

Assignment 1: Digital skills and research methods. How Microsoft 365 will improve work in Greenfield.

Student name : Tatiana Xavier

Student number : 2511488

Student name : Lataya Crewe

Student number : 2522197



Microsoft 365



Course : CertiHE health and social care, digital skills and research methods LCHS 4007

Lecturer : Aliyuda Ali

Due : Monday 16th February

Microsoft 365 productivity app : Word

What is word?

Word is an app accessed through Microsoft 365 that is used for writing to create something like a document, report, cv and more.

It is a widely used app as its features make writing what you need structured by providing templates, Grammarly correct, professional looking and it is also easy to save these documents as well as keep them protected as word offers a feature where you cannot access the document without a password.

[What is Microsoft Word? Definition, Uses and Features](#)

What is Word?



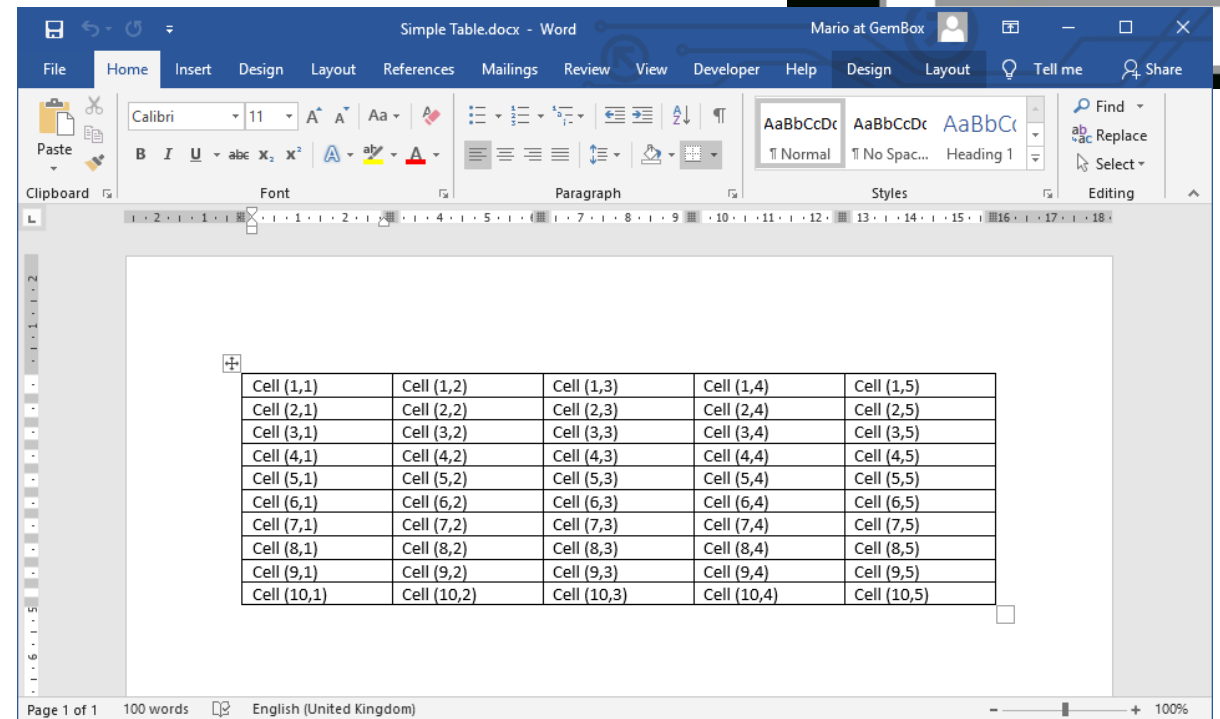
How would 'word' help with task efficiency at Greenfield

Word documents are great ways for the staff at Greenfield to easily keep track of all the patients at the care facility.

Making separate documents of all patients personal, confidential information such as;

- Relative contact information
- Prescribed medications (daily dosages)
- Safety plans
- Therapies and doctors' appointments
- Person centred care notes
- Any help needed for daily activities. ie, washing, eating or physical support.

