

UNIVERSITY OF WALES
Trinity Saint David
London

Digital Skills and Research Methods LCHS4007

Assessment 1: Group Presentation 4

Programme: Certificate of Higher Education in Health and Social Care

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Use of Microsoft Excel in Sunrise Residential Care Home

Student: Dana Bardar
Student Id : 2513145





Introduction:

- Understanding Microsoft Excel as a digital spreadsheet tool used to organize, store, and calculate information.
- Exploring how Microsoft Excel supports staff in managing tasks, improving communication, and maintaining efficiency within the care home.
- Highlighting the key role of Excel in handling resident's records, staff schedules, and daily activity reports.
- Showing how Excel helps deliver safe, accurate, and high-quality care through effective data management.

- (Microsoft, 2024)
- (NHS Digital, 2023)
- (Skills for Care, 2023)



What is Microsoft Excel:

- Microsoft Excel is a digital spreadsheet used to store and organize information.
- It allows staff to make tables, charts, and formulas to manage data.
- It keeps everything neat, organized, and easy to find.
- It is widely used in healthcare and other businesses.
- (Microsoft, 2024)



Use of Excel in Sunrise Residential Care Home:

- Staff use Excel to record residents' details such as names and medical conditions.
- It helps manage staff schedules, rotas, and attendance.
- Makes it easy to update and share information quickly.
- Improves teamwork and communication among staff.
- (NHS Digital, 2023)



Excel's Importance in Care Work:

- Helps keep data accurate, safe, and easy to access.
- Care assistants can record daily observations or changes in residents' health.
- Managers can check records for better care planning.
- Allows easy reporting for inspectors or family updates.
- (Skills for Care, 2023)



Benefits of Using Excel in Sunrise Residential Care Home:

- Saves time, reduces paperwork, and keeps information safe.
- Helps staff focus on providing good care instead of searching for documents.
- Identifies patterns, like missed meals or training needs.
- Supports safer, more organized, and professional care.

➤ (NHS Digital, 2023)

➤ (Skills for Care, 2023)



References:

- Microsoft. (2024) Overview of Microsoft Excel. Available at: <https://www.microsoft.com/en-gb/Microsoft-365/excel> (Accessed: 31 October 2025).
- NHS Digital. (2023) Digital tools for improving care services. Available at: <https://digital.nhs.uk> (Accessed: 31 October 2025).
- Skills for Care. (2023) Using digital technology in adult social care. Available at: <https://www.skillsforcare.org.uk>. (Accessed: 31 October 2025).



OUTLOOK

MS 365 COMMUNICATION OR
COLLABORATION TOOL

Yesenia Vallejo

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CORE FUNCTIONS



♥ EMAIL

♥ CALENDAR

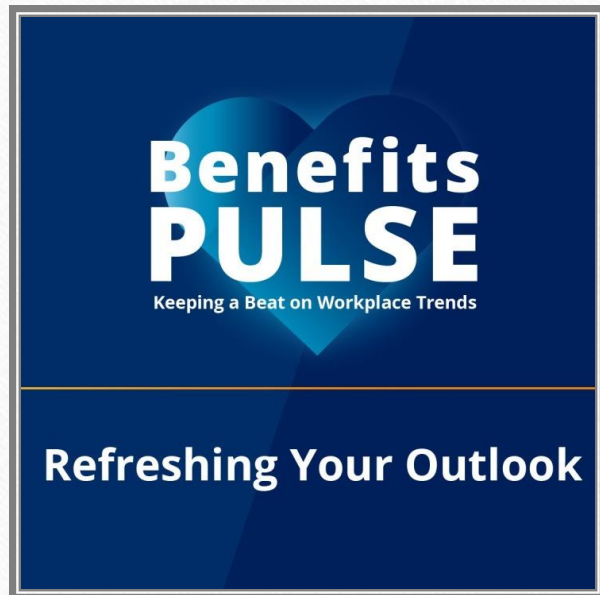
♥ CONTACTS

♥ TASKS

♥ COLLABORATION

♥ (Microsoft outlook functions documentation, 2025)

BENEFITS



♥ FOR STAFF AND MANAGEMENT

- ✓ Improved communication
- ✓ Efficient organization
- ✓ Task automation
- ✓ Task management
- ✓ (TechRadar, 2025)

