



LCHS4001

**Digital Skills and Research Methods
Assessment 1 2025**

Students:

Natasha McKinlay:2507264

Victoria Showell: 2513005

Azhar Hussain:2512279

Lecturer: Miss Harja Mustasim



(Microsoft, 2022)



(Apex IT, 2025)



(Logos-world,2025)

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INTRODUCTION

- ❖ Evaluating the use of digital technology to enhance efficiency at Sunrise residential care home.
- ❖ Sunrise Care Home is a medium sized facility.
- ❖ It is home to 35 residents, many of whom live with dementia, mobility issues and long- term health conditions.
- ❖ Sunrise has a team of care workers, nurses, administrators and visiting health professionals.
- ❖ The home has full access to Microsoft 365 suite.



BENEFITS OF MICROSOFT WORD IN SUNRISE CARE HOME

- ❑ Formal documentation and communication
- ❑ Compliance and History/medical Records
- ❑ Incident letters/reports
- ❑ Resident care plans
- ❑ Training and support



Quickly, safely and securely create new reports, emails, set up meetings care plans and appointments.



View, edit and create any documentation or record, anywhere!



Improves security and keeps documents accessible to the only the right people.



Collaborate with other Health care professionals and organisations in a fast and efficient way. (NHS, 2022).



Build deeper connections across the organisations and access to latest resources. (Microsoft, 2025).

Poor mishandling or misplacement of important and confidential documentation.

Reduced or miscommunication with other organisations and health professionals.

Misunderstanding or misinformed.

Low efficiency and lower standards in care also highly likely to break compliance's (GOV.UK, 2023).

Inadequate training, poor structure, confusion and errors in care (GOV.UK, 2025).



LIMITATIONS TO
MICROSOFT WORD



USING THE ONEDRIVE APPLICATION IN SUNRISE CARE HOME

-
- Sync, share and work together, in real time, with anyone (Microsoft, 2023).
 - Enhanced Security.
 - Enhance communication and the way people collaborate.
 - Streamline Administration keeping higher standards for a more efficient and smooth-running home.
 - Sharing images/videos and keeping good interaction with families.
 - Great communication application for the day to day running of Sunrise i.e Microsoft Teams (LinkedIn, 2025).



Benefits

- **Quick and Efficient, frees time for the smooth running of Sunrise residential care home.**
- **Residents History, medical records and care plans, kept safe and always available to staff.**
- **Easier communication within the care home between staff, families and outside organisations and professionals.**
- **Keeping your care home protected from potential dangers (National Careers Service,2025).**



Limitations

- **Lower efficiency and productivity in the sunrise care home.**
- **Staff may need extra training, One in ten people have never used to the internet (GOV.UK, 2025).**
- **Errors or delays in up to date medical records or adjustments.**
- **Lack of access to latest training and development.**
- **Difficulty in communication with outside professionals and organisations.**

Digital Literacy Impact on Sunrise Care Home



- The lack of digital knowledge puts your home at risk of breach of compliance.
- Keeping records digital, saves the risk of loss of a patients care plan or confidential documents.
- Poor digital skills in communication could lead to serious results!
- Difficulty accessing the latest rules, training and compliances and procedures.
- Digital records will replace paper(CQC,2024).
- Digital skills will support staff, enhance care and provide career development(Gov.uk, 2025).

The Government has reported that the digital skills gap is estimated to cost the UK economy £63 billion per year (Lewis, Powell, Roberts, Ward, 2024, p.2).

Digital Safety Checklist

- ❖ Use strong and secure passwords for security.
- ❖ Keep digital data secure...Never share login details or passwords.
- ❖ Do not open unknown links and attachments. This could be a virus or cyber-attack.
- ❖ Anti-virus protection and alerts to unsecure network.
- ❖ Extra training may be needed for staff.



DIGITAL



SAFETY



CHECKLIST

Conclusion

Overall as a group, we have come to the conclusion, Microsoft 365 Suite would be a great tool for the progression of Sunrise care home.

We have as a group concluded, that if digital knowledge and safety knowledge is touched up on in sunrise care home, it can be used very effectively and securely.

There is many benefits in which Microsoft365 can assist with the day-to-day smooth running and activities of the home.

There are few limitations such as staff may need additional and regular training to keep them up to date.

MS 365 can help to organise and keep the Sunrise Care Home running smoothly and reliably, keeping the highest standards of care and meeting regulations and compliances.

MS 365 can help with many daily tasks such as staff rotas and medical information and ensure it is stored safely and secure, and is available at all times.



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