

Module code LCHS4007



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

CURRENT PROBLEM AT RIVERDALE NURSING HOME

- Messages are missed
- Staff work in 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.

Secure File Storage and Sharing

Riverdale care home current security concerns.

- ❖ Incorrect sharing of patient data.
- ❖ Incorrect sorting of data and confidential files.
- ❖ Confidential documents filing done by untrained staff.
- ❖ Missing care documents
- ❖ Multiple care record breach.
- ❖ In need of help with finding the correct Microsoft 365 tools to use for this task.



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

- ❖ The best Microsoft 365 tool I found after my research on the information governance management and storage of digital records (National health service 2026). Is that the most suitable Microsoft tool Riverdale care home should use to manage their files storage and sharing in the best way possible. Would be to use the Microsoft one drive. Why?
- ❖ With using the Microsoft one drive. They would be able to creating a shared work drive for staff, to update and share files safely. and manage records according to Riverdale records policy and procedures. (National health service 2026).
- ❖ By Providing the correct training for staff. on managing storing and sharing files in the correct manner this would help to avoid, further miss management of confidential data (National health service 2026).

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.

- ❖ By staff using the Microsoft one drive it will helps to keep Riverdale care data up to date .Gives staff a better way to manage access and keep a records of who, when and what data they have access . (National health service 2026).
- ❖ With the correct staff training ,Riverdale staff would be able to manage and shared files correctly .Example-if a member of staff were to stopped working for Riverdale care home. However, but still had access to their shared Microsoft OneDrive. Because staff now has the correct training. they were able to rectify the situation correctly and efficiently. Be able manage who has access to files the when and the why(National health service 2026) .

- Even with the correct training, digital information can present a unique set of issues which must be considered and overcome. This is to ensures and help records remain ,authentic and keep their integrity. Riverdale staff, Will need to process and support digital information in the correct way, that the information they provide can remain available ,reliable has digital technology advance(National health service 2026).
- ❖ To help Riverdale care home with any issues that arise digitally.
- ❖ Riverdale can provide a more advance training for to keep up to date with their staff digital skills. Riverdale will be able to keep up to date with managing their care files more correctly. Has staff would have the correct training needed in securing ,storing and sharing file correctly(National health service 2026) .

Selected Tool: Microsoft Word



Source: Google Images (2026)

- 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).

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.
- Let's staff leave comments for each other.
- Helps keep important updates organised.
- Makes it easy to find earlier versions of a document.
- Creates clear and professional documents.
- Easy for staff to learn and use.
- Supports exact record keeping for residents.

LIMITATIONS

- Changes can be made by mistake.
- Staff may use the wrong version of a document.
- Some staff may find it difficult to use.
- Documents can be lost or deleted.
- Valuable information may be missed.
- It is not made specifically for healthcare records.
- 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 and adherence to regulations. And ensure residents at Riverdale nursing home receive high quality care .



Source: Google Images (2026)

Managing Staff Rotas and Schedules

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



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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.

(Heybegin.com, 2026)

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.

Advantages

- ❑ 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

Limitations

- ❑ 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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