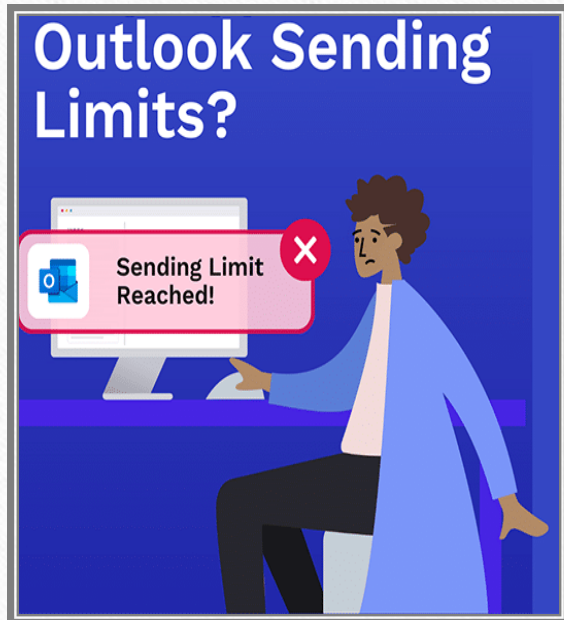
BENEFITS

♥ FOR RESIDENTS



- ✓ Social connection
- ✓ Cognitive stimulation
- ✓ Access to information
- ✓ Security
- ✓ (TechRadar, 2025)

LIMITATIONS



- ✗ Sending limits and message size
- ✗ Recipient limit
- ✗ Daily mail limit
- ✗ Storage limit
- ✗ Mailbox limit
- ✗ (Microsoft, 2025)

REFERENCES

- Microsoft 365 documentation

<https://www.Microsoft.com/Microsoft-365/outlook> (Accessed: 01 November 2025)

- TechRadar(2023) benefits of outlook for emprise

<https://www.techradar.com/es> (Accessed: 01 November 2025)

- Microsoft (2025)

<https://learn.Microsoft.com/enus/exchange/mail-flowbest-practices/limits>
(Accessed: 01 November 2025)

