

Module code LCHS4007



- **Digital Skills and research methods**
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Staff Communication

Current Problem at Rlverdale Nursing Home

- ▶ Messages are missed
- ▶ Staff work is different buildings and shift
- ▶ Duplicate work and confusion
- ▶ Important updates may be forgotten
- ▶ Unsure which Microsoft 365 tools to use

How Microsoft Teams Improves Communication

▶ **Instant Messaging:**

Staff can message quickly and reduce missed messages.

▶ **Team Channels:**

Separate channels for shifts, updates, emergencies and more

▶ **Video Meetings:**

Staff can have meetings and handovers in different buildings

▶ **File Sharing:**

Important documents (care plans, rotas, policies) are shared easily. Microsoft, 2025 (Microsoft)



Advantage

- ▶ Better organisation: Channels separate updates, shifts, and emergencies, easy to find what you need. (Microsoft, 2026: NHS Digital, 2023)
- ▶ Up-to-date documents: One shared location for care plans, everyone uses the latest update. (Microsoft, 2026)
- ▶ Flexible access: Works on phones, tablets, PCs check updates anywhere, anytime. (Skills for care, 2022)

Limitations

- ▶ Needs internet: Relies on stable Wi-Fi, poor connection causes delays or lost access. (NHS Digital, 2023)
- ▶ Information overload: Too many messages, channels can make urgent updates harder to spot. (Royal College of Nursing, 2023)
- ▶ Notification: Constant alerts may lead staff to ignore important messages. (Royal College of Nursing, 2023)

CONCLUSION

- Microsoft Teams solves many key communication problems at Riverdale Nursing Home – cutting missed messages, reducing duplicate work, and connecting teams across buildings. (Microsoft, 2026)
- It brings all important, documents, and conversation in one organised place, making daily work faster, and safer for both staff and residents. (NHS Digital, 2023)
- While it has small limitations such as needing good internet – these are easily managed with simple guidance and setup. (NHS Digital, 2023)
- Overall, Microsoft Teams is an excellent tool that improves teamwork, keeps everyone updated, and ensures consistent, high quality care across the home. (Royal College of Nursing , 2021)

Secure File Storage and Sharing

Riverdale Care Home Current Security Concern

- ❖ Incorrect sharing of patient data.
- ❖ Incorrect storing and sharing of confidential files.
- ❖ Missing patient care documents.
- ❖ Multiple breach of patient care records.
- ❖ In need of help with finding the correct Microsoft 365 tool.



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Secure File Storage and Sharing

Tools on ways to help with improving secure file storage and sharing. Using the correct Microsoft 365. At Riverdale care home.

- ❖ The best Microsoft tool 365 I found that would help Riverdale care home after my research on information governance management and data storage (national health service2026). Would be the Microsoft one drive.
- ❖ Microsoft one drive would help staff at Riverdale care home manage files sharing and storage safely (national health service2026).
- ❖ Riverdale would be able to create a share drive for staff to be able update and manage patient records according to Riverdale policies. (national health service2026)
- ❖ By using OneDrive, it gives Riverdale staff a better way of, managing access. And keep better records of the who, what, when and why they access confidential data (national health service2026).

Secure File Storage and Sharing

- ❖ Riverdale care home staff must ensure that proper security measures are in place to protect the personal data held by your Riverdale or any other third party working on their behalf(national health service2026).
- ❖ See Riverdale policies on carrying out data protection impact assessments as it may only be certain members of staff who are given responsibility and expected to do this(national health service2026).
- ❖ Check that the individual understands what information will be shared and has no concerns.
- ❖ Riverdale to provide staff with advance digital skills training to help keep up to date with any changes in their digital system.(national health service2026)
- ❖ Riverdale staff will be able to process and support digital information in the correct way by using the Microsoft OneDrive.(national health service2026)
- ❖ Microsoft OneDrive will help Riverdale to ensure the information they provide can remain available ,reliable has digital technology advance(national health service2026).



Secure files storage and Sharing

Communication

- ❖ Improves communication with having the share OneDrive each member of staff would be given the same information updates(national health service2026).
- ❖ Weekly meeting ,sign posting, monthly staff reflections on digital skills and a staff teams' group to share any new digital updates(national health service2026).
- ❖ Staff training to keep up to date with digital skills and with the changes in compliance.

