

GROUP PRESENTATION

Digital skills and research method

MODULE CODE : LCHS4007

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Welcome

- In today's presentation I will discuss how Microsoft Word can be used at Sunrise Residential Care Home to support care planning, policies, communication and staff training.
- I will also discuss some of the limitations.
- **What is Microsoft Word ?**
- It is a word processor used to create, edit and store documents.





Benefits



- Microsoft word can be used to **create templates** for resident needs. For example, a care plan to include dietary requirements or mobility support. This ensures information is consistent.
- Also, staff can use Word to **keep policies up to date** for example safeguarding and infection control. This can help Sunrise meet professional and legal standards.
- Furthermore, Word supports **professional communication**. Staff can prepare GP reports and letters to families in a clear format.
- Digital word processing also **improves clarity** in healthcare communication (Ecker, 1991)

Limitations



- However, there are also some limitations. So, what are they ?
- Firstly, some **staff can struggle to use Microsoft Word**. Without training this can lead to errors in formatting and editing (Yu et al, 2013)
- Secondly, using **Word can be time-consuming**. For instance, writing long incident reports without templates can slow staff down.
- Thirdly, there is **data protection risks**. For example, if a care plan is printed and left unattended it may breach confidentiality.

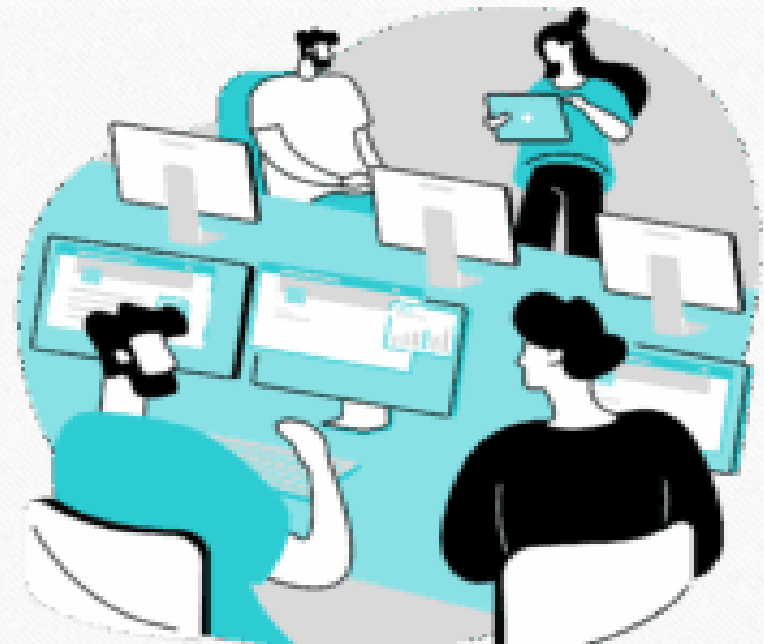
Useful skills of Ms teams in sunrise care home

- Sunrise Residential Care Home is a medium-sized facility that houses 35 people and is staffed by visiting medical professionals, nurses, and care workers.
- Many of those who live there suffer from chronic illnesses, dementia, or mobility problems.
- Digital tools are being introduced in the home to increase the effectiveness and quality of care.
- Microsoft Teams is a Microsoft 365 program that allows file sharing, video calls, chat, and teamwork .
- widely used for communication between employees, family contact, and virtual consultations in the health and social care professions (NHS England, 2025)



Benefits of MS teams

- Improves communication with external medical professionals through video consultations, saving travel time and improving care (NHS England, 2025).
- Avoiding unwanted hospital visits can help to save money and time for staff (Warmoth et al., 2023).
- Encourages teamwork through shared files, chat, and training sessions.
- Video calls help residents stay connected with friends and family, which improves their well-being (NHS England, 2025).



