



Age Space (2025)



Maddox (2018)

LCHS4007

Digital Skills and Research Methods

Assessment 1

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LCHS4007

Introduction

- Sunrise residential care home is a medium-sized facility providing long-term care for 35 older adults.
- Many of the patients live with dementia, mobility issues or long-term health conditions.
- The care home has a range of multi-disciplinary teams.
- The care home also has a range of visiting professionals.
- In recent years Sunrise has recently introduced a range of digital tools to improve the quality and efficiency of care.
- The team are developing these tools to enhance their skills to build confidence in using the full range of Microsoft tools.
- Sunrise care home has access to various Microsoft tools with the aim to improve the quality of care.



Nursing Older People (2021)



Ed2Go (n.d)

Microsoft Word Usage in Sunrise Residential Care Home

- Formal Communication (NHS England, 2023)
- Policy and Procedure Documentation
- Health and Safety Documents
- Incident Reports
- Newsletters / Notices / Memos
(Microsoft Corporation, 2024)
- Staff Schedules
- Training Information



LinkedIn (2022)



Template (2025)

Benefits of using Microsoft Word in Sunrise Residential Care Home

Simplifying Documentation. (Microsoft Ignite, 2025)

- Store and share files and documents so that everyone can work together.
- To make changes and updates.

Improving Staff Communication. (Microsoft Ignite, 2025)

- Send and receive messages securely.
- Such has priority notifications and message delegation.
- Can also change the language.

Aiding in compliance by providing tools for creating care plans, Reports and policies. (Theknowledgeacademy, 2025)

- Easy, quick way to make changes and add photos, tables and charts.



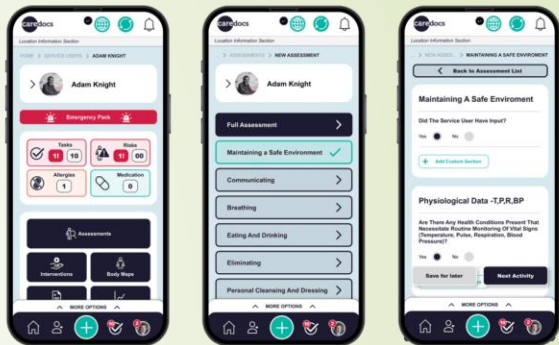
Logos-World (2025)



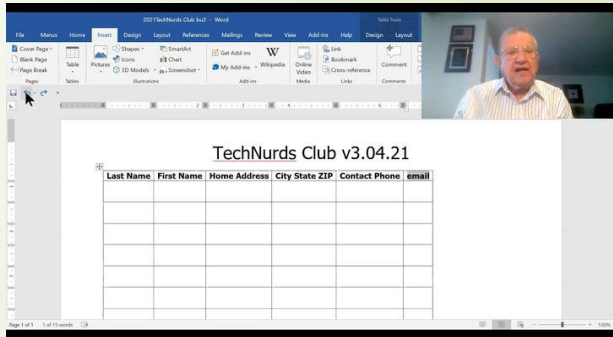
MUO (2025)

Limitations of using Microsoft Word in Sunrise Residential Care Home

- **Lack of Specialized Functionality.** (Care Docs, 2025)
- Microsoft Word lacks built-in templates
- **Inefficient for Data Management.** (Software G, 2023)
- Microsoft Word is primarily used for writing documents.
- Word lacks database features such as filtering, joining and grouping.



Care Docs, (2024)



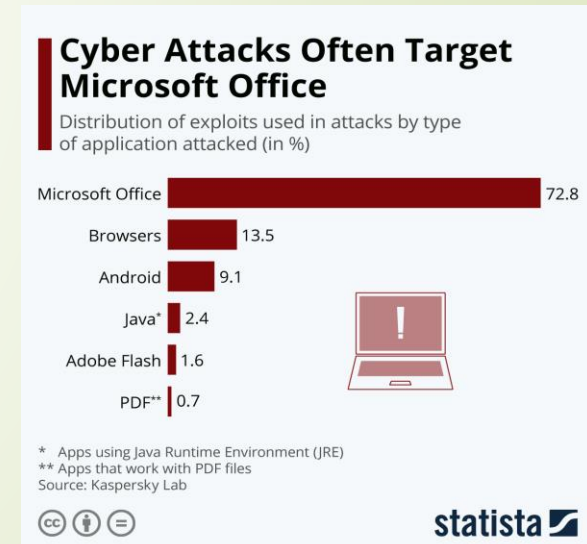
Software G (2023)

Limitations of using Microsoft Word in Sunrise Residential Care Home

- **File Size Limitations.**
- Microsoft Word has a maximum size limit of 512MB.
- Large files can be unstable and risk crashes along with data loss.
- **Security Risks and Privacy Concerns** (Statista, 2020)
- MS Word documents are not encrypted which could compromise the sensitive data such as personal details and medical records.
- This can result in data breaches, ransom attacks, phishing scams and network insecurities.
- **Manual Mistakes & Digital Literacy Issues** (Microsoft, 2025)



Microsoft Learn (2024)



Statista (2020)

Microsoft Teams usage in Sunrise Residential Care Home

- Virtual Meetings (Manor Community, 2022)
- Secure Communication
- Remote Working and Training (NHS Transformation Directorate, 2023)
- File Sharing and Collaboration
- Task Management
- Resident to Family Connection



Logos-World (2021)



Microsoft (2021)



Polly (n.d)

Benefits of Microsoft Teams in Sunrise Residential Care Home

- MS Teams can have many attributes Google [2024] NHS
- It can have many benefits.
- For teams and family members in sunrises residential care setting, practising an all-inclusive approach.
- Families can also be involved in discussions and decisions involving their loved ones.
- It has an inclusive feature for all involved in a patient's care.

