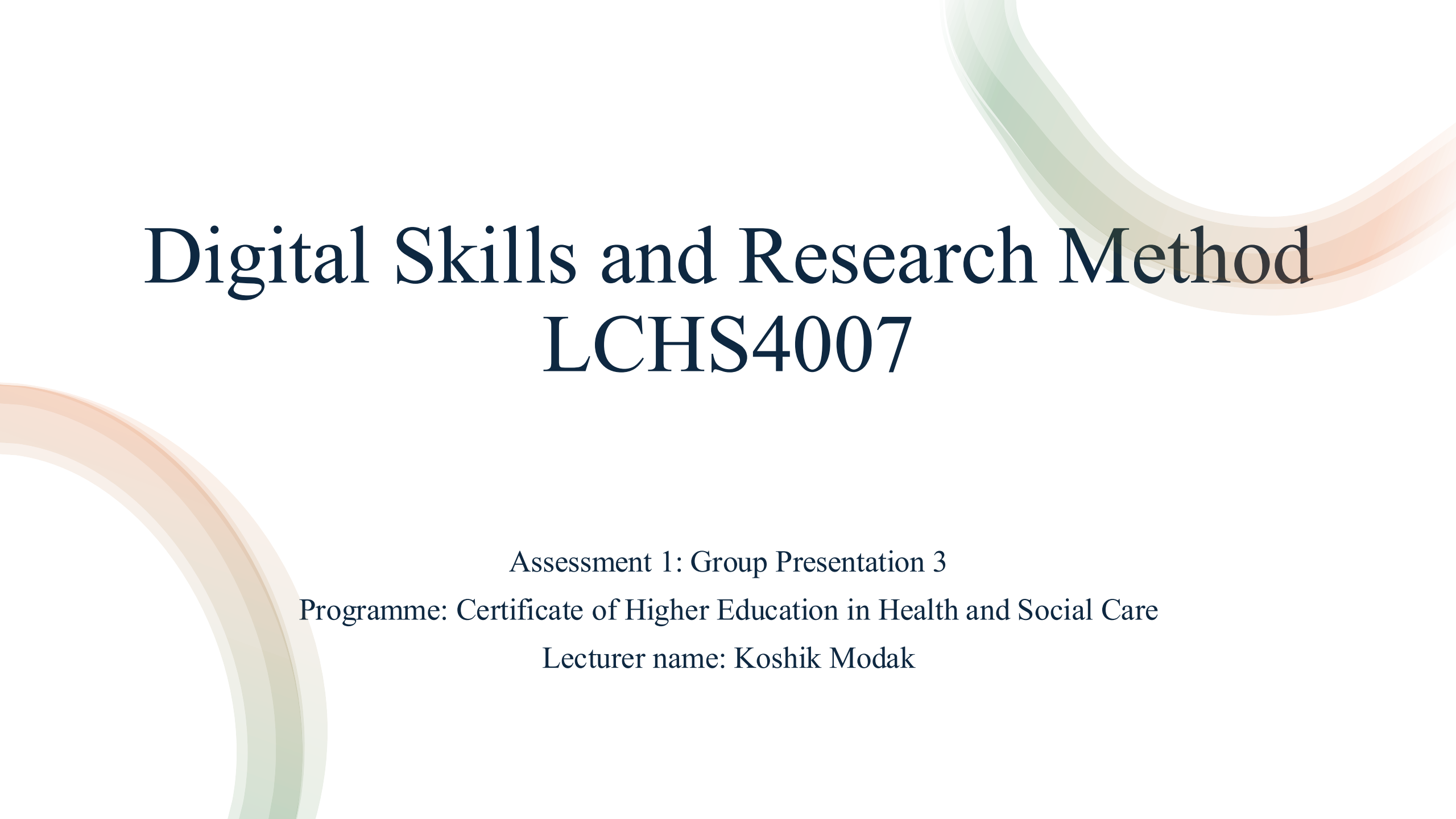




Digital Skills and Research Method

LCHS4007

Assessment 1: Group Presentation 3

Programme: Certificate of Higher Education in Health and Social Care

Lecturer name: Koshik Modak

Improving staff training and communication at Greenfield Care Agency

Student Name	Number
Anastasiia Mukhina	2532071
Cinthia Vilela	2527918
Jaime Torres	2526991

Content



INTRODUCTION AND
CASE STUDY
CONTEXT



EVALUATE
PRODUCTIVITY
TOOLS



EVALUATE
CO0MUNICATION
TOOLS



DESIGN DIGITAL
SAFETY ACTION PLAN



CONCLUSION



REFERENCES

Task 1 : Anastasiia

Topic: Digital tools in home care

Group Member 1: Introduction

Greenfield Home Care Agency helps older people and gives them personal care.

The agency started to use Microsoft 365 recently.

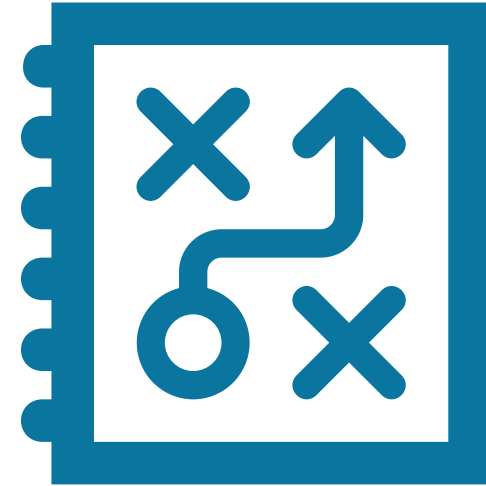
But some workers still do not feel confident using the system

This presentation shows how Excel can help at work.