Limitations of MS teams

- Strong Wi-Fi and an adequate number of devices are necessary, both of which do not exist in many care homes (Warmoth et al., 2023)
- Staff confidence and time are challenges as not every person is educated in digital tools.
- Less suitable for dementia patients who have problems with video communications (Warmoth et al., 2023).
- Data safety and security must be closely monitored (NHS England, 2025).



Recommendations for MS teams in home care

- Improve Wi-Fi and supply a sufficient amount of devices for everyone.
- Group learning may help employees gain confidence.
- Give more support to the people who have problems with video calls.
- Make clear how to keep information secure.
- Choose digital champions to help other employees.
- Schedule frequent family video calls for resident.

Explain the impact of limited digital skills (digital literacy) among staff in the Sunrise residential care home. Consider how this may affect care delivery, communication and teamworking.

Limited digital skills among the staff in the sunrise residency have a very clear negative impact on the different aspect of the care home. For example,

- Unable to provide better care.
- Unable to provide modern technology.
- Unable to facilitate people effectively .



The importance of **technology** for care homes

Care delivery :

If the staff has limited access to the digital tools, it will create a problem for

- Keeping records secure,
- Planning medication and treatment.
- Keeping the records up to date
- Planning a better care
- Can't decide the future planning for the treatment .
- Struggle to communicate with other experts through emails, teams or
- Digital up to date devices for monitoring.

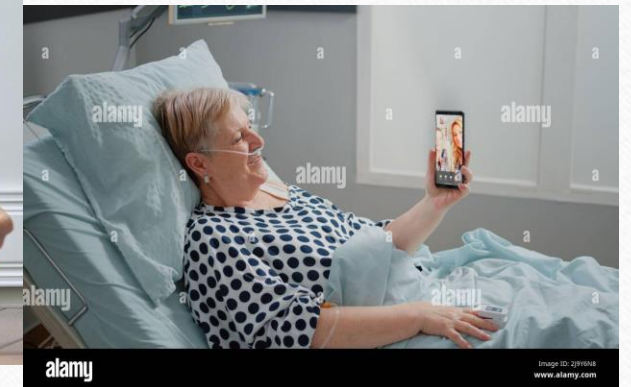
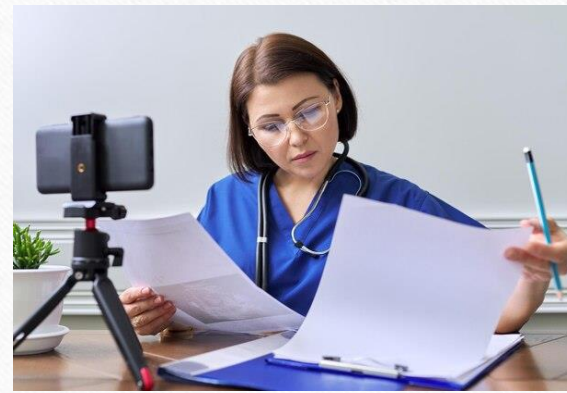
All these things are basic care needs of the care home residents that's why the staff could not deliver best care to their people without Using them. Limited digital skills among care staff can hinder the effective use of technology in delivering safe and personalised care (Health Education England, 2021).



Communication: Effective communication plays an important role in sunrise resident because it's the basic need of the staff that they communicate to each other in the best way to solve people's health issues.

- Connect with other GP, surgeon, pharmacist, nurses, care health advisor .
- Connect people with families
- Misplaced or miscommunicate information

Lack of digital skills can make staff communication more fragmented, reduce confidence in using shared platforms, and lead to misunderstandings in team coordination (Nunez, Harris and Lee, 2023).



Teamworking

Staff members who have limited knowledge about digital skills may experience:

- Low self esteem
- Anxiety
- Inefficiency
- They can't co-ordinate with each other .
- Struggle to work equally
- Unequal distribution of work and over burden.



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**CHECKLIST FOR DIGITAL SAFETY PRACTICES AT
SUNRISE RESIDENTIAL CARE HOME**

*UNIQUE USER IDs

- Do each member of staff have their own unique user ID for all systems which are not shared?