(Vecteezy 2025)



Benefits of Microsoft Teams in Sunrise Residential Care Home **part 2**

The Care Act 2014 NHS [n.d]

- Requires integration, cooperation and partnership for MS teams providing a good platform for all to work on.
<https://www.nice.org-uk>guidance>resources>chapter>.
- Improved safety
- Provides a safe place to discuss patients' needs maintains confidentiality and safe practices at all times.
- Allows the set up and use of chat rooms to divide work between multiple groups
- This can provide a structure to allocate tasks between teams and offer feedback opportunities.



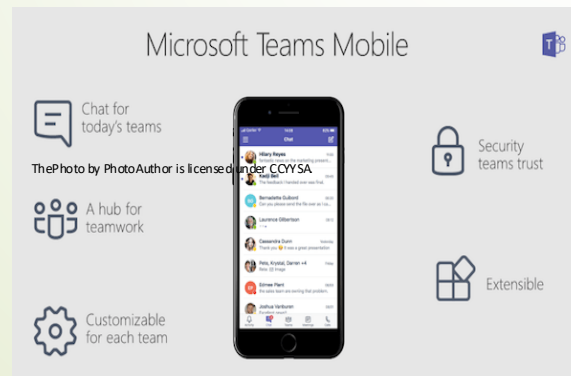
Tatvasoft.com (2025)

Benefits of Microsoft Teams in Sunrise Residential Care Home ctd



Bing (2025)

- It has collaborative features.
- It allows Multi-Disciplinary teams to discuss residents whilst maintaining privacy and confidentiality. (Microsoft 2025)
- It can be an effective tool to work with.
- In various settings or remote working. Files can be shared and stored whilst maintaining confidentiality The data protection act is very much in practice whilst confidential discussions take place on the platform.



Bing (2025)



Bing (2025)

Limitations of using Microsoft Teams in Sunrise Residential Care Home

➤ Mental Health & Digital Literacy (Client)

(Gough, M, 2012)

Mental Health was implemented in 2007 by piece of legislation to protect Adults who require help in a care homes.

➤ Date & Privacy Risks (Tech Target, 2019)

➤ Microsoft Teams is not designed specifically for clinical data management.

➤ Using Teams to share sensitive resident information (eg, medical details) could breach GDPR or local health information laws if not properly managed.



Help Desk Geek (2023)

MICROSOFT TEAMS	
PROS:	CONS:
• Easy to set up and use for Office 365 customers • Integrated with Azure AD for security and configuration • It's free with most subscriptions to Office 365 • Improves company collaboration and communication	• Doesn't work outside of a full Microsoft shop • Some features have been slow to roll out (like shared calendars) • Office 365 security is complicated and can be compromised • Collaboration can be inhibited through security settings

Varonis (2022)

Limitations of using Microsoft Teams in Sunrise Residential Care Home



Bing images (2023)

- **Sensory Impairments**
- Packages are available to make MS Teams easier to manage for people with sensory impairments (Microsoft, n.d)
- In resident care homes most of the residents have a hearing impairments which restrict talking with family members. MS Teams offer read aloud and speak settings (Microsoft, n.d)
- Performance issues on older equipment, can run slower on older computers that do not have the specifications to support. (Shea, S, 2021)

Explaining the impact of limited digital skills among staff at Sunrise Residential Care Home

Microsoft Word	Microsoft Teams
• Poorly formatted care plans Espehaug, B., Moldskred, P. S. & Snibsoer, A. K. (2021)	• Reduced efficiency and communication Greenhalgh, T. (2023)
• Inconsistent or incomplete documents. Source: Authors own work	• Miscommunication. Clohessy, S., Arvanitis, T.N., Rashid, U., Craddock, C., Evans, M., Toro, C. and Elliott, M.T. (2023)
• Misunderstandings in patient care Starmer, A.J., Spector, N.D., Srivastava, R., West, D.C., Rosenbluth, G., Allen, A.D., et al. (2014)	• Difficulty in multi-disciplinary collaboration Source: Authors own work
• Reduced efficiency and productivity Source: Authors own work	• Missed training opportunities Care Learning. (n.d.)
• Lack of self-confidence and morale Adaptavist, (2025)	• Weakened family communication Source: Authors own work

Table 1: Summary of Limited Digital skills for Microsoft Word and Microsoft Teams and how it can affect the care delivery in Sunrise Residential Care Home.

Check-list for Digital Practices

➤ **Security and Privacy**

Provides opportunities keep and maintain safe practices.

(Federation of small businesses, 2025)

➤ **Accessibility and Inclusion**

➤ Includes a range of Multi-disciplinary and visiting professional team's inclusions.

➤ It also gives opportunities for all to discuss patients' needs. (Microsoft, 2025)

➤ **Planning and strategies**

➤ Ward rounds, updates, Feedback and appointments can be facilitated with the team's tool. (Microsoft, 2025)

➤ **Intergrated Antivirus that is regularly updated**

Provides an updated safe practice for all when online.

(Microsoft, 2025)



Conclusion

- As a group we have concluded that with the right training for staff this could be a safe working practice for all.
- Having the benefits of inclusion whether in a team setting or working remotely.
- Including practicing safe codes of conduct, equal rights and applying the laws of the care act 2014.
- Maintaining the data protection act and complying with all regulations that the care role implies.
- The use of Microsoft Word & Teams allows all staff to access information efficiently and safely with confidence. (NHS England, 2022)

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Any Questions?



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