

Digital Skills and Research Methods

Module code: LCHS4007

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Task 1

Staff members in a care home can use Microsoft word to:

- They can use it to log everything that patients need (elderly) whatever they put onto word will never get lost.
- Perfectly structuring their needs and issues.
- The staff members can also create plans for the day.
- Organize activities for the adults in care.
- They can use the template on word.
- Keeping accurate records of everything.
- The best practice for keeping records.
- The electronic form of documentation will improve the quality of the record.

What they might have used before:

- ← Handwritten documents.
- ← Logbooks.
- ← Notice boards.
- ← Standard forms.
- ← Duplicates of forms to share with their team.

Task 1 references

- Best form of keeping records.
- Law and Professional Issues in Nursing (2019) Authors: Richard (Griffith) & Cassam (Tengham.) pg, 133-150.
- Accurate records
- The essential guide to record keeping for health and social care professionals. (2015) author Sian Knight. Pg 45-60.
- Electronic documentation improves quality, safety and efficiency.
- Documentation skills for quality patient care (2015 5th edition). Authors: Virginia Saba & Kathleen McCormick. Pg 350-370.

Task 2

Microsoft Teams in a care home

Part 1

- Utilising Microsoft teams in a care home agency offers healthcare professionals a secure, flexible communication and collaboration. Microsoft teams will enable the healthcare workers to focus on what matters the most, delivering excellent service to the service users.
- Video calls for handovers or remote check ins.
- Store policies, care protocols, and training materials in one place.
- The platform helps organise workflows and manage shifts effectively for the carers; the app will also help staff choose and change their shifts and access their rotas from their mobile devices.
- Microsoft Teams tools help track and review how well healthcare teams work so the management team can use this to oversee their staffs progress in multiple areas.
- Microsoft teams makes managing data easier and allows administrative documents to be shared securely.
- Travel restricted service users can attend their appointments virtually and the families of the service users can be kept up to date with the progress of their loved one.

Part 2

- It allows staff in a care home to communicate effectively to provide better care for the patients. It will allow virtual meetings, it will allow file sharing and patient records.
 - Can be accessed on different devices.
 - Patients who have travel restrictions will be able to attend virtual appointments using teams.
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- Staff using MS teams could face challenges if they are new to it and don't know how to use it however one way to possibly combat this could be through training, but this may be costly and time-consuming for (greenfield care home) user may get notifications by third party apps which may lead to disruptions in productivity
 - Some features are only available to paid version.

Task 3

- ▶ Task 1 Microsoft 365 - Digital Safety Greenfield Home Care Agency
Digital Safety Home care agency's are one of the institutions that handle sensitive data such as personal information of their clients, medical, family and financial records. This makes it a must for such orgs to use software such as the Microsoft 365 suite to prevent data breach. Digital Safety Having software with security measures in places makes it easy to focus on serving the individuals in the care home without fear of their personal, medical and financial record getting breached or exposed. Email Awareness The primary way hackers and thieves gain access to locked systems is by sending malicious emails to institutions to extract sensitive information. Microsoft's suite gives the user's further protection by detecting and blocking these kinds of emails

Data Management

Most home care agencies rely on old ways such as notes, and paper which could easily be misplaced and hard to track. When sensitive data is lost, both the agency and the clients are at risk. This is where tools within the Microsoft 365 package such as Purview allow the agency to share data across the cloud and easily find them when needed. The implementation of DLP (Data Loss Protection) also automatically restricts sharing sensitive data without the right authorization. Compliance and Confidentiality Making sure the org adheres to the right regulatory standards is fundamental and essential. Features such as eDiscovery and audit assist with legal issues and regulatory reporting.

References

- ▶ Microsoft (2026) Microsoft Purview: Data Security and Governance. Available at:
- ▶ <https://www.microsoft.com/en-gb/security/business/microsoft-purview> (Accessed: 8 February 2026).
- ▶ Microsoft (2026) Microsoft Defender for Office 365. Available at:
- ▶ <https://www.microsoft.com/en-gb/security/business/siem-and-xdr/microsoft-defender-office-365> (Accessed: 8 February 2026).
- ▶ Microsoft (2026) Microsoft Purview Information Protection. Available at:
- ▶ <https://www.microsoft.com/en-gb/security/business/information-protection/microsoft-purview-information-protection> (Accessed: 8 February 2026).
- ▶ Microsoft (2026) Microsoft Purview Suite. Available at: <https://www.microsoft.com/en-gb/security/business/compliance/e5-compliance> (Accessed: 8 February 2026)

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- Admin Career Guide (2025) *How Is Microsoft Teams Being Used In The Healthcare Industry?* **YouTube video**, 12 December. Available at: <https://youtu.be/L6MTXWah3OI> (Accessed: 14 February 2026).
- Caldwell, H. (2025) *Utilising Microsoft Teams in healthcare*. Texaport. Available at: <https://texaport.co.uk/blog/microsoft-teams-healthcare> (Accessed: 14 February 2026).