

Health and Social Care

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Module Code: LCHS4007

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Assignment Title: Writing care-related
documents/care records for Ashford
community care service



Writing care-related documents/care records - Sobiya

- Care-related documents are important because they help all staff and specialists access the same up-to-date information. Good record keeping improves communication, safety and the quality of care (Jefferies et al., 2010). It also supports legal accountability and professional standards (O'Connor et al., 2022).
- Ashford Community Care would need to create the following documents:
- **Individuals' information forms** –These help staff understand the person and provide personalized care (Morris et al., 2024).
- **Care plans** – support needed, how to provide support, health goals and outcomes. Care plans guide consistent, person-centered care (Barrett et al., 2021).
- **Risk assessments** – physical, medical and environmental risks. Risk assessments help prevent harm and keep people safe (O'Connor et al., 2022).
- **Safeguarding reports** – signs of abuse, who was informed, evidence and actions taken. Clear safeguarding records protect vulnerable adults (Morris et al., 2024).
- **Daily notes** – changes in health, improvements, care given, time, date and signature. Daily notes show the person's ongoing condition and support decision-making (Jefferies et al., 2010).
- **Documenting medication** - Accurate medication documentation is important because it helps prevent errors and supports safe administration of medicines (Wang et al., 2025)

Figure 1 suggests staff are writing up care records in a care home.



Introduction to Microsoft Word in Care Settings - Sobiya

Microsoft Word is a digital word-processing tool used in care settings to support clear and accurate documentation (Jefferies et al., 2010). It helps staff create organized and professional records that meet care standards and regulatory expectations (O'Connor et al., 2022). Using digital systems like Word also supports safe and consistent record-keeping, which is important for continuity of care and legal accountability (Morris et al., 2024). Word's basic features, such as editing tools and layout options, help staff produce documents that are easy to read and update (Barrett et al., 2021).

Features of word documents:

- **PDF saving** – Saving documents as PDF preserves formatting and supports secure sharing of records across care teams (Jefferies et al., 2010).
- **Accessibility tools** – Accessibility features improve readability and ensure documents meet diverse communication needs in care settings (Morris et al., 2024).
- **Comments** – Comment functions support collaborative practice by allowing staff to review and discuss documents without altering the original record (O'Connor et al., 2022).
- **Headers and footers** – Headers and footers help maintain consistent documentation standards, which is essential for regulatory compliance and professional record-keeping (Jefferies et al., 2010).
- **Table of contents** – A table of contents improves navigation in longer care documents, helping staff quickly locate essential information such as medication schedules (Barrett et al., 2021).

Why is Microsoft Word suitable for Ashford Community Care – Zaneta

- Provides one central digital workspace
- Supports secure care-document sharing
- Integrates directly with Microsoft World
- Enables authorized staff collaboration
- Keeps care information organized
- Supports consistent record management



digital workspace

Software keep (2025)

How Microsoft Word improves efficiency or communication in Ashford Community Care Zaneta

- Reduces duplicated care-record work
- Provides quicker access to updates
- Supports real-time staff communication
- Keeps teams better informed
- Improves coordination between care professionals
- Enables efficient information sharing

Effective Communication Tips



Effective Communication

(Crucial Learning India, 2026)

Advantages and Limitations of using Microsoft Word in an Adult Care Home

Advantages

- **Easy to use and familiar to staff**- daily notes, basic reports, letters can be typed easily (**Skills Care,2023**)
- **Flexible for multiple documents types** - meeting minutes, audits, care plans, communication letters (**Skills Care,2023**)
- **Supports CQC, GDPR compliance** (**CQC,2023**).
- **Compatible with other systems** – apple, android devices (**Department of Health and Social Care [DHSC], 2024**).
- **Easy to edit and update** (**Microsoft Support Guide**)
- **Useful for Governance and Communication** (**CQC,2023**).
- **Supports Narrative and Person-Centred Documentation** (**BioMed Central [BMC], 2022**).

LIMITATIONS OF WORD-BASED CARE DOCUMENTATION

- **Not Designed for Care Documentation - Word cannot:** track changes for audit ,alert staff to missing info, provide body maps, medication charts or behaviour tracking systems, link notes to care plans, lock records after submission ([Care Quality Commission, 2024](#)).
- **Risk of Inconsistent Documentation** - staff may forget to use templates, overwrite documents, save files incorrectly ([Royal College of Nursing, 2025](#)).
- **Time -Consuming** – Word requires manual typing, updating, and formatting; this can increase administrative workload for staff ([Department of Health and Social Care, 2025](#)).
- **No automatic data tracking-** Word cannot track automatically- track *incidents, change in resident health or risks* ([National Institute for Health and Care Excellence, 2023](#)).
- **Version-control problems-** Word documents can be: *edited accidentally, saved in the wrong folder, lost, duplicated* ([MHRA, 2019](#)).

- **Security limitations-** *passwords can be shared and files can be downloaded accidentally* (NHS England, 2025).
- **Limited Integration With Digital System-** lacks compatibility with medication system, NHS digital pathways, electronic care record systems, incident reporting (NHS England,2025).

Conclusion:

Microsoft Word is useful for basic documentation, but is limited and not ideal as a main system for care records. (CQC,2024).

