

LCHS4007 Digital Skills & Research Methods Assessment 1

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Introduction

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- ▶ The aim of this presentation is to explore the use of Excel in Sunrise Residential Care Home.
- ▶ It will analyse the MS Team as a collaborative tool for staff and professionals.
- ▶ The presentation will highlight challenges caused by limited digital literacy.
- ▶ A digital safety checklist will be presented, followed by the conclusion



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BENEFITS OF MS TEAM

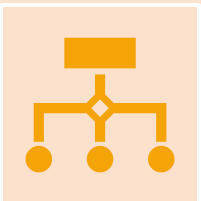
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Centralised Communication: Team communication and collaboration within the healthcare home can be enhanced through secured chat, video calls and voice.



Dedicated Channels: MS Team is beneficial in sharing updates and information. Thereby, fostering improved patient care with virtual appointments (Metha et al., 2023).



Workflow management: MS Team is effective in designing the schedules and conducting the virtual visits. Simplified the workflows for the clinicians and staffs.

Microsoft teams Pros:

1. Excellent Chat Feature
2. Collaboration Tools
3. Robust Security

Sunrise Residential care home can make sure of MS Teams to improve organisational communication and patient care.

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LIMITATIONS OF MS TEAMS



Risk of Data Breaches: Inadequate knowledge and improper set-up can increase the risk of sensitive data breaches (Clavelou, 2024).



Lack of dedicated IT support: Specialised IT support and resources at healthcare settings are not available easily.



Complicated Data Governance: The multiple data generated in Teams are stored in different location and thereby increases the challenge to manage and monitor (Azbeget al., 2022).



Unplanned user training: Lack of proper training can create issues for the health care

Microsoft Teams Cons:

1. Runs slow at teams
2. Confusing Interface
3. Performance Issues

Without proper training, complicated data governance of MS Team, and lack of specialised IT support can hinder the work process And patient safety outcomes at Sunrise Residential care home care.

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HOW TO USE MS TEAM IN A CARE HOME

- Staff use MS Teams to share resident updates, schedule shifts, and hold virtual consultations with doctors and family members (Gao *et al.*, 2023)

Benefits:

- Enabling instant communication between carers, nurses, and external professionals, improving response times.
- Centralising care records and task lists, reducing manual paperwork and disruption errors (Giri *et al.*, 2024).



(Wan.io)

Limitations:

- Network issues can delay urgent messages or disrupt video consultations .
- Some senior staff struggle with digital navigation, reducing overall efficiency

THE IMPACT OF EXCEL AND THE MS TEAM

- ▶ Wrong records in the Excel cause medication errors or misunderstandings of schedules of the residents, and the routine is interfered
- ▶ Employees who can't access Teams are not updated on critical shifts and care notes, which delays the necessary information (Barber *et al.*, 2023).
- ▶ A deficiency in digital confidence leads to a dependency on other people, which slows down the decision-making process during emergencies



(Vijaycomputeracademy.com)

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