

*LCHS4007 Digital skills and
Research Methods*

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Introduction

Our presentation focuses on **Sunrise Residential Care Home**, a medium-sized home with around 35 residents.

The aim is to show how Microsoft 365 tools help to improve efficiency, teamwork, and data safety.

We will focus on two main apps:

- Microsoft Excel – for managing daily records
- Microsoft Teams – for communication and file sharing



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Today, our group will present how digital tools help Sunrise Care Home to improve efficiency and safety.

- ❖ 1. Background of Sunrise Care Home – main challenges and goals (*by Zuzana*)
 - ❖ 2. Microsoft Excel – used for daily records identify problems (*by Zuzana*)
 - ❖ 3. Microsoft Teams – used for better communication and file sharing (*by Aida*)
 - ❖ 4. Digital Literacy & Safety – improving staff digital skills (*by Aida*)
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Sunrise Home: Background And Key Challenges

- Medium-sized residential home (around 35 residents)

Staff team:

- nurses, care workers, admin team

Common challenges:

- Repetitive admin tasks
- Communication gaps between shifts
- Maintaining data security and confidentiality (Skills for care, 2023)

Goal:

- use Microsoft 365 tools to improve efficiency and safety.

Using Microsoft Excel For Daily Tasks

- Microsoft Excel supports administrative and clinical work through efficient data organisation and analysis (Ravalo and Lapa, 2025).
- It is used for tracking residents' medication, vital signs, nutrition, and for creating staff rotas and shift schedules.
- The tool assists in financial management, budgeting, and compliance reporting (Kamath, 2022).
- Automated formulas and charts improve data accuracy and support decision-making.
- Integration with OneDrive enables shared access and consistency in care documentation.





Benefits And Limitations Of Excel

- Staff skill gaps prevent effective use of advanced Excel features like pivot tables and formulas.
- Version control issues arise when multiple copies of files are created without synchronization (Vranopoulos et al., 2025).
- When staff in the care home do not know how to use Excel, it becomes hard to share resident information, rotas, and reports with others.
- Miscommunication can happen because some staff may not have the correct or updated details about residents or shifts. (Lindquist and Sulewski, 2024).
- This leads to confusion and delays in care, as team members cannot easily work together or make quick decisions for residents' needs.

Using Microsoft Teams For Communication



- **Channels:** for nurses, admin, and managers
 - **File sharing:** rota stored in Team
- (Microsoft, 2024)
- **Meetings:** quick online handovers
- (NHS England, 2023)



(Bing, n.d 09 Oct 2025)

Benefits And Limitations Of Teams

Benefits:

- Centralised communication
- Reduces WhatsApp use
- Easy file sharing (Brown, 2023)

Limitations:

- Too many notifications
- Confusing for new staff (Brown, 2023)
- Risk of sharing wrong files (ICO, 2024)

Fixes:

- Short training sessions
- Clear channel names (Brown, 2023)
- Permission settings (ICO, 2024)

Digital Literacy And Safety Checklist

Low digital skills → delays, mistakes and data breaches.
(Skills for care, 2023)

Checklist:

- ✓ Use strong passwords
- ✓ Lock screens when leaving devices
- ✓ Report incidents quickly
- Avoid USBs or personal email (ICO, 2024)
- ✓ Check links before opening
- ✓ Keep systems updated
- ✓ Save only to OneDrive/Teams (NHS digital, 2023)



The End.



Conclusion

- Microsoft 365 tools help staff work faster and safer.
- Excel supports better organisation and record keeping.
- Teams improves communication and teamwork.
- Digital literacy is essential for using these tools effectively.

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