

Digital Skills and Research Methods

LCHS4007

Component 1: Group Presentation

Programme: Certificate of Higher Education Skills for the Workplace
(Health & Social Care)

Lecturer: Dr. Ramzi Djemai

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Acknowledgement of the Use of AI

'No generative AI tools were used in the preparation of this presentation.'

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Introduction: Riverdale Nursing Home

Riverdale Nursing Home – Is a nursing home that

- Supports older adults needing daily care, medication assistance, and ongoing patient monitoring
- Staff work in shifts across two buildings (carers, senior carers, nurses, administration staff)
- Is currently using MS 365 but inefficiently due to lack of skill required.

Current Challenges

- Uncertainty about which Microsoft 365 tools to use.
- Confusion and duplicated work.
- Missed messages and inconsistent communication.
- Inefficient workflows across teams and buildings.

Management Goal

- Improve efficiency and communication
- Align workplace tasks with the correct Microsoft 365 applications

Group's Task

- Review existing workplace activities
- Recommend the most suitable Microsoft 365 tools for each task

Task 1: Staff Communication

Recommended Tool: Microsoft Teams

Presenter: [Sitti Elma Ahalin] | [2539403]

The Task- the Riverdale Nursing Home is located in a place with two separate buildings. it has a rotating shifts on the establishment, which is why the carers, nurses and all the staff requires reliable information, Its currently disorganised.

Why Teams- teams is a popular internal communications platforms on the market. It will help the Riverdale nursing home to deliver care management effectively and efficiently.
[Rieth, 2026].

How it helps- it will allow the staff to message each other, host video calls, share documents and work together in real time.

Advantages- it can be easily accessed because it feature a simple implementation only requires minimal set up. It has multiple tools in one solutions like Zoom and Slack. [Rieth, 2026].

Limitations- Using Ms Teams requires high storage consumption, although administrator can restrict who creates teams, organizations still face the challenge of keeping this platform slim to avoid bloated file size. [Rieth, 2026].

Benefits & Limitations: Microsoft Teams

Benefits

- **Meeting Recordings**-MS teams allows Users to record and store meeting recordings
- **Added Security**-the platform has an Advance security solutions to reduce the chances o leaked data, harmful attacks and authorized access.
- **Simple Implementation**-this solution is easy to add to their Toolbelt, teams requires minimal set-up to get started.
- **Improved Productivity**-with ability to easily hold meetings send messages and share datas.
- **Accessible Collaboration**-Microsoft teams acts as a centralized workspace where users can collaborate in real time.

Limitations

- **Complex Advance Features**-small businesses with minimal Resources or users who are unfamiliar with the product might have a hard time using MS Teams.
- **Requires 365 for full Capabilities**-even though there's a free version of Microsoft teams available for those Who don't subscribe to Microsoft 365 its capabilities are limited.
- **High Storage Consumption**-the more teams organization creates the most space MS Teams will take up in the computer storage.
- **High Internet Stability Requirements**-because teams offer real-time communications, this program requires a highly internet connection to function Properly.

Task 3: Care Documentation

Recommended Tool: Microsoft Word] | Presenter: [Rosemary Omeh] | [2543928]

- **The task** involves recording patient information which can be communicated across staff.
- Such documentation include writing care plans, recording incidents (like falls), documenting medication administration, recording personal care.
- **Microsoft Word** is selected because it provides tools for creating documents? Justify your choice with at least one academic or credible source (Microsoft support, 2026).
- Riverdale Nursing Home has experienced confusion and duplicated work.
 - Microsoft Word can be used to draft a standardised care plan templates to allow staff to produce consistent documentation and avoid duplication
 - Track Changes feature can be activated to review updates before they are shared - This reduces errors and improves communication between carers, nurses, and administrative staff (Microsoft, 2026)
 - Editor feature can be used to correct the grammatical errors, spellings and punctuations.
 - Home icon features like bold, font size, italics, page formatting, etc. can be used to format the document.



You have up to 5 minutes to present this slide. You will be asked individual questions by the assessor afterwards.

Benefits & Limitations: MS Word at Riverdale

Benefits

- ❖ Consistency – It ensures information delivery is consistent across staff / units
- ❖ Collaboration – Health professionals can work on the same document and changes tracked Professionalism
- ❖ Accessibility – It provides features for diverse learning needs e.g. voice command, immerse reading mode.
- ❖ (Microsoft support, 2026; Microsoft support, 2026a).