Evaluate productivity tools



Excel is a program for working with tables and data.



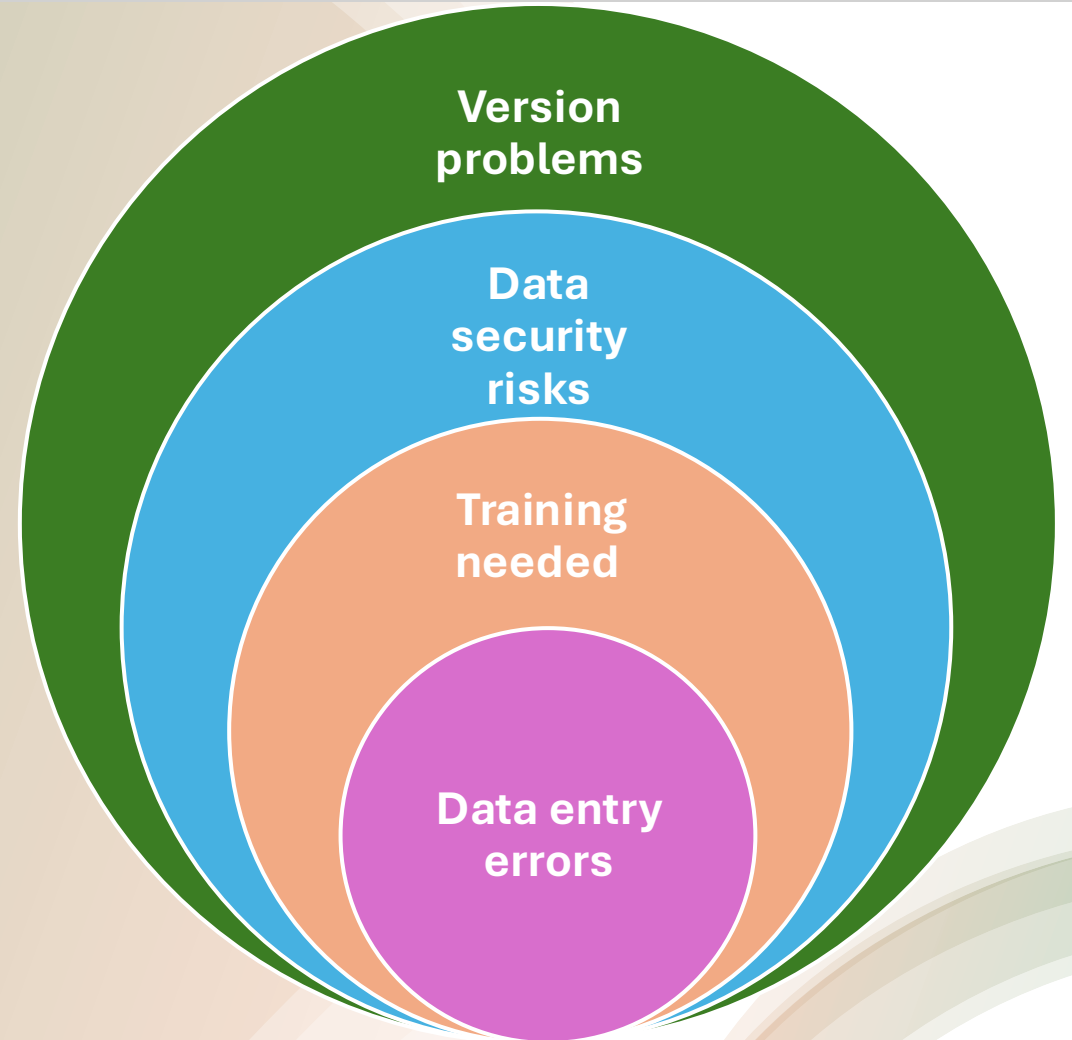
Current: some staff are not confident, so updates can be slow or not clear

Future: one Excel rota table can make updates faster and clearer

Benefits



Limitations



(NHS England, 2021)
(Care Quality Commission, 2023)
(NHS Learning Hub, 2025)

References

NHS England, 2021. *Records Management Code of Practice 2021*.

Available at: https://transform.england.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf

[Accessed 2026].

Care Quality Commission, 2023. *Electronic medicines administration records*.

Available at: <https://www.cqc.org.uk/guidance-providers/adult-social-care/electronic-medicines-administration-records>

[Accessed 2026].

NHS Learning Hub, 2025. *Get started with Excel*.

Available at: <https://learninghub.nhs.uk/Resource/63164/Item>

[Accessed 2026].

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Available at: <https://www.cqc.org.uk/guidance-providers/adult-social-care/electronic-medicines-administration-records>

[Accessed 2026].



Conclusion

- Digital tools improve work efficiency in Greenfield.
- Communication tools help staff share information quickly.
- Digital safety protects client data and confidential information.