

WRITTEN CARE-RELATED DOCUMENTS/CARE DOCUMENTS

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Written Care Documents

Using Microsoft 365 at Riverdale Nursing Home

1. Identify the Workplace Task (Care Quality Commission)

What we do:

- Write, save and update all care records for every resident
- Includes daily care notes, care plans, medical records and reports
- Record all care given, changes in health, behaviour, medicine and incidents
- Share information between carers, nurses, doctors and families.

Why it matters: (Skills for Care)

- Records must be clear, correct and easy to read
- They are legal proof of the care we provide
- Keep residents safe and help staff work together.

(Nursing and Midwifery Council)

Selected Tool

2. Select the Most Suitable Microsoft 365 Tool (Microsoft Support 2024)

✓ Microsoft Word

This is the best tool for writing and managing all care documents.

Why this Tool is Appropriate

3. Why Microsoft Word is Suitable (Care Quality Commission)

- ✓ Easy to use – simple to type, edit and update notes; good for all staff
- ✓ Clear & organised – make neat documents with dates, headings and clear text
- ✓ Use templates – standard forms so everyone writes the same way; nothing is missed
 - ✓ Safe storage – saved digitally, no lost or damaged papers; easy to find later
 - ✓ Share easily – send files quickly to other staff, doctors or managers
- ✓ Follows rules – helps meet legal and CQC standards for accurate, dated records



SLIDE: SUMMARY - KEY BENEFITSHOW

MICROSOFT WORD HELPS US  CLEARER RECORDS - EASY TO READ, NO MESSY HANDWRITING

 SAME STYLE EVERY TIME - TEMPLATES MAKE SURE WE NEVER MISS IMPORTANT DETAILS

 SAVES TIME - QUICK TO WRITE, EDIT AND SHARE

 ALWAYS SAFE - FILES STORED SECURELY, NEVER LOST OR DAMAGED

 BETTER TEAMWORK - EVERYONE CAN READ AND UNDERSTAND THE SAME INFORMATION

 MEETS ALL RULES - FOLLOWS CQC AND LEGAL REQUIREMENTS USING THE RIGHT TOOL MAKES OUR WORK EASIER, SAFER AND BETTER FOR RESIDENTS. (SKILLS FOR CARE 2023)

(HEALTH AND SAFETY EXECUTIVE)

(MICROSOFT SUPPORT 2024)

Conclusion:

- Written care documents are the foundation of safe, good care
 - They help us work as a team and keep residents protected
 - Microsoft Word is the perfect choice: simple, safe, reliable and meets all our needs
 - It saves time, makes records clear and helps us give the best possible care
- Good records = better care, every day.

(skills for care 2023)
(care quality commission 2023)
(nursing and midwifery 2024)
(health and safety executive 2022)

- References

Any questions?

- Care Quality Commission (2023) Regulation: Safe Care and record keeping. Available at: <https://www.cqc.org.uk/guidance-providers/regulation-enforcement/regulation-17-good-governance> (Accessed 13 June 2026)
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- Nursing and midwifery Council (2024) Standards for records keeping. Available at: <https://www.nmc.org.uk/standards/standards-for-practice/record-keeping> (Accessed 13 June 2026)
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Thank you.