

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Certificate of higher Education Skills for Workplace (Heath & Social Care)

Digital Skills and Research Methods

LCHS4007

Lecturer : Kwame Assa-Agyei (Module Leader)

Professor: DR Redhwan Alamri

Case Study: Riverdale Nursing Home

Our group presentation by:

Martha Lango Kamarah 2538784 presenting Staff Communication.

Pamela Wills Brown 2543779 presenting Secure File Storage and Sharing.

Ingrid Villarejo Gutierrez 2542113 presenting Writing Care-Related Documents/Care Documentation.

Carolina Pena Herrmandez 2541580 presenting Staff Scheduling/rotas.

Veronica Marta Martin 2542920 presenting Staff Training.

Riverdale



CARE HOME



**WORKPLACETASK: (STAFF
COMMUNICATION)**

TOOL: MICROSOFT OUTLOOK

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MODULE CODE: LCHS4007

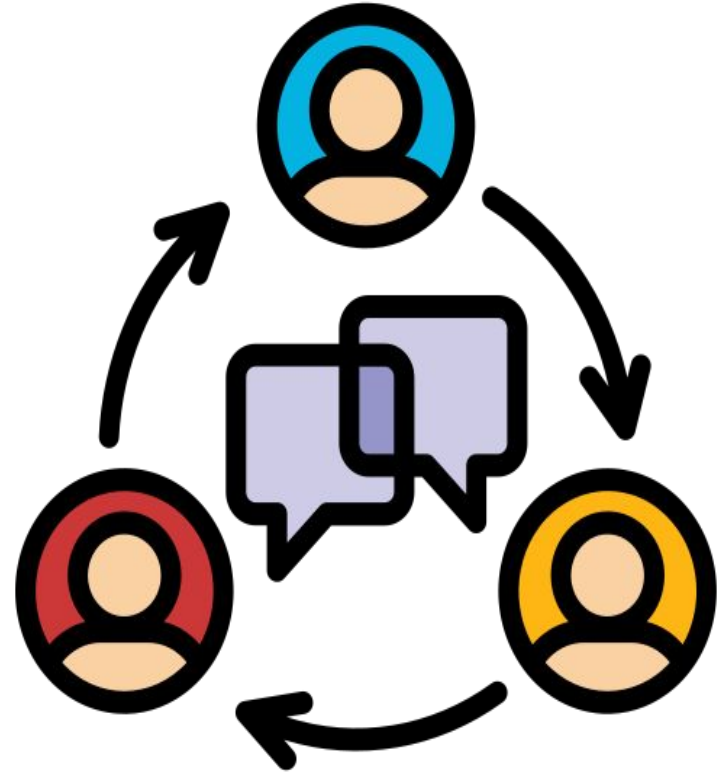


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STAFF COMMUNICATION

Staff communication promotes the exchange of

- information, ideas, feedback, and feelings between employees and management within an organization
- Staff communication plays a key role in organisations
- The role it plays support collaboration, build trust, enhance employee engagement, and improve organizational performance.

IBM. (2024) What is employee communication and why is it important?

Available at: <https://www.ibm.com/think/topics/employee-communication>

(Accessed: 4 July 2026).

MICROSOFT OUTLOOK

- Microsoft Outlook is an information management application
- It integrates email, calendar, contacts, tasks, and scheduling functions into a single platform, enabling users to communicate and manage personal and organizational information efficiently.

Microsoft. (2025) Deployment overview for the new Outlook for Windows.

Available at:

<https://learn.microsoft.com/en-us/microsoft-365-apps/outlook/get-started/deployment-new-outlook> (Accessed: 4 July 2026).

WHY IS THE TOOL SUITABLE FOR THE TASK

- It provides a secure and professional communication platform. The platform promotes fast communication and response to resident needs
- Supports coordination amongst staffs by letting them create meeting reminders, medication reviews, and documentation deadlines
- The platform is easily accessible for staffs and managers to communicate whilst working. Policies, care documents, and reports are shared in a simple and efficient manner
- Organisational data protection and health care privacy policies are important to organisations like nursing homes. This is achieved by integrating with Microsoft365
- It helps with reliable documentation by storing data for future reference

World Health Organization (2021) Global strategy on digital health 2020–2025. Geneva: World Health Organization. Available at: <https://www.who.int/publications/i/item/9789240020924> (Accessed: 4 July 2026).

