

DIGITAL SKILLS AND RESEARCH METHOD

LCH54007- BIRM

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Introduction

We will be looking at advantages and limitation on one of those applications.

- **One MS 365 application (Word, PowerPoint, or Excel)**
- **One MS 365 communication or collaboration tool (MS Teams, OneDrive, or Outlook)**
- **Impact of limited digital skills (digital literacy)**
- **Checklist for digital safety practices in Sunrise residential care home**

Limitations of MS Teams

On this sections we will shed light on the limitations on the MS Teams as we already discussed and the benefits.

The following points explain the limitations;

ADVANTAGES;

Teams seamlessly integrates with other Microsoft 365 apps like Word, Excel, PowerPoint, and OneDrive. This allows for easy file sharing, editing, and collaboration within the Teams interface.

Teams supports real-time collaboration on documents, spreadsheets, and presentations. Multiple team members can work on the same file simultaneously, which improves efficiency and reduces the need for back-and-forth emails.

Teams offers threaded chats, direct messaging, and group chats. Conversations can be organized by topic or project, making it easier to follow discussions and retrieve information.

Teams provides built-in video and audio-conferencing capabilities, allowing teams to hold virtual meetings, webinars, and presentations.

Features include screen sharing, recording, and integration with Outlook for scheduling.

Disadvantages

- While Microsoft Teams is feature-rich, its abundance of features can also make it complex and overwhelming, especially for new users. Training might be necessary to ensure efficient use.
- Teams can be resource-intensive, consuming a significant amount of memory and processing power, particularly during video calls or when sharing large files.
- With multiple channels and chats, users might experience notification overload, potentially leading to distraction and reduced productivity. Customizing notification settings is crucial.

References

Star Knowledge. (). Top 10 Microsoft Teams Limitations to Know . [online] Available at: [Accessed 11 Oct. 2025].

Benefit of Microsoft Team

THE SUNRISE RESIDENTIAL CARE HOME GOT THE PRIVILEGE TO BOOST THEIR COMMUNICATIONS ROUTES BY ADAPTING MS TEAMS ON TOP OF THE TRADITIONAL MOBILE CALLS AND TEXT MESSAGES. AS THEY EXPLORE THE BENEFITS OF MICROSOFT TEAMS SO AS ITS LIMITATIONS WITHIN THE RESIDENTIAL.

IN THIS SECTION OF OUR PRESENTATION, WE WILL DIVE INTO THE NUMEROUS BENEFIT OF MICROSOFT TEAMS AND SEE ITS EFFICIENCY AND IMPROVE FUNCTIONALITY WITHIN YOUR TEAM AND THE LIMITATIONS THAT COMES WITH IT.

What are the Benefits of Microsoft Teams

MICROSOFT TEAMS IS A COLLABORATION PLATFORM DEVELOPED BY MICROSOFT THAT COMBINES WORKPLACE CHAT, VIDEO CONFERENCING, FILE STORAGE, AND APPLICATION INTEGRATION.

SOME OF THE PRIMARY PURPOSE OF MICROSOFT TEAMS ARE;

CHAT AND MESSAGING; TEAMS PROVIDES A CHAT PLATFORM THAT ALLOWS USERS TO SEND DIRECT MESSAGES TO INDIVIDUALS TO CREATE GROUP CHATS FOR TEAM COMMUNICATION.

VIDEO CONFERENCING; TEAMS INCLUDE BUILT-IN VIDEO CONFERENCING CAPABILITIES, ALLOWING USERS TO CONDUCT VIRTUAL MEETINGS WITH COLLEAGUES AS IT IS PARTICULARLY USEFUL FOR REMOTE OR DISTRIBUTED TEAMS TO COLLABORATE IN REAL-TIME.

- **File sharing and collaboration; Teams integrates with Microsoft 365, making sharing collaborating on files within the platform easy.**

Integration with Microsoft 365 apps; Teams seamlessly integrates with other Microsoft 365 applications, such as Word, Excel, PowerPoint, SharePoint, and more.