Recommend how Ashford can implement the changes

Ashford can implement these changes gradually by:

1. Creating standard Microsoft Word templates ([NHS England Digital, 2021](#))

- daily notes
- care plans
- incidents reports

2. Choosing a Clear Workflow for Transferring Handwritten Notes ([BMJ / British Medical Journal, 2026](#))

- staff type handwritten notes into word at the end of each shift
- a senior or admin staff member enter notes
- staff dictate notes using Word`s Dictation tool
- use Microsoft Lens to scan handwritten notes and convert them into Word documents

3. Training staff in Basic Word Skills ([Health Education England / NHS Digital Skills Framework, 2022](#)).

4. Using accessibility tools ([The Access Group / NHS Trust, 2025](#))

- Microsoft Lens to scan handwritten documents and convert them into editable Word files
- dictation (Word's speech-to-text features so staff can dictate their notes)
- immersive reader
- large font and high contrast
- editor and spell-check

5. Digitise Handwritten Notes ([NHS Professionals Record Keeping Guidelines, 2021](#))

- manual typing
- dictation
- Microsoft Lens- scan handwritten notes - convert to Word – save to OneDrive
- attach scanned notes to Word documents

6. Storing documents securely in Microsoft 365 ([NHSmail Support, 2026](#))

- saving files in OneDrive or SharePoint
- use password protection
- restrict editing permissions

7. Disposal of paper ([NHS England Records Management Code of Practice, 2021](#))

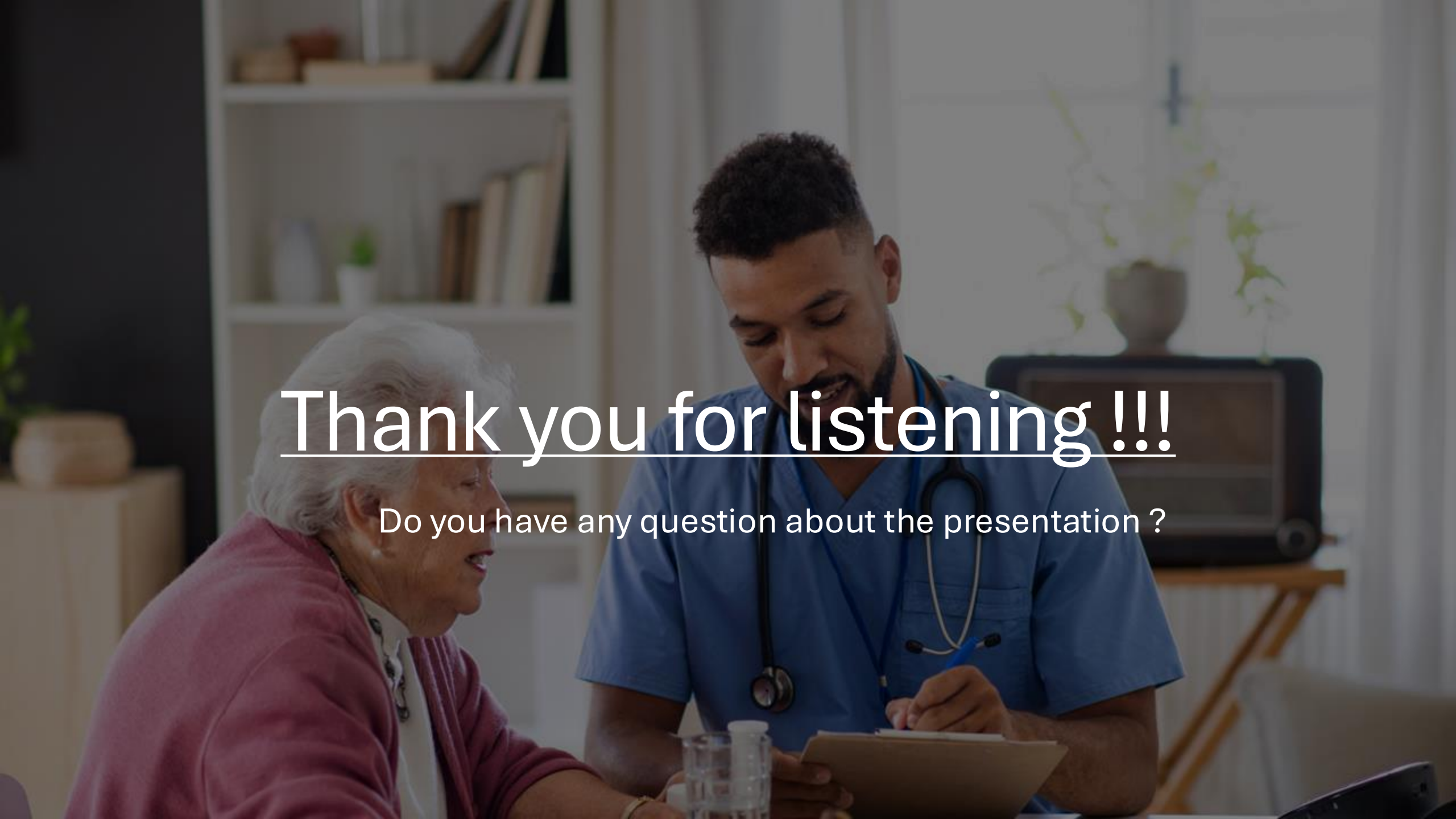
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Thank you for listening !!!

Do you have any question about the presentation ?