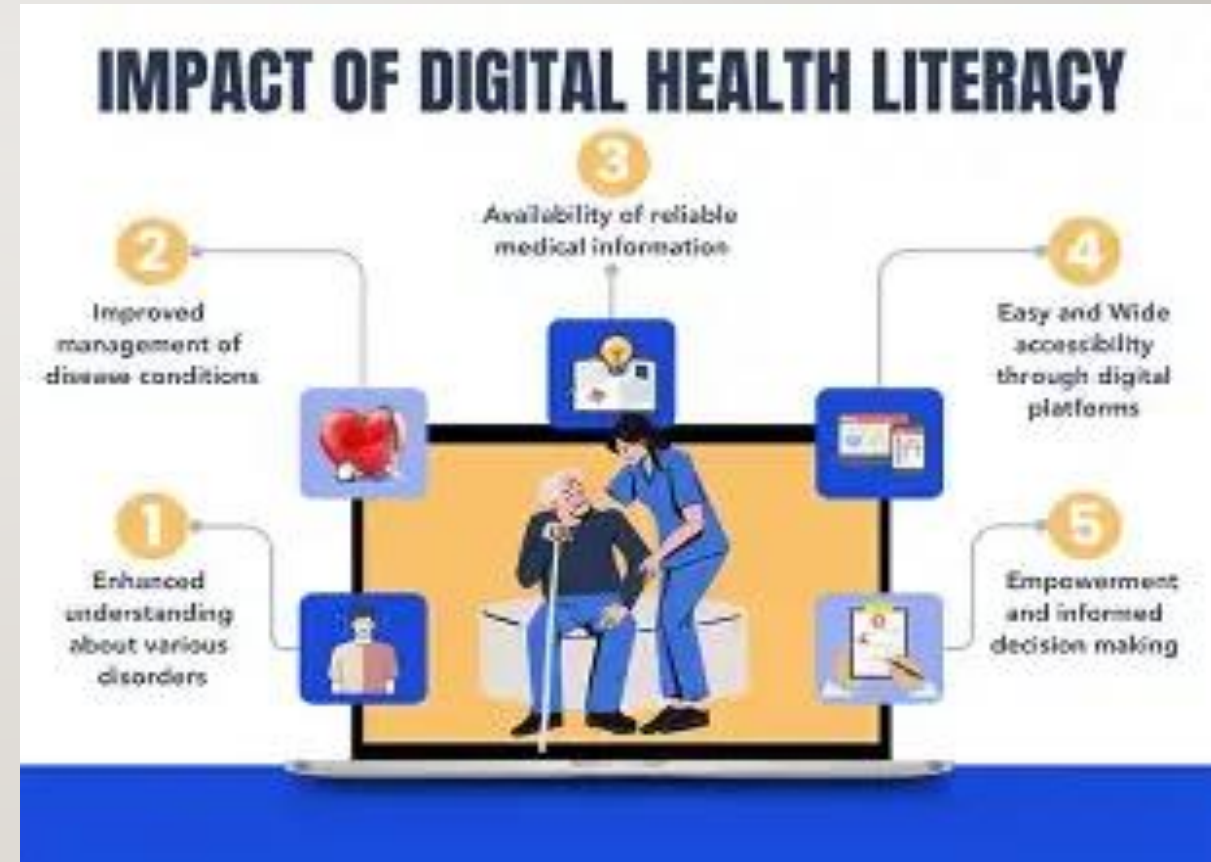
INTRODUCTION

- *Digital Literacy means using technology safely and effectively.*
- At Sunrise Residential Care Home, staff use digital systems to record and share residents' information.
- Good digital skills help improve communication and teamwork between care workers.
- (NHS England, 2023)
- (Skills for Care, 2023)



IMPACT OF DIGITAL HEALTH LITERACY

- Digital tools make it easier to access and update resident's information
- Technology improves communication between staff and other professionals.
- It helps staff give care that meets each resident's needs.
- (NHS England, 2023; Microsoft, 2023; Kuek and Hakkennes, 2020)



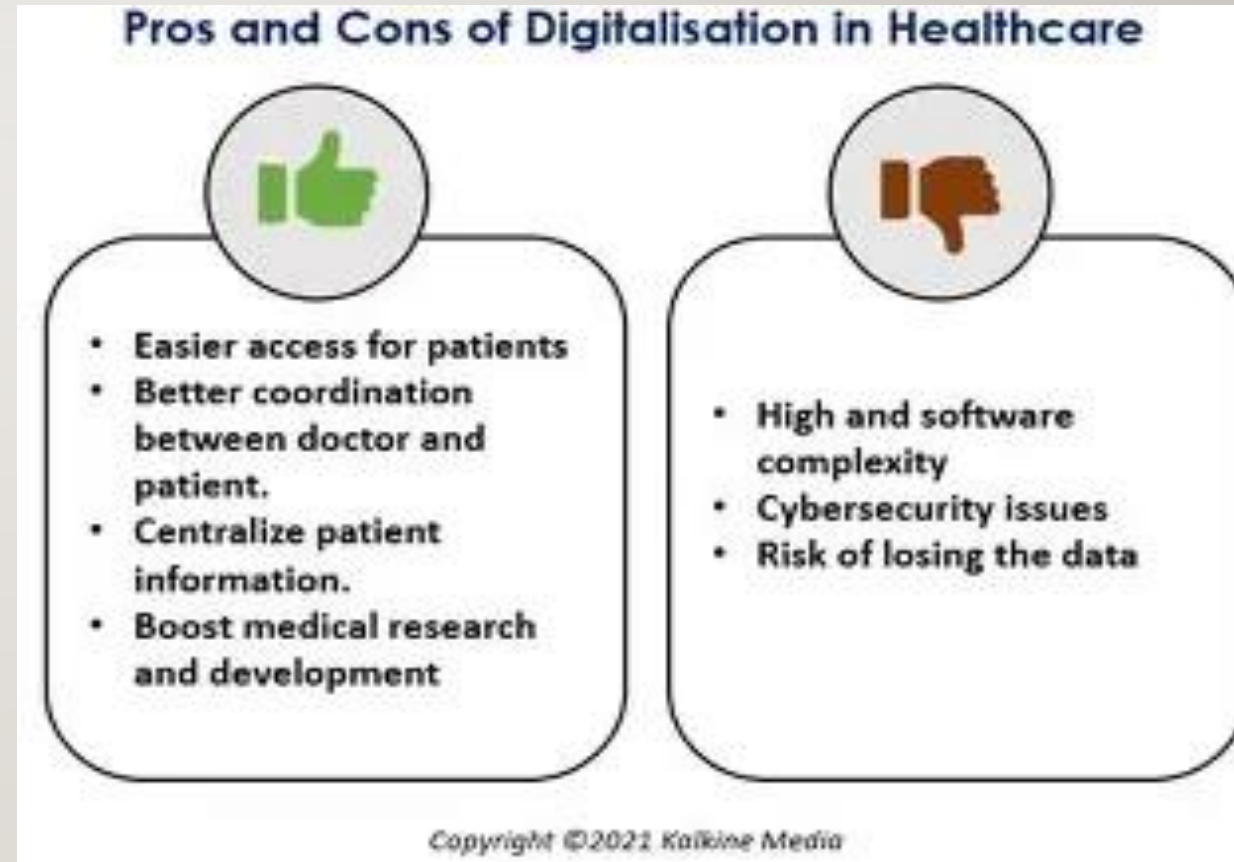
ADVANTAGES AND DISADVANTAGES OF DIGITALISATION IN HEALTHCARE

Advantages:

- Easier and faster access to residents' information.
- Better communication between care workers and doctors.
- Helps to keep and share care records safely.

