

DIGITAL SKILLS & RESEARCH METHODS

SUNRISE RESIDENTIAL CARE HOME

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Module code

LCBS4007



MICROSOFT 365 IN A CARE HOME

- Microsoft Word - Used for Newsletters & posters.
- Microsoft Outlook- Used for sending and receiving information e.g. Emails.
- Impact Of Limited Digital Skills- Struggles working for a modern environment.
- Checklist For Digital Safety Practices- Basic internet safety

BENEFITS OF MICROSOFT WORD

365...

- Care Plans to inform staff members of what is required from any member of staff in case of someone calling in sick.
- Notes to leave on the patients record for the next staff member to read before they start working with the patient. Example Nigel has not had his 3pm medication.
- Newsletters to give information i.e. times and dates for activities or daytrips in the care home for residents.
- Posters use eye catching pictures with words to inform or remind staff of extra qualifications they could gain.
- Work Rota to keep staff updated about when they would be at work and also whom they would be working with. I.e patients and staff.

Microsoft word has been a great use to many people for a very long time, majority devices such as macOS, iOS and android can all use the application easily as it has built in spell check and you could easily research a topic if you need to.

Using Microsoft word you can open and save files easily even though they may have been made using a different format e.g. HTML, DOCX and PDF.

Using Microsoft you can create professional documents because you can easily change formats, writing and add bullet point if you need to.

It is important to teach staff at sunrise care home how to use Microsoft word so they are able to make notes and leave for other staff members regarding patients in the care home.

Reference: Date 20025, *PresentationSkills.me*, Google HTTP [18 Advantages And Disadvantages Of Microsoft Word - PresentationSkills.me](http://18AdvantagesAndDisadvantagesOfMicrosoftWord-PresentationSkills.me)

THE BENEFITS OF OUTLOOK WITHIN MICROSOFT 365 IN SUNRISE RESIDENTIAL CARE HOME





LIMITATION OUTLOOK

outlook is one of the main tool to manage emails, task and keep contacts, it keeps improving workflow and contacts among co-workers

reference

How to Use MS Word With Outlook:A Step-by-Step Guide - Solve Your Tech

Step-by-step guide

January 20, 2024

Mathew Burleigh

WHAT IS MICROSOFT OUTLOOK AND HOW DO I USE IT

Microsoft outlook is one application all in one email, like calendar, arranging meetings and events, tracking your daily tasks, sending emails receiving email, access contacts it supports client for work email accounts or school

[What is Microsoft Outlook and how do I use it? – The Community Solution Help Desk](#)



INTRODUCTION

Hello everyone my name is mehnaz iqbal today I will be discussing the benefits of outlook 365 in sunrise residential care home

If the staff members are more technically aware and taught the usages of Microsoft outlook, they can work more effectively in keeping the vulnerable adults of sunrise care home healthy and safety.



RECORD KEEPING

IT IS VITAL FOR RECORD KEEPING AND COMMUNICATING WITH THEIR COLLEAGUES SO THEY CAN UPDATE PATIENTS MEDICAL HISTORY





THE PROCESS OF COMMUNICATION

As they email their co-workers rather than physically telling them communication in outlook if there are no digital tools it could affect internal communication between staff in care important information relating to residents might not be passed effectively between shifts also delays in colleagues about residents starts.

THE BENEFITS OF OUTLOOK 365 IN SUNRISE RESIDENTIAL CARE HOME

Better communication it helps staff send and receive emails quickly.

This way they can stay connected with residents other professionals and families with any care plans or changes in health of the residents.

Organized schedules and reminders

The staff can manage appointments activities meeting easily.

Outlook can be used so that nothing important is missed like medication, time sheets and residential care routines.



Outlook keeps information safe and secure it keeps residents' information private and protected and only those who have access can get the information needed.

It has less paperwork and staff can easily access outlook on their phones, tablets or computers this is so that they are updated of any changes or any delays.

THANK YOU

Mehnaz iqbal



AMINA HASHMI
NYLA

LECTURER: MASUD
SIDDIQUI



SUNRISE RESIDENTIAL CARE HOME



THE EFFECTS OF DIGITALISATION ON HEALTH AND SOCIAL CARE WORK: A QUALITATIVE DESCRIPTIVE STUDY OF THE PERCEPTIONS OF PROFESSIONALS AND MANAGERS

Background :

- Today, digitalisation is strongly present in health and social care, and it increasingly affects the organisation of work, work requirements, tasks and tools.

DIGITALISATION WAS PERCEIVED TO HAVE CHANGED PROFESSIONALS

Challenges:

“Professionals described the effects of digitalisation on their workload and pace, in terms of reducing and increasing workload, as well as in terms of accelerating and slowing down work”

- Workload and pace
- Work community, communication and interaction
- Information flow and security
- Reduction in workload
- learning of technical skills
- Complicated work due to vulnerable information systems

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- Increased and duplicated work
 - Insufficient time to get acquainted with the systems
 - Reduction in face-to-face encounters

- **Conclusion:**

“The findings suggest that some of the effects of digitalisation on professionals’ work and changes in the workplace may receive too little or no recognition from managers. This increases the risk that the potential negative effects may be overlooked and that managers will adopt systems that do not support the work of professionals”

Kaihlanen, AM., Laukka, E., Nadav, J. et al. (2023). *The effects of digitalisation on health and social care work: a qualitative descriptive study of the perceptions of professionals and managers*. BMC Health Serv Res 23, 714.

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Impact of Limited Digital Skills

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Care Delivery

- Staff need to be trained to amend and share patient's digital file.
- Staff should be able to upload updated medical conditions and change patient's records.
- "Relevant regulations, robust data protection measures and transparent data governance are necessary to address privacy and security concerns in the digital health landscape." (Fitzpatrick, 2023)

Communication

- Staff need to know how to use emails, texts and other digital skills to communicate with patient's families.
- Lack of communication leads to delayed treatment
- All staff should be trained on the required communication standards at the Residential Care Home.

Teamwork

- Staff need to be trained to upload all of patient's records using their own accounts.
- Over reliance on work colleagues can cause resentment among them.
- Health care systems should make individual accounts with only necessary information. (Jawad, 2024)



Digital Safety Checklist

There should be policies made giving guidelines on handling personal and private information. E.g. How to properly dispose of confidential information (ICO, 2021)

Regular training should be given to all staff members how to keep themselves trained to use all the digital skills.

There should be rules made not to share private and personal information with any unfamiliar person.

Citations

- Fitzpatrick, P., (2023) 'Improving health literacy using the power of digital communications to achieve better health outcomes for patients and practitioners' *Frontiers in Digital Health*, p.6 (Accessed on 30/09/2025)
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