HOW IT IMPROVES EFFICIENCY OR COMMUNICATION (NURSING HOME)

Nursing homes are efficiently run on fast, accurate communication. Outlook improves communication through a structured manner

- Better coordination across shifts
- Better efficiency in scheduling
- Helps with task management and accountability amongst staffs and managers
- Promotes better and faster decision-making
- It reduces errors in communication and promotes collaboration between teams

NHS England (2022) Digital transformation in health and social care. Available at: <https://www.england.nhs.uk/digitaltechnology/> (Accessed: 4 July 2026).

ADVANTAGES AND LIMITATIONS OF USING THE TOOL

ADVANTAGES

- Offers improved communication efficiency
- Provides better coordination of care
- Supports continuity of care through shift handover coordination and care plans

LIMITATIONS

- Risk of technical issues and downtime
- Threat privacy and security risks being exposed
- Requires regular staff engagement to be effective
- Largely depends on proper use across teams to avoid communication gaps

World Health Organization (2021) Global strategy on digital health 2020–2025. Geneva: World Health Organization. Available at: <https://www.who.int/publications/i/item/9789240020924> (Accessed: 4 July 2026).

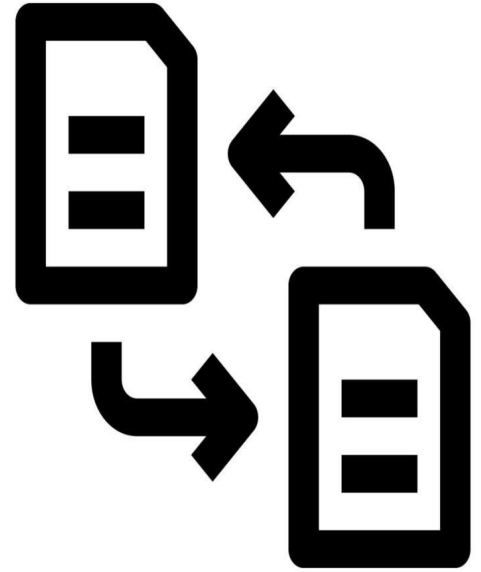
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DIGITAL SKILLS AND RESEARCH
METHODS

PAMELA WILLIS-BROWN: 2543779

MODULE LEADER/LECTURER:
KWAME ASSA-AGYEL

Work task:
Secure File Storage
and Sharing



WHY SHAREPOINT FOR RIVERDALE?

- **PROVIDES SECURE USER FRIENDLY SYSTEMS.**

Designed to facilitate

The needs of Riverdale staff team,

Increasing staff productivity and efficient service delivery.

- **CENTRALISED AND UP TO DATE FILE STORAGE AND DOCUMENT SHARING.** *This is essential in regards to the delivery of care and complex care plans for the elderly residents.*

Although Microsoft 365 has a few tools that provide adequate functions, such as ONE DRIVE and TEAMS, When it comes to the issue of secure file storage and sharing for Riverdale Nursing home, SHAREPOINT is the one that meets their needs.

SECURE DATA AND CLINICAL RECORD SHARING BETWEEN MANAGEMENT, STAFF TEAM AND PRACTITIONERS.

*Enabling collaborations, problem solving troubleshooting. Alongside
adjustments and updates in real time.*

SHAREPOINT DUEL PLATFORMS

TEAM SITE

Allows Riverdale Nursing home to share up to date information across the team.

The Teams digital interactions are secure and encrypted with additional privacy features available if required.

COMMUNITY SITE

This is a one way communication and information platform.

Used to share company news, events announcements and articles.

