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University of Wales
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Programme : Certificate of Higher Education Skill for the Workplace
(Health & Social Care)

Group presentation

Module : Digital Skill and Research Method

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Introduction to Greenfield

Home Care Agency

- Provides home care services for elderly people
- Staff include carers, nurses, coordinators and administrative personnel.
- Organisation recently adopted Microsoft 365 to enhance communication, scheduling and documentation.
- Digital tools aim to improve efficiency, data safety and staff

Collaboration across the organisation.

GROUP MEMBER 1

GREENFIELD CARE HOME PRESENTATION

In today's presentation, I will discuss the transition from traditional pen and paper to using the Microsoft Word application and how this change will benefit Greenfield Care Home. Currently, Greenfield Care Home relies on pen and paper for daily tasks. Implementing Microsoft Word will significantly reduce the time spent on manual record-keeping, improving overall efficiency.

CAPABILITIES AND FEATURES AVAILABLE WITHIN THE MICROSOFT WORD APPLICATION

There are several ways Microsoft Word can be utilised in a care home setting to improve efficiency. Templates can be created for staff handover sheets, incident reports, daily care routines, and medication rotas, allowing them to be printed and completed as needed. Additionally, letters to families updating them on their relatives' wellbeing can be prepared. Newsletters for residents, advertisements for upcoming events, activity schedules, TV guides, and sign-in sheets can also be developed using Word. Implementing these tools would greatly support the daily operations within the care home.

Advantages and Disadvantages of Implementing the Microsoft Word Application

Using Microsoft Word offers advantages such as decreasing the time needed for handwritten documentation, thereby freeing up more time to interact with residents and plan extra activity days. However, a possible disadvantage is the expense and time involved in training nurses to use the software proficiently, as well as the differing rates at which they may acquire these skills.

Nonetheless, overall, this approach remains the most beneficial for the care home.

Productivity Tool- Microsoft Excel

- Used to manage staff schedules
- Track medication records
- Record patient visit information
- Organise care data efficiently



Benefits and Limitations

- Benefits:
- Organised information
- Save time
- Automatic calculations
-
- Limitations:
- Staff training required
- Risk of data entry errors

- This process is specific to the respective medication use process

Right patient
Right medicine
Right dose
Right route
Right frequency
Right duration
Right labelling
Right storage conditions

Right patient
Right medicine
Right dose
Right route
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Right storage conditions

Storage, dispensing
and preparation

Right patient
Right medicine
Right dose
Right route
Right frequency

Administration

Patient

e.g.
Nurse

e.g.
Pharmacist

e.g.
Doctor

Multidisciplinary team

Adapted, with the permission of the publisher, from Routledge (94).

Communication Tools – Microsoft Teams

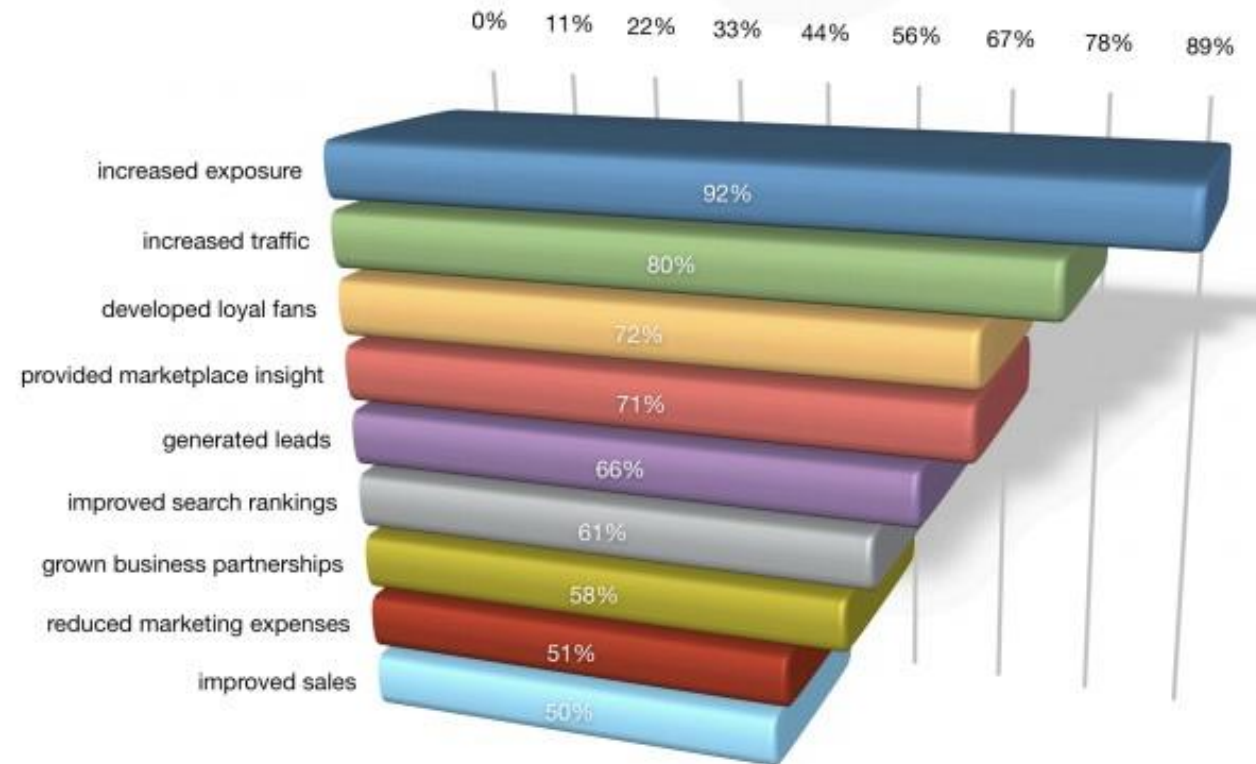
- Instant messaging between staff
- Video meetings
- Help carers communicate with office staff quickly



Advantages and Challenges

- Advantages:
- Faster communication
- Better teamwork
- Challenges:
- Internet connection required
- Staff need digital training

Benefits of Social Media Marketing



2014 Social Media Marketing Industry Report via SocialMediaExaminer.com

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The Intel® Security Digital Safety Program

gives educators and families the tools they need to empower kids to make smart, secure, and responsible decisions online. Gain the knowledge you and your kids need to be confident, safe digital citizens through a series of customized interactive resources and more.

Digital Safety Plan For Greenfield

- Protect patient information
- Use a strong password and two-factor authentication
- Train staff to recognise phishing emails
- Store files securely in OneDrive
- Follow UK GDPR data protection rules

CONCLUSION

- Microsoft 365 improves efficiency
- Teams improves communication
- Digital safety protects patient data
- Technology supports better home care services

References

- Buntin et al (2011) Journal of Medical Research
- Microsoft (2023) Microsoft 365 Documentation
- UK Government (2018) UK GDPR Guide
- Wager, Lee & Glaser (2017) Health Care Information System.