Disadvantages:

- Risk of losing or sharing data.
- Problems with cybersecurity and passwords.
- Expensive equipment and training for staff.
- (Skills for Care, 2023)
- (Microsoft, 2023)



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- Kuek, A and Hakkennes, S. (2020) Healthcare staff digital literacy levels and their attitudes towards information systems. *Health Informatics Journal*, 26(1), pp, 592-612. (Accessed on 27 October 2025).
- Microsoft (2023) The importance of digital tools in healthcare. <https://news.Microsoft.com/en-gb/2023/03/22/how-digital-tools-are-transforming-healthcare/>. (Accessed on 27 October 2025).
- NHS England (2023) Digital skills for patients. <http://www.England.nhs.uk/digital/>. (Accessed 27 October 2025).
- Skills for Care (2023) Digital working in adult social care . <https://www.skillsforcare.org.uk/learning-development/digital-working.aspx>. (Accessed 27 October 2025).

DIGITAL SAFETY AT SUNRISE CARE HOME

PRESENTED BY: JUSTYNA GAJEWSKA

STUDENT ID: 2517291

MODULE: LCHS4007 - DIGITAL SKILLS AND RESEARCH METHODS

SUNRISE RESIDENTIAL CARE HOME

WHAT IS DIGITAL SAFETY?

- ▶ Digital safety is the protection of electronic information, information systems and computer hardware from unauthorised access or damage. (For example, hacking and malware).
- ▶ Keeps patient data private, trustworthy, and accessible.
- ▶ It safeguards the personal and medical information of residents from any breach.
- ▶ Meeting the requirements of the GDPR and DPA 2018.
- ▶ According to CQC (2022), trust is essential between residents, families and care providers.
- ▶ (CQC, 2022)



Staff Digital Safety Checklist

- ▶ **✓ Secure Logins:** Use strong passwords (minimum 8 characters with mix of letters, numbers, symbols); enable multi-factor authentication; never share login credentials (NCSC, 2023)
 - ▶ **✓ Email Safety:** Verify sender identity before opening attachments; avoid clicking suspicious links; report phishing attempts immediately
 - ▶ **✓ Document Storage:** Save files only to OneDrive or approved systems; encrypt sensitive documents; regular backup procedures
 - ▶ **✓ Patient Confidentiality:** Lock screens when leaving workstations; discuss patient information only in private areas; dispose of printed records securely (ICO, 2024).
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- ▶ (NCSC, 2023)
 - ▶ (ICO, 2024)

ADVANTAGES OF DIGITAL SAFETY AT SUNRISE

- ▶ ✓.Safeguards vital personal and health data against unlawful access and cyber attacks.
- ▶ ✓.Follows rules of GDPR and Data Protection Act 2018 and CQC (Gov.uk, 2023).
- ▶ ✓.Creates trust with residents and families through commitment to data protection.
- ▶ ✓.Lowering the risk of data breaches caused by the significant amount of financial penalties fines.
- ▶ ✓.Enhanced overall quality of care through accurate and secure record keeping.
- ▶ (Gov.uk, 2023)

DISADVANTAGES & CHALLENGES

- ▶ X.Staff training and system implementation for the initial setup would take time.
- ▶ X.Staff may have problems adapting to security protocols due to a lack of digital skills (Skills for Care, 2023).
- ▶ X.There will be extra costs for security software, training programs and system maintenance.
- ▶ X.Password complexity and multi-factor authentication impede emergency workflows.
- ▶ X.Updating and monitoring are required continually to face evolving cyber threats .
- ▶ (Skills for Care, 2023)

References

- ▶ Care Quality Commission (2022) *Guidance for providers on meeting the regulations*. Available at: <https://www.cqc.org.uk> (Accessed: 2 November 2025).
- ▶ Gov.uk (2023) *Data protection: how we collect and share your data*. Available at: <https://www.gov.uk/government/publications/data-protection> (Accessed: 2 November 2025).
- ▶ Information Commissioner's Office (2024) *Guide to the General Data Protection Regulation*. Available at: <https://ico.org.uk/for-organisations/guide-to-data-protection> (Accessed: 2 November 2025).
- ▶ National Cyber Security Centre (2023) *Password guidance: simplifying your approach*. Available at: <https://www.ncsc.gov.uk/collection/passwords> (Accessed: 2 November 2025).
- ▶ National Cyber Security Centre (2024) *Cyber security for care organisations*. Available at: <https://www.ncsc.gov.uk> (Accessed: 2 November 2025