STEPS TO ENSURE SECURE USAGE OF SHAREPOINT TOOL

- Never distribute link unless the data is already entirely public.
- Have a “People you choose” perimeter to validate external users
Via an Email Passcode or account login.
- To ensure limited rights, apply a “View only Permission”

**WRITING CARE - RELATED
DOCUMENT/ CARE DOCUMENTATION**



Tatiana Villarejo
2542113



workplace tasks

In Riverdale nursing home , the task of **writing care-related documents** or **care documentation** refers to recording in writing all information related to the care of residents. It is an essential part of the role because it ensures that the entire care team is aware of each resident's condition and helps provide safe, consistent, and continuous care.

In a practical case, this task may involve:

1. **Recording daily observations.**
 2. **Documenting the care provided**
 3. **Recording incidents or accidents**
 4. **Documenting the administration of medication**
 5. **Reporting significant changes**
-

Tool selected



Is a widely used word processing program developed by Microsoft. It allows users to create, edit, format, and share documents such as letters, CVs, reports, and academic assignments. It is available for computers, tablets, and mobile phones, as well as in an online version.



Why this tool is suitable for the task?

Based on the needs identified for the care home, Microsoft Word is the most suitable option for writing care-related documents and care documentation. Its features allow essential information about residents to be recorded and stored digitally, making it easily accessible to members of staff.

This improves the efficiency of storing and sharing important information about each resident, helping to ensure personalised, appropriate, and consistent care.



How it improves efficiency or communication

“ One of the biggest benefits of the digital revolution has been the ability to store and access data. Healthcare professionals can now retrieve patient data from anywhere. “(The Impact of Digital Technology on Healthcare - 20 Feb 2020)

Microsoft Word improves efficiency and communication in a care home by making it easier to create, edit, and organise documents such as care records, reports, and staff notices. This helps staff share information clearly and accurately, reduces administrative errors, and saves time, allowing them to focus more on providing high-quality care for residents.

Advantages and limitations of Microsoft Word

Advantages

allows staff to create, edit, format, and organise care-related documents in a clear and professional way. It can be used to record residents' daily observations, care provided, incidents, medication information, and any important changes that need to be reported to the care team (Microsoft, n.d.).

It also allows documents to be saved digitally, which can make information easier to store, access, and share with authorised members of staff. This supports better communication and helps provide safe, consistent, and continuous care. According to NHSX (2021), health and care records should be managed properly to support safe and effective c

Disadvantages

specifically designed for healthcare or nursing home documentation. It does not automatically include specialist features such as care alerts, medication tracking, electronic care plans, or automatic reminders.

Another disadvantage is the risk of confidentiality and record-keeping problems. Care documents may contain sensitive information about residents, so if they are saved in the wrong place, shared with the wrong person, or edited without control, residents' privacy and safety could be at risk.

workplace tasks

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RIVERDALE

Staff Scheduling Rota by
Carolina Pena Herrmandez 2541580

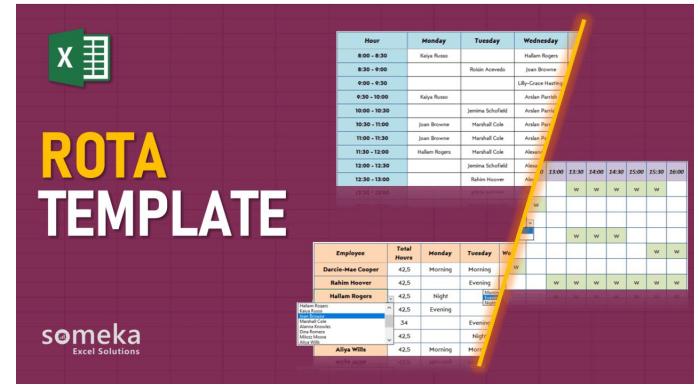
What Is Staff Scheduling?

Is how the planning and organizing of employees' work shifts is done to ensure the smooth running of business activities.



Select Microsoft 365 Tool

- Create staff rotas
- Record working hours
- Track annual leave and absences
- Monitor shifts coverage
- (microsoft2025)



Why excel is suitable?