• *STRONG PASSWORDS

- Do all system passwords have a minimum of 12 characters including a combination of uppercase, lowercase, numbers and symbols?
- The foundational questions cover the most critical technical controls for staff and devices, including the use of strong credentials and multi-factor authentication, which are essential components of modern digital safety (National Cyber Security Centre (NCSC), 2021).

• *PASSWORD ROTATION

- Are staff required to change their password at least every 90 days?



- *MULTI-FACTOR AUTHENTICATION (MFA)

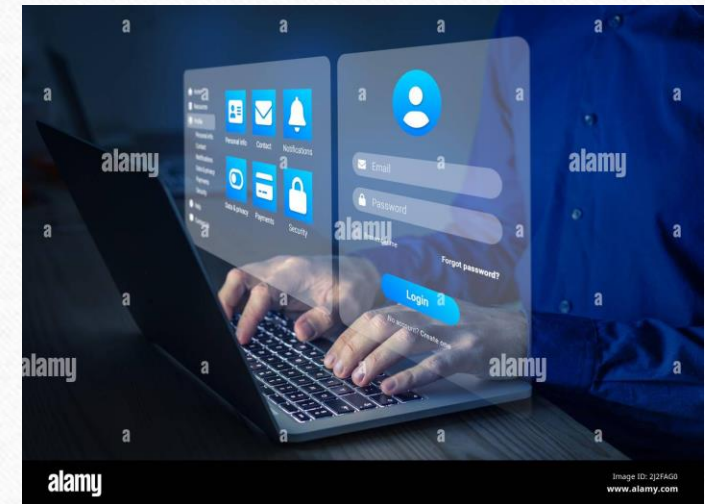
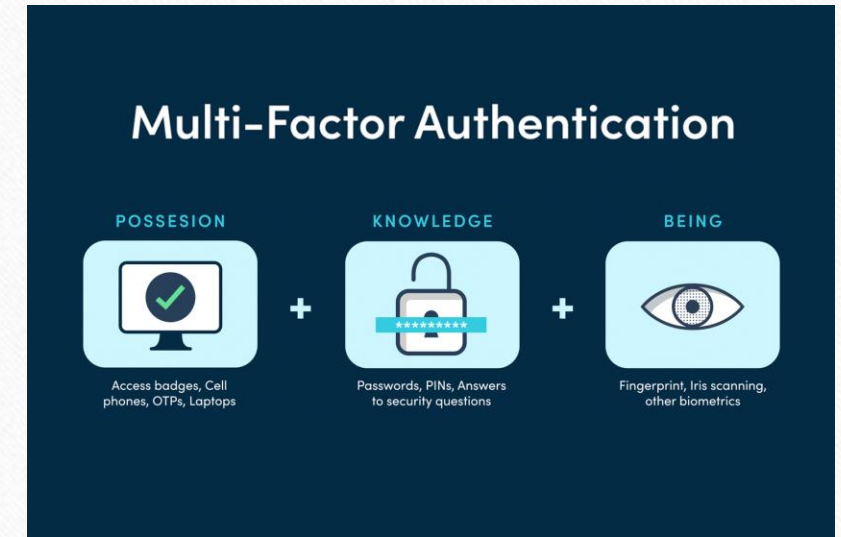
Is MFA being used for accessing systems with confidential patient data (electronic care records, personal information)?

The implementation of MFA is considered the single most effective technical control for preventing account takeover and accessing confidential patient data (National Cyber Security Centre (NCSC), 2021)

- *AUTOMATIC LOCK OUT

Are computers /devices set to lock/log off automatically after 5 minutes of no activity?

- Email safety
 - Safe document storage
 - Maintaining Patient Confidentiality



conclusion

- In summary, digital skills are key factors in supporting communication, collaboration, and productivity both in education and at the workplace.
- Research techniques enable us to gather and understand information in the most efficient manner to make sensible choices.
- They also catalyze learning, problem-solving, and innovation.
- Building these two capabilities gives us a competitive advantage in a more digital world.

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