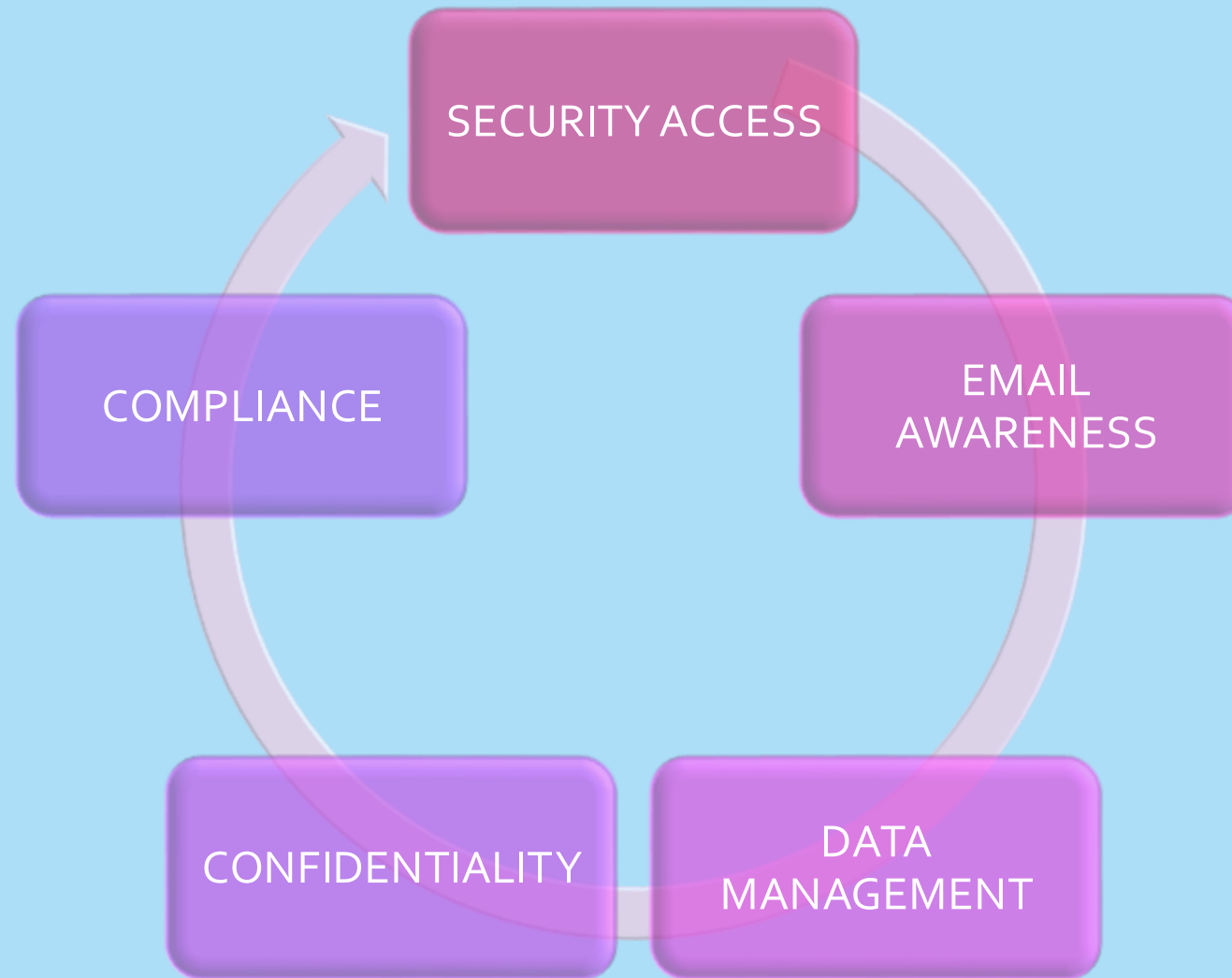
MICROSOFT TEAMS

ADVANTAGES DISADVANTAGES

- Note function which allows meeting notes to be recorded and replayed at any time.
 - Free secure cloud storage
 - Meetings can be scheduled ahead of time.
 - Sensitive information is protected with data encryption
 - It's easy to use with online help and support.
- Poor Wi-Fi connection
 - Lack of digital skills and knowledge
 - Resistant to change from face to face to digital.

<https://www.england.nhs.uk/long-read/microsoft-teams-and-remote-working/>

DIGITAL SAFETY ACTION PLAN



(NHS England, 2023; ICO, 2021; NCSC, 2023; Sherwood, 2020; Dataguard, 2023; DHSC, 2023)

Goal Area	Daily Action	Why It Matters (Advantage)	Watch Out For (Limitation)	Done ☐
Secure Access	Log in all devices before accessing client records	Significantly reduces risk of access (NHS England, 2023)	Some staff may find MFA difficult — offer quick support if login issues arise (NHS England, 2023)	☐
Secure Access	Confirm you can only see records relevant to your role.	Role-based access limits internal data exposure (ICO, 2021)	Roles change — flag to management if your access does not match your current duties	☐
Secure Access	Lock your screen every time you leave your workstation	Protects devices and data if lost or left unattended	Password fatigue can lead to shortcuts — use a password manager if approved	☐
Email Awareness	Before opening any email link or attachment, check sender, links	Empowers staff to spot and avoid phishing threats (NCSC, 2023)	High turnover - may not be trained yet — new starters (NCSC, 2023)	☐
Email Awareness	Send client-related information only via encrypted email channels	Prevents sensitive data from being intercepted (Sherwood, 2020)	Encrypted systems can be complex — if unsure, ask IT before sending (Sherwood, 2020)	☐
Email Awareness	Report any suspicious email to IT	Reduces volume of malicious threats reaching other staff	Spam filters miss sophisticated attacks.	☐
Data Management	Save all client files to the secure Microsoft 365 cloud	Ensures only access and daily backups (ICO, 2021)	If internet is down, note records on paper and upload once connectivity returns (ICO, 2021)	☐
Data Management	Check that any records you updated, dated, and stored in the correct folder	Keeps records legally compliant under UK GDPR (DataGuard, 2023)	Audits take time — flag to management if workload prevents proper filing (DataGuard, 2023)	☐
Data Management	Do not use personal phones, USB sticks, or unapproved apps for any work data	Eliminates a major source of data leaks	Staff may resist — remind team that this protects both clients and staff	☐
Confidentiality & Compliance	Only discuss client information in private, secure settings — never in public areas	Confidentiality agreements and DPO ensure clear accountability (ICO, 2021)	A DPO may be costly for Greenfield — share concerns with management (ICO, 2021)	☐
Confidentiality & Compliance	Before using any new app or system, check if a DPIA has been completed	DPIAs catch risks before new systems go live (DHSC, 2023)	DPIAs need specialist knowledge — do not skip them; request support if needed (DHSC, 2023)	☐
Confidentiality & Compliance	If you suspect a data breach, report it to your manager and the DPO within the hour	ICO must be notified within 72 hours — early reporting avoids penalties (ICO, 2021)	Human error is the top cause of breaches — stay alert and double-check before sharing any data	☐

(NHS England, 2023; ICO, 2021; NCSC, 2023; Sherwood, 2020; Dataguard, 2023; DHSC, 2023)

- Technology alone does not improve care — but when staff are supported to use it confidently, Microsoft Teams can make Greenfield a safer, more connected, and more efficient agency.



REFERENCE FOR TEAM RESEARCH

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