- Organize spreadsheets
- Create pivot tables and paragraphs
- Calculate data in a spreadsheet
- Visualize complex data sets

Coursera Staff (May 29, 2026)



YOUR WEEKLY TEAM SCHEDULE

STARTING TIME	TIME INTERVAL	STARTING WEEK
6:00 AM	1 HOUR	11/01/2028

STARTING TIME	Monday 11/07/2022	Tuesday 11/08/2022	Wednesday 11/09/2022	Thursday 11/10/2022	Friday 11/11/2022	Saturday 11/12/2022	Sunday 11/13/2022
7:00 am	Weekly Meeting						
8:00 am			Weekly presentation				
9:00 am				Brainstorming Day			
10:00 am							
11:00 am							
12:00 pm	Lunch	Lunch	Lunch	Lunch	Lunch		
1:00 pm							
2:00 pm			Weekly Club Meeting				
3:00 pm					Team Assessment		
4:00 pm				Work Submission	Weekly Team Activity		
5:00 pm							
6:00 pm			Overtime Meeting				
7:00 pm							

Advantages and disadvantage

Advantages	Disadvantages
Simple, easy to learn and get started	Difficult to reproduce the analysis process
High interactivity, allowing for obtaining calculation results in real time	Cumbersome to solve complex problems
High interactivity, particularly user-friendly for Excel users	Frustrated when facing big data
Enabling the recording of the analysis process and allowing its reproduction at any time	(Dec 22, 2025)

Recommendation	Conclusion
Microsoft excel is the most suitable Microsoft 365 tool for staff scheduling at Riversdale Nursing Home.	Using excel for staff scheduling will improve efficiency, support workforce planning and contribute to better communication across the nursing home.
It helps managers organize shifts efficiently, reduce errors and ensure that sufficient staff are available to provide safe and effective care for residents.	

Riverdale



CARE HOME

Digital Skills and Research Methods

LCHS4007

Lecturer : Kwame Assa-Agyei (Module Leader)

Professor: DR Redhwan Alamri

Case Study: Riverdale nursing home

Presented by Veronica Marta Martin (student ID 2542920)

Workplace Task: STAFF TRAINING

Why do we do staff training :

Training is a mandatory program for staff member to train and develop their skill to provide safe place to work, It is a legal requirement designed to protect both vulnerable residents and workers. Training is an ongoing development and needs regular updates. [11]



Goal of training:

- The goal is to set a good standard for all staff members working for the nursing home.
- To ameliorate training in between the management and staff members.
- Keep real time training and updates.
- Delegation of tasks in between management and staff members.
- Handover at end of shifts for the next Shift .

Training topic:

- Food hygiene: Mandatory if staff are involved in the handling or preparation of food. (GOV.UK, 2025)[12-13]
- Health and safety: Fire safety, risk assessments, safety practices to protect both staff and residents. (GOV.UK, 1974)[14]
- Manual handling (Assisting and Moving): Safe patient lifting techniques to prevent muscular injuries to both staff and residents. (GOV.UK, 1992.)
- First Aid and Basic Life Support: Immediate responses to medical emergencies, (@StJohnAmbulance, 2024)
- Fire safety: Includes fire prevention, evacuation procedures, and how to use fire-fighting equipment (UK Government, 2021)[16]
- Infection Prevention and Control (IPC): Covers proper hand hygiene, PPE use, and waste management. (Department of Health and Social Care 2024).[15]
- Eating and drinking safety: Supporting people with communication, chewing and swallowing difficulties (Alzheimer's Society 1984)

Chosen tools for this Assessment are:

- Microsoft Teams: video meeting to hold meetings/ improve teamwork / reduce missed messages
- Outlook: send emails to invite on training, meeting links, reminder
- OneDrive: to staff to access files, save all training lessons
- Word: write all training session, keep training record, keep attendance
- PowerPoint : training presentation

Advantages and Limitations of Microsoft 365:

- . Advantages of Microsoft 365:
- . Meeting online to help member of staff that can't attend in person to the meeting.
- . Be in contact in between management team and members of staff
- . Limitations of Microsoft 365:
- . Without internet access no work or content will be able to be done.
- . Not enough training not knowledge or training for staff.
- . Upgrade phone or newer software

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7. URL: https://transform.england.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf
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