Advantages

- ❖ Easier method to keep Riverdale files up to date.
- ❖ Keep Riverdale files more secure.
- ❖ Helps Riverdale care home to Comply with the law.
- ❖ It helps to Justify the purpose for staff using confidential information.
- ❖ Access to confidential information should be on a needs met basis(national health service2026).
- ❖ Keeps files better organised and better to manage.

limitation

- ❖ Riverdale care home must not to keep care files for no longer than necessary.
- ❖ Staff using patient data inappropriately. Example sharing confidential files with a friend who does not work at Riverdale care home(national health service2026).
- ❖ Riverdale staff must carefully consider any challenges to your retention of data.(national health service2026)
- ❖ Riverdale not having internet access would cause dela in accessing data.

Secure File Storage and Sharing



CONCLUSION

- ❖ Riverdale care home using Microsoft OneDrive would be the best tool to solve the current data crisis they have been having.

Introduction

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- Writing care related documents/care documentation at Riverdale Nursing Home
- Microsoft 365 tool chosen: Microsoft Word

What I will cover:

- Why Microsoft 365 tool is selected
- Justification of tool suitability
- Advantages and limitations of using Microsoft Word for Riverdale Nursing home.

Selected Tool: Microsoft Word

- Microsoft Word is an effective word processor in Microsoft 365 and is widely used in the workplace and healthcare industry.
- It offers a variety of tools and features, including templates, styles, formatting tools, tables, and collaboration tools, which help users create professional and well-structured documents.
- Multiple staff members can make changes and add comments to a document while keeping track of who made each change using the “Track Changes” and commenting features.
- Version history is also useful for reviewing document changes, especially when working with important healthcare information such as patient records (Ogunmodede, 2018).



Source: Google Images
(2026)

Justification of Tool Suitability

Microsoft Word is a suitable option for this task for a number of reasons. It can be one of them, for instance, as it can be used to create a template for all documents relating to care, which can be recorded in a standardised format. This will save time and aid in formatting and consistency for multiple users. Secondly, Word's formatting options allow for easy organisation of complex information, such as through headings, bullet points, tables, and checklists. This transparency will make it easier for Riverdale nursing team to communicate with each other, allowing them to easily view details such as medication schedules, care procedures, and health observations (Pinazo-Clapes et al.,2025).

ADVANTAGES

- Helps staff share information more easily.
- Reduces missed messages between shifts.
- Keeps valuable information in one place.
- Helps avoid duplicate work.
- Makes updating documents quick and easy.
- Allows staff to track changes made to documents.
- Helps keep important updates organised.

LIMITATIONS

- Some staff may find it difficult to use.
- Documents can be lost or deleted.
- Valuable information may be missed.
- Too many documents can be hard to manage.
- Staff need a computer or device to use it.
- Documents may not be secure if shared incorrectly.
- More than one person editing can cause confusion.

Conclusion

Microsoft word is a suitable choice of application to assist with writing.

Organising and updating care-related documents at Riverdale nursing home . Word helps to eliminate current inefficiencies ,enrich communication and provide high quality, accurate care to residents by standardizing records, supporting collaboration, and providing clarity. The software's capabilities makes it a useful and dependable solution that is compatible with the company's objectives of boosting efficiency to regulations. And ensure residents at Riverdale nursing home receive high-quality care .



Source: Google Images (2026)

What is Staff Scheduling and Rotas?

Planning staff shift across different days and times.

Organising staff availability, shifts and breaks.

Managing annual leave, sickness, and shift swaps.

Ensuring enough staff are available to provide care.

(BrightHR, 2020)

Challenges Faced At Riverdale Nursing Home

- 01** Staff work in two **different buildings**.
- 02 Managing** multiple shift patterns across the nursing home can be difficult.
- 03 Inefficient** communication amongst different staff teams.
- 04 Poor shift management** causes confusion.

Microsoft Excel: Proposed solution

16

How Excel Improves Efficiency and Communication

- ❑ Information can be updated and shared easily
- ❑ Staff names shifts and hours can be shown clearly
- ❑ All the information is available for everyone in one document
- ❑ No need of external communication as any changes in shifts or absence of staff can be shared quickly via the document.

Why Excel is suitable ?

- ❑ Excel is a flexible software included in Microsoft 365
- ❑ Staff rota can be organised in a spreadsheet format, which is simple and effective
- ❑ The software provides clear headers and organises data in rows and columns.
- ❑ Excel formulas can calculate staff hours automatically.



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Advantages	Limitations
❑ User friendly and easy to use ❑ Allows use of formulas and calculations ❑ Ensures easy sharing and collaboration across teams ❑ Incorporates multiple features within one platform at no extra cost	❑ Prone to errors in calculation or data entry ❑ Excel files may be vulnerable due to lack of security features ❑ Staff will require basic excel skills ❑ Not designed specifically for healthcare scheduling

(Mehar, 2023)

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