Limitations

- ❖ Cost – The use of MS word requires subscription to Office 365
- ❖ Training – Digital skills is required to use and when versions are updated
- ❖ Dependence
- ❖ Versioning – Multiple copies can cause confusion
- ❖ Security – Nursing council requires patient information be kept safe, but Word is susceptible to security breaches (Honaver, 2020; NMC, 2023)

Task 4: Staff Scheduling / Rotas

Recommended Tool: Microsoft Excel

Presenter: [Lateef Adio Adeosun] | [2531643]

- Task: The staff is to prepare staff Rota, and the selected tool is MS Excel.
 - Preparing staff Rota Riverdale Care Home which shows each staff their assigned duty post and working times e.g. which of the buildings they are working, and shift.
 - It can be used to manage shift rotations, annual leave, and extra hours worked.
- Why Excel?
 - Organises rotas in tables that makes schedules easy to edit
 - Can be shared with colleagues through OneDrive for real time access (Microsoft, 2026).
- Microsoft Excel improve efficiency and communication at Riverdale through
 - Automatic calculations using the excel formula feature removes calculation errors e.g. Autosum feature (Σ) can add up hours worked (Microsoft support, n.d.)
 - Colour feature can be assigned as codes for different shifts (day, night, weekend) to eliminate confusion
 - Reduced missed shift because it can be saved on OneDrive where everyone can access (share feature)



You have up to 5 minutes to present this slide. You will be asked individual questions by the assessor afterwards.

Benefits & Limitations: MS Excel at Riverdale

Benefits

- ❑ Flexibility – Rota can be updated easily when shifts change
- ❑ Digitalisation – It removes paper confusion / promotes efficiency (Skills for care, 2026).
- ❑ Automation - Automatic calculations ensure accuracy
- ❑ Clarity - colour coding improves readability
- ❑ Accessibility – It allows for remote access (Microsoft, 2026).

Limitations

- ❑ Maintenance- Managers must update Rota for accuracy
- ❑ Training - Staff require basic Excel skills
- ❑ Controlled access is required as multiple people editing at once can cause confusion
- ❑ Specialisation - Not specifically designed for healthcare scheduling (Qureshi and Javaid, 2015).

Task 5: Staff Training

Recommended Tool: Microsoft PowerPoint

Presenter: Alexsandra T Oyeniyi Student ID 2538401

Task

- To improve the staff efficiency by training them on the correct use of Microsoft 365 tools in completing the different workplace tasks.
- The task include care documentation, preparing Rota, sending and receiving information in a timely manner.

Justification

- MS PowerPoint is the most suitable tool for this task because it can be use to present learning materials in a clear structured manner (Michaels, 2021).

Specific examples using real features of the tool.

- It is good for visual representation e.g. inserting pictures, chart, tables.
- It can be use to record the training, using the record feature (Microsoft, 2026).

Benefits & Limitations: MS PowerPoint at Riverdale

Benefits

- Real-time co-Authoring and Cloud collaboration
- Visual Data Presentation.
- Accessibility Features for individuals with learning disabilities.
- Cost efficiency
- Organization and structure

(Winsted, 2025).

Limitations

- Internet access
- Product license and cost
- Staff digital skills
- Time-Consuming Content Creation
- Static Information Delivery (Scott, 2023; Michaels, 2021)



Stock image

Summary: Benefits & Limitations of Recommended Tools

Workplace Task	MS 365 Tool	Key Benefit	Key Limitation
Staff Communication	Teams	Advanced Security Solutions (Rieth, 2026)	High Internet Stability Requirements (Rieth, 2026)
Care Documentation	Word	Accessibility (Microsoft support, 2026).	Security (NMC, 2023).
Staff Scheduling / Rotas	Excel	Digitalisation of Rota (Skills for care, 2026).	Specialisation (Qureshi and Javaid, 2015).
Staff Training	PowerPoint	Real-time co-Authoring and Cloud collaboration (Winsted, 2025).	Time-Consuming Content Creation (Scott, 2023)

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Conclusion

- Matching the correct Microsoft 365 tool to each workplace task will improve communication, collaboration, and work efficiency across Riverdale Nursing Home.

Key improvements:

- Microsoft Teams: Faster communication among staff across shifts / buildings.
- Microsoft Word: Consistent, accurate care documentation using templates and Track Changes.
- Microsoft Excel: More organised staff rotas with automated calculations.
- Microsoft PowerPoint: Clear, engaging staff training to improve digital skills.

Shared limitations & solutions:

- Staff require digital skills training hence management should provide regular training, / IT support
- Internet access & Microsoft 365 licences are needed – Management should provide high-speed Wi-Fi throughout both buildings.

Key recommendation - Riverdale Nursing Home should implement all five recommended Microsoft 365 tools alongside continuous staff training to improve communication, efficiency, and the quality of resident care.

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