



Health and **social care**

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Writing care-related documents/care records - SOBIYA

The care related documents and care records are important because this allows all the specialist that are helping the patients reach their new and updated information in the same place. The documents they would need to write up in a care home are:

Individuals' information forms – personal details, medical history, religious needs, preferences

Care plans – support needed, how to provide support, health goals and outcomes

Risk assessments - physical risks, medical risks, environmental risks

Reporting safeguarding concerns – signs of abuse, informed person, evidence, action taken

Recording daily notes – changes in health, improvements, care given, time, date and signed

Documenting medication – reporting medication given, missed doses, side effects

What is Microsoft word and the uses - SOBIYA

Microsoft word is a word processing document that is part of Microsoft 365 and was originally created in 1983. The current word document we are using now is from 2007. This allows us to create, edit, format and share text-based documents with others.

Features of word documents

- Pdf – for printing or sharing
- Accessibility tools - larger fonts, clear headings, good spacing
- Comments - allows you to get feedback without changing original text
- Headers and footers – names of care home, page numbers
- Table of contents – medication and how many times of day needed

Reference list - sobiya

- Care Quality Commission (CQC), *Guidance on person-centered care, record keeping, and regulatory compliance*, Available at: [cqc.org.uk](https://www.cqc.org.uk) (accessed: 5 October 2026).
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- NICE Guidelines (National Institute for Health and Care Excellence), *Standards for care planning, risk assessment, and documentation*. Available at: [nice.org.uk](https://www.nice.org.uk) (Accessed: 4 october 2026).
- *Skills for Care, Skills for Care Professional standards for care workers, including documentation and record-keeping expectations*. Available at [skillsforcare.org.uk](https://www.skillsforcare.org.uk) (Accessed 5 October 2026).

Why is word suitable for task – Zaneta

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

Reference list Zaneta

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Mihaela-task 1

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
- **Flexible for multiple documents types** - meeting minutes, audits, care plan, communication letters
- **Supports CQC compliance**
- **Compatible with other systems**
- **Easy to edit and update**
- **Useful for Governance and Communication**
- **Supports Narrative and Person-Centred Documentation**

LIMITATIONS

- **Not Designed for Care Documentation-Word cannot:** track changes for audit ,alerts staff to missing info, provide body maps, medication charts or behaviour tracking systems, link notes to care plans, lock records after submission
- **Risk of Inconsistent Documentation-** forgot to use templates, overwrite documents, save files incorrectly
- **Time-Consuming** – Word requires manual typing, updating, and formatting this can increase administrative workload for staff
- **No automatic data tracking-** Word cannot track automatically- *incidents, change in resident health, risks alerts*
- **Version-control problems-** Word documents can be: *edited accidentally, saved in the wrong folder, lost if naming is inconsistent, duplicated*

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

Conclusion

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

Mihaela- task 2

Recommend how Ashford can implement the changes

Ashford can implement these changes gradually by creating standard templates, training staff, using accessibility tools and storing documents securely in Microsoft 365.

Reference list - Mihaela

Care Quality Commission (2015) *Guidance for providers on meeting the regulations: Regulation 17 – Good governance.* Available at: <https://www.cqc.org.uk>: (Accessed: 5 October 2026).

Microsoft Corporation (2024) *Create accessible Office document, Microsoft Support.* Available at: <https://support.microsoft.com> (Accessed: 5 October 2026).

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