

Digital Skills and Research Methods LCHS4007

Presented by:

Natalia Patrycja Kozak: 2505641

Ruby Naomi Taylor: 2508987

Bushara Jubeen: 2512315

Milena Maria Mirek: 2505642

Hajra Mustasim (Module lead)

Introduction: Sunrise Residential Care Home

Sunrise Residential care home provides long term care for the elderly residents who suffer with mobility issues, dementia or long-term health conditions.

It is medium sized and has roughly 35 residents and a team of nurses, care workers, administrators & visiting health professionals

The care home has started introducing digital tools to improve the quality and efficiency of care, it now has access to Microsoft 365 suite; digital tools like Microsoft Excel can improve accuracy, speed and overall processing of data and information.

In this presentation we will look how Microsoft 365, mainly Microsoft Excel helps and benefits the care home and its limitations.

Overview of my task

We will discuss the use of Microsoft Excel as a Microsoft 365 tool used at sunrise residential care home:

- ▶ Recording & updating residents data
- ▶ Monitoring residents health
- ▶ Managing employee shift schedules
- ▶ Tracking medication stock
- ▶ Managing budgets within the care home
- ▶ Tracking employee training records

Impacts: Benefits and Limitations

BENEFITS:

- ▶ Enables residents' data to be recorded accordingly; seeing which days were better.
- ▶ Supporting better decision making. (supported by reference list) “forming the basis of a personalised care plan”

“a mixed methods study of data routinely collected in care homes”
- ▶ Ensures good accuracy through spreadsheets; medications, staff rotas (also helping track which staff members worked during specific shifts)
- ▶ Reduces paperwork, giving faster access to data

Limitations:

- Extra time and resources are needed to train staff members.
- Errors can occur if staff are not careful while using formulas
- ^ Due to the risk of human error as any single mistake can cause issues
- Risk of GDPR if residents or staff data isn't handled correctly (it's good to always make sure to password protect data and store it correctly.)

Impact of using digital tools (MS EXCEL) on sunrise care home workers:

- ▶ Using MS Excel will save time on admin task for the care home staff, allowing them to focus more time on the residents.
- ▶ Efficiently working out staff wages and track care home expenses.
- ▶ It will also improve the coordination between other departments in the care home; for example, between the nurses and care assistants or with tasks such as medicine distribution making sure correct amounts are being dispensed.

CHALLENGES

- ▶ Keeping up with ongoing training can be difficult with certain staff members who lack digital literacy
- ▶ Sharing data is challenging as “external data linking and sharing was limited” as found by “a mixed methods study of data routinely collected in care homes” meaning sharing certain details with hospitals or GP would involve spoken passing of information

Conclusion

- ▶ Microsoft Excel has an important role in improving and maintaining the care home.
- ▶ It supports data management at sunrise care home ensuring smooth decision making.
- ▶ Although digital literacy is an ongoing struggle it will improve with continuous training and technical support

Thank you for listening this is the end of my side of the presentation, now my colleague will discuss the next steps in Moving forward, and how combining MS digital tools like Excel with other digital tools will strengthen its use and help with safeguarding data

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- ▶ Garner, A., Lewis, J., Dixon, S., Preston, N., Knight, J., Calado, C.S., Hanratty, B. and Mason, S.M. (2024) 'The impact of digital technology in care homes on unplanned secondary care usage and associated costs', Age and Ageing, 53(1), pp. 1-7. Available at: [The impact of digital technology in care homes on unplanned secondary care usage and associated costs](#)



Digital skills and research methods LCHS4007 Group presentation

PRESENTED BY :

NATALIA PATRCJAN KOZAK (2505641)

RUBY NAOMI TAYLOR (2508987)

BUSHRA JUBEEN (2512315)

MILENA MARIA MIREK (2505642)

LECTURER – MASUD SIDDIQUI

INTRODUCTION

Microsoft teams within the sunrise residential care home

- ▶ Today I am going to be discussing the usage of Microsoft teams within Sunrise Residential care home . I will be briefly outlining different topics into Microsoft teams and how The app can be used in many different way with plenty of features available to use helping with workload within the residential care home and helping the staff to gather a holistic approach to the service users whilst maintaining a high level of professionalism. Not only will I talk about the great usage of my chosen application I will also talk on how there can be some limitations to using Microsoft teams within the Residential care home whilst combining the two and weighing up the outcome of using Microsoft teams. However, the sustainability of Microsoft Teams depends on the different abilities of staff member with digital skills and data protection requirements.