The integration enhances productivity by allowing users to directly access and collaborate on documents within the Teams interface.

Channel organisation; Teams organise conversations into channels, providing a structured way to group discussions based on topics, projects, or teams. This helps keep information organised and easily accessible.

Reference

THE KNOWLEDGE ACADEMY, 18 SEPTEMBER 2025,

[HTTPS://WWW.THEKNOWLEDGEACADEMY.COM/BLOG/BENEFITS-OF-MICROSOFT-TEAMS/](https://www.theknowledgeacademy.com/blog/benefits-of-microsoft-teams/)

Using PowerPoint in a Care Home

Why Use PowerPoint in a Care Home?

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- **Engage Residents** with visual aids for storytelling, reminiscence therapy, or music sessions
- **Support Staff Training** with easy-to-follow instructions and procedures
- **Share Information** during meetings or noticeboards (events, meal plans, etc.)

How to Use It Effectively:

-  Use **large fonts** and **high contrast** for visibility
-  Add **images** and **videos** to keep attention
-  Keep slides **simple and clear** – one idea per slide
-  Use **voice-over or music** for extra engagement
-  Involve residents – ask questions or share memories

Example uses

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-  *Reminiscence slideshows (e.g. "Life in the 1950s")*
-  *Brain games or quizzes*
-  *Staff training on care procedures*
-  *Event announcements (e.g. birthdays, holiday parties)*

IMPACT OF LIMITED DIGITAL SKILLS(DIGITAL LITERACY) AMONG STAFF IN THE SUNRISE RESIDENTIAL CARE HOME.

IMPACT ON COMMUNICATION.

Barriers to external communication-this may lead to poor communication between the families of the parents ,healthcare professionals via emails and video calls.

Breakdown in internal communications-this leads to missed updates or instructions among staff .

Delay in response –failure to check or respond to the messages sent via digital apps may slow down care co-ordination.

IMPACT OF LIMITED DIGITAL SKILLS(DIGITAL LITERACY) AMONG STAFF IN THE SUNRISE RESIDENTIAL CARE HOME.

IMPACT ON CARE DELIVERY

Incomplete record keeping –this leads to errors in care plans .

Delay in care decisions –this delays important care decisions mostly with the medication administrations.

Reduced ability to personalisation-those who are uncomfortable using the care system may fail to use data to care to individual needs .

IMPACT ON TEAMWORK.

Dependency-this leads to laziness among workers .some colleagues will rely on others to always complete the digital tasks. This increases workload since they have less confidence .

Slow down teamwork tasks that should be down fast using digital systems .

This will lead to conflicts like trust issues and undermine team morale leading to conflicts or exclusion especially if some staff feel left out.

REFERENCE

Care learning ,last updated May 2025

<https://carelearning.org.uk/qualifications/level-5-adult-care/lmac-6a-development/1-7-explain-the-importance-of-literacy-numeracy-and-digital-skills-in-adult-care-and-how-to-develop-these-skills-in-the-workforce/>

SUNRISE RESIDENTIAL CARE HOME/ DIGITAL CHECKLIST

Digital Safety Practice	Reason for safety
Secure Wi-Fi connection	To use more secure wi-fi connection try avoiding public Wi-Fi.
Use stronger passwords	To keep document safe . Stronger password helps others not to have access
Regular Data Backups is safeguarding against data loss due to hardware failures	to do back up daily files and ensure one copies is stored of site and secured off location
Online/Emails should have security for communication attaching files sending documents internal and external.	emails has sensitive information to protect it by preventing cyber threats like Phishing and malware. VPN encrypts the internet connection and can help protect data online.
Patient records should have strict access who can have access to patient data e.g. user authentication and role base access.	Protect it from unauthorised access. Individual password having access to the data. Able to check who has last signed in.
Logging in and out of the system	To ensure no one has access to private and confidentiality.

Digital Checklist

Digital Checklist helps employers to ensure safety so this reduces any problems recurring and highlights main issues that needs to follow up and ensure that nothing goes unnoticed.

References

[What Makes a Good Inspection Checklist?](#)