These documents can be saved and sorted into files. These files can then be password protected to ensure confidentiality of patients



Mock example: patient file document.

Example word document for a patient at greenfield.

Patient name: john doe	Date Of Birth: 13/03/1966	Sex: Male
Medications:	Bisoprolol: 1 daily, AM, 1 hour before meal. (Heart)	Donepezil: 1 daily, AM, 2 hours before meal. (Alzheimer's)
Next of kin:	Spouse: jane doe	Number: 028367662
Doctors' appointments:	Once a fortnight, Tuesdays	10:00 AM – 11:00 AM
<u>Physio therapy:</u>	2 times per week, Mondays, Thursdays	10:00 AM – 12:00 PM

Care notes:

Moderate stage of Alzheimer's, slowly forgetting faces and names of family members, is becoming easily agitated, patient has lost memory of the last 5 years.

Support:

Go through family album, labelled photos of family members and friends. Voice and announce daily activities and upcoming activities often, approach in friendly, light-hearted manor to help patient feel at ease.

Word documents have features such as

- Adding tables for structure.
- Ability to change sizing, colour and boldness of letters to break down the document. Making it more readable.
- Password protected documents.

This is a mock example which can be shown to the staff of Greenfield, showing how word can be used to make a structured, easily readable document with all the patient's key information in one place.

Advantages of Word

Word has many advantages as shown, the biggest being the ability for the documents to be protected by a password.

- This ensured protection of any information about each patient.
- Maintains confidentiality
- Eases patients and their family of any concern about information being shared
- Helps limit the amount of people who can access the cases



ADVANTAGE

If the staff are unsure on how to create a password protected document,

There are tutorials on how to do this which can be found on YouTube

<https://youtu.be/rUZ3VRv6SBo>

Here is a link that can be shown to the staff at greenfield that is an easy guide to password protection.

limitations to using word

One limitation word can not do is give notifications and reminders of upcoming appointments for the patients.

Another limitation is compared to PowerPoint, everything is on one page, you can not have different pages for different areas of information.

These limitations are easy to work around though as the staff can get a calendar which they can all see to keep up to date with appointments, they can also use different colours or text size to break up the document, colour coding each different category of information making it easily readable.



Limitations

What is Microsoft teams

Microsoft teams is an app that has features such as;

- Chat, video meetings, file sharing
- Integrated with outlook, one drive, SharePoint
- Accessible on desktop and mobile

This app is mainly as a reliable communication app meaning people can contact one another efficiently with scheduled calls and a message option.



Benefits to Greenfield care home

- Real time staff communication
- Better coordination of care plans
- Secure file sharing
- Reduced reliance on emails
- Supports **hybrid communication**
(office + mobile)



limitations

- Training required for staff
- Internet dependency
- Notification overload (distracting)
- Licensing costs

These limitations are uncontrollable however worth it for the many benefits that come from using teams.



Limitations

Digital safety risks

This is the risks of data shared online and how an individual can put themselves at risk online.

Examples;

- Weak passwords
- Phishing emails
- Data breaches
- Unauthorised access
- Data loss without backups
- Lack of authentication



Digital safety action plans

secure logins

- Strong password policies + 2FA/MFA enable for all accounts
- Personalised logins – not shared

Email safety

- Staff training on recognising phishing/scams
- Only use work email for care home communications
- Report suspicious emails immediately

Storage & confidentiality

- Store residents' files on SharePoint/OneDrive with restricted access
- Use Teams channels with defined permissions
- Encrypt sensitive files

Backup & updates

- Regular back ups via Microsoft 365 admin
- Ensure all devices and apps have latest updates

Referencing

- Smith, J. and Shaw, L. (2021) *Effective digital communication in healthcare settings*. Journal of Health IT, 15(4), pp. 23–30.
- Microsoft (2023) *Microsoft Teams overview*. Microsoft. Available at: <https://www.microsoft.com> (Accessed: 10 February 2026).