Meetings and calls.	Tools to help achieve productivity	Educational & training	Virtual care	Accessibility
Meetings can be recorded and shared if they are missed,	Inside teams you have a tool which is a Calander that can help to set reminders.	You can use a virtual whiteboard to teach and learn	Meeting or appointments can be held through teams for service users who are housebound.	There is an option for noise suppression to reduce surround sound in busy locations , like care homes.
A choice of different background effects that can be customized	You can pin conversation that are important so you never loose them and they are easy to find.	You can host sessions based on key topics within the care home.	The admin of the call can custom when people join the call for confidentiality reasons.	Activated DO NOT DISTURB – this allows which ever device is been used to silence any notifications.
Ability to be able put everyone in a shared virtual environment.	Your Calander can sync with outlook to highlight important dates through outlook.	Files can be shared within teams whilst on a conference call to allow everyone access to view.	During calls live captions and real life translation can be on	There is a feature for offlind chat access to be able view previous messages whilst not been active on teams.

Explanation of one of the main key features beneficial to Sunrise Residential Care Home.

In the previous slide I had designed a table with some of the many features that's are helpful for a health and social care setting. According to 'NHS England' Microsoft teams has many great features for employing organisations across the Health and social care sector.

One of the key features that would be helpful that has been listed by NHS England is that whilst using Microsoft teams within The Sunrise residential care home is that Emails from within the health and social care sector can also be added into a teams call or meeting with an email that is not from any profession within this sector , so for service users who may have appointments that they are not able to physically attend they can attend the appointment via teams but also their next of kin or chosen person with power of attorney . Whether that been a friend or relative they can still attend the meeting from their own home also. So, this been a feature that is within Microsoft teams it is very helpful for residents with reduced mobility.

Benefits of using Microsoft teams in Sunrise Residential Care Home

- ▶ One advantage of using Microsoft teams within the care home is that any files that are stored from Microsoft teams is that any sensitive information is protected with data encryption at rest and in transit . Meaning that by using Teams there will not be any breaches of mis conduct or any form of breaches of confidentiality which will be highly monitored by CQC formally known as Care Quality Commission.
- ▶ By using Microsoft Teams, it allows a collaboration of different healthcare professionals . Which means the service users within the care home can be receiving high level care from various health care professionals. Meaning overall the Care can be more adapting to each residents' individual needs depending on the health circumstances.
- ▶ There is also a feature that is highly helpful to people who have a hearing impairment. When on a call there can be captions for someone to read if they have a hearing impairment. So, with Microsoft Teams been used within the care home setting this is great feature that could help many elderly people . As it is scientifically proven that as the human body ages Impairments such as hearing can become more common.

Limitations of using Microsoft Teams in Sunrise Residential Home

- ▶ One key limitation of using Microsoft teams within Sunrise residential care home is that there could be poor Wi-Fi coverage , as there could be inconsistent or weak areas within the care home which could disrupt work.
- ▶ If the use of teams is not managed correctly .e.g. a lack of correct training there could be a breach of GDPR, or rules not followed that are in line with the care data protection policies.
- ▶ In Care homes , Care staff are usually extremely busy been very hand on with the service users and helping with everyday life tasks from assisted feeds , to help with mobilising so there could be limited time for digital communication . Which means staff may not be able to check messages regularly.
- ▶ Families may have some difficulty accessing teams . They could be older relatives who may not be familiar with smart phones and devices . Which then means there are going to be limitations for what they can be involved with if they are the service users next of kin or have power of attorney.
- ▶ Care staff would need to be attending ongoing training classes/courses to ensure they can keep up with the rules and regulations of using Microsoft teams and also to be able gain the confidence to use a device with so much sensitive information to have the confidence and the ability to use the application safely.

Evaluation

Aspect	Evaluation
Data protection	Strong -if only Teams is used correctly and highly monitored by management.
Sustainability	The sustainability of Microsoft teams is not that strong , The reason being not all staff members will be confident in using this application as they have been used to pen and paper for documentation or face to face appointments. Residents will also struggle to use this application independently or it could even confuse or agitate a residents with cognitive illnesses such as dementia
Effectiveness in Communications within the home and with other professionals.	The effectiveness in communication has weakness and strengths as it is an easy way for communicating with other healthcare professionals . But if a member of staff within the Care home is unable to regular check their teams messages there could be a cross in communication as they could be talking in work and get told something different to what has been broadcasted on teams

Conclusion

- ▶ In overall Microsoft Teams is an application that should complement and not replace face to face communication . However, the effectiveness really depends heavily on the training that staff members will receive and how often the training will be put into place. Digital infrastructure , the wifi , devices and clouds should all be secure systems to allow staff to share information correctly , quickly and safely. If all ,of the right support is In place to help the staff with the new digital change it can become a very valuable tool within The Sunrise Residential Care Home as it can improve the quality of care and coordination especially within the management department and even administrations.
- ▶ So, Microsoft Teams is going to have a big impact within The Sunrise Residential Care Home that will positively uplift and modernise the Home but also help to deliver a great workforce with support and guidance at hand.

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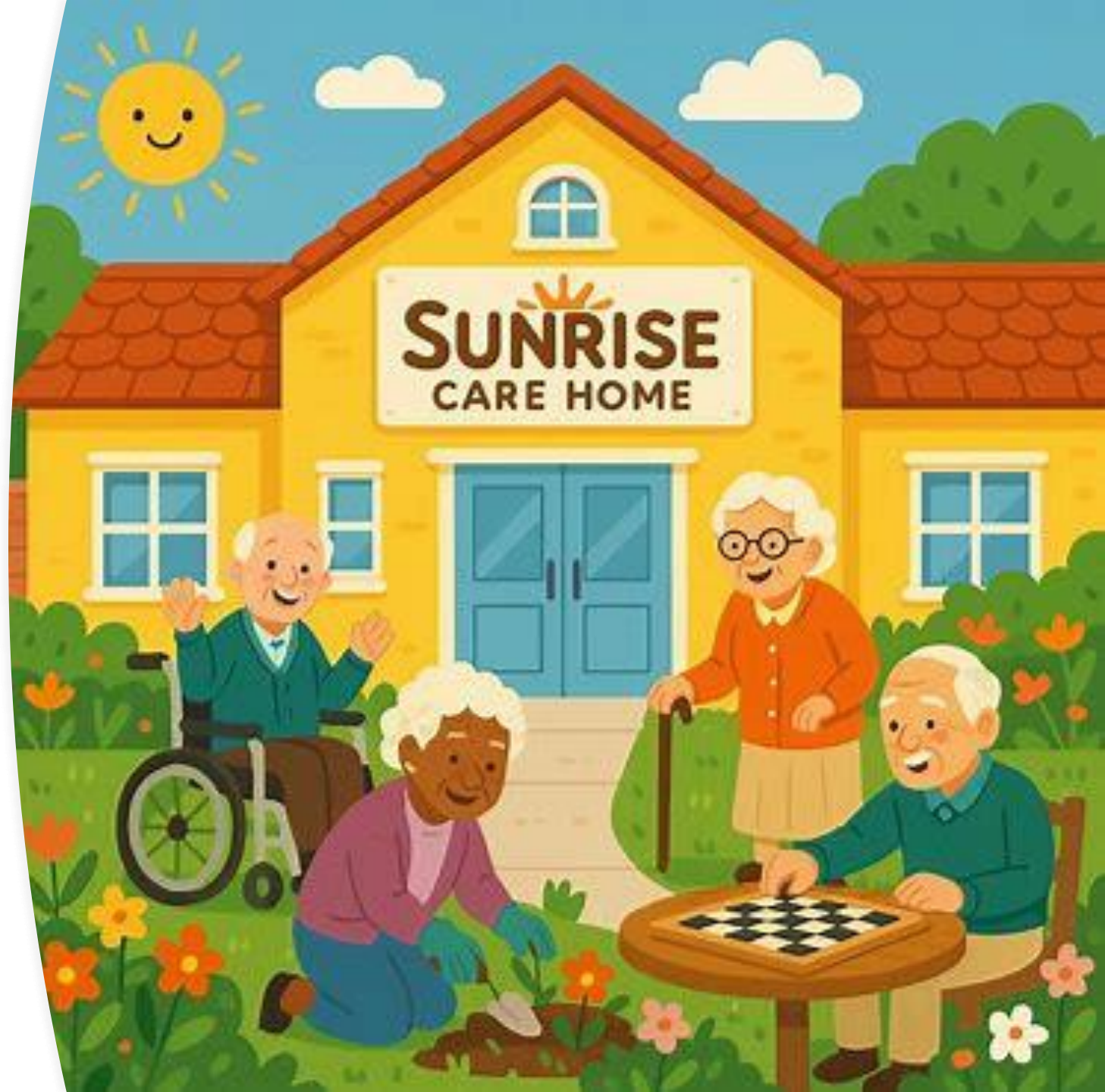
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Group Presentation

Bushara Jubeen



Objective e xplain 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.



What are digital skills and how can they be used?

- Digital skills are ability of staff to use technology to carry out safe and efficient care. Technology includes the use of phones, tablets, laptop, computers internet and apps. This could be used to digitise date records instead of using pen and paper. The use of Microsoft Suite apps and IT skills are important for healthcare professionals over the years as the use has been encouraged by the National Health Service [NHS England 2024]. Social media such as WhatsApp can be used to contact those in need of care or their carers reaching carer their instead of waiting of home visits and reaching their carer. The increase in demand of care over time means that Technology could provide faster, cheaper and better care. Other Technology types that are available are acoustic monitoring, smart speakers, wearable artificial intelligence (AI) to detect whether a resident has fallen. However, not all Technology is successfully used today due to the lack of digital skills, the need to upskill workers and due to the need of or informal training[Whitefield G, Kispeter E, Hamblin K, Burns D2025].



How does the limited digital skills affect Sunrise residential care home?

- Limited digital skills amongst staff would impact the quality of care. This could from not knowing literate or simply from not knowing how to use devices and apps used for care workers to update and record data from residents in the care home. In health settings patients and or their carers can use technology to access this information. The staff are likely to suffer from stress and taking on too many tasks as there is no consideration of technology failures and the time taken to solve problems.[Oung C, Rolewicz L, Crellin N, Kumpunen S, 2021]





Impacts on care delivery, communication and teamwork in Sunrise residential care home

- Care deliver: Residents in the care home may prefer not to use digital services or may not be able to as they have dementia, mobility issues and long term health conditions. They could feel or be excluded. This impacts care delivery as resident could be uncomfortable and may wish not to communicate with resident staff [Health and social care committee,2023]

- Limited digital skills could mean it takes longer for carers to deliver care as they would be doing work outside of their capacity. They could be spending more time with one resident at the expense of another trying to sort out technology issues.[Oung C, Rolewicz L, Crellin N, Kumpuen S, 2021]. This can cause communication issues between the staff because timings are changed and specific care could be delayed or skipped.

- Insufficient access to digital health care services could lead to missed diagnoses, poor treatment and health outcomes. Digital tools are there to enhance health care access especially for rural areas. The location of Sunrise residential care home is important because limited digital skills could mean delayed care. As technology is advancing remote calls are more common. If staff do not know how to use equipment and tools, there is delay in consultations and possible treatment with health professionals[Perm J, 2024].

- Communication: There could be difficulty accessing digital services that can lead to poor safety of residents and burnout of care workers. There could be different digital systems that cannot be linked together making the data limited and hard care home administrators to transfer to one system [Health and Social Care Committee 2023]

- Different systems can interpret information differently making it hard for workers especially if digital skills are limited. Visiting health professionals could have different systems as well which could mean there is potential skills gap due to lack of proper structure of digital services between different systems or could be missing which restricts communication and teamwork [Health and Social Care committee, 2023]

- Teamwork: Amongst the staff it could make teamwork harder as care workers and nurses could face more pressure in handling a resident that does not want to communicate[Health and Social Committee 2023]. Communication is not good and can create uncertainty.

- Time is wasted amongst the team try and figure out the digital tools when there is limited digital literacy. Information needed for each role in the team can take longer to find because technology is not being used, it takes longer to complete minor tasks.

Amongst the staff team without good digital skills, it is difficult to find out what others are doing which can be frustrating . Instead of being able to communicate directly using digital tools like Microsoft Teams, members of staff may have to use manual methods. If tools can be used well it could have a positive impact on the team [Nikou S , De Revurer M, Kanafi M,2022]

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SUNRISE CARE HOME

CHECKLIST FOR DIGITAL SAFETY PRACTICES

- ☒ Secure logins
- ☒ Email safety
- ☒ Safe document storage
- ☒ Maintaining patient confidentiality



DIGITAL SAFETY AND CONFIDENTIALITY

CHECKLIST FOR SUNRISE CARE HOME



SECURE LOGINS AND ACCESS CONTROL

- ▶ 1.Strong password policy (12 characters,no reuse)
- ▶ 2.Automatic screen lock (after inactivity)
- ▶ 3.Deactivate accounts (when changing the role)
- ▶ 4. Use Personal account's (don't share login's)

EMAIL AND COMMUNICATION SAFETY

- ▶ 1. Encrypt emails with resident date (for example when sending to a doctor or any other places)
- ▶ 2. Do not include identifiers in subject lines .
- ▶ 3. Access -Only specific person can edit or view the documents
- ▶ 4. Block dangerous files and documents
- ▶ 5. Regular Staff training (For cyber Attacks)
- ▶ 6. Make sure you know who u sending the email to if you can please use secure messaging sysystem

SAFE DOCUMENT STORAGE AND HANDLING

- ▶ 1.Regular backups (make sure to have a copy of everything)
- ▶ 2.Encryption (u can store your files , reports or u can do it at rest)
- ▶ 3.shredding (get rid of the documents you no longer need either the files or physical paper records)
- ▶ 4.Tracking (always track who had access or edited the documents and all of the changes they did)
- ▶ 5. Restric access for files system (make sure who can have the delete permissions).

PATIENT CONFIDENTIALITY AND GOVERNANCE

- ▶ 1. Adopt to follow confidentiality frameworks (access only what needed or required for care)
- ▶ 2. Train staff and have all sign confidentiality agreements
- ▶ 3. Make sure all the residents know how their data is used and shared and what it is for .
- ▶ 4. Gain consent before sharing data
- ▶ 5. Approval for unusual request (if someone out of the remit ask to see data always make sure you have require permission).

APPLICATION TO SUNRISE CAREHOME

1. When you leave your shift your login is disabled immediately so no one can gain access .
2. If anybody needs to access records , they must have approval from the care manager .
3. When you email to a gp or any other doctor about the resident please do not include full name or birthdate in the subject
4. Sensitive records are stored in secure folder and only a senior staff got access to it .
5. The data protection officer will check the audit logs to see if any staff accessed the records outside of care home .

RESEARCH PROCESS ANREFERENCES

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- ▶ Hcpc (introduction to confidentiality /01/09/2024 /hcpc-uk-org.) accessed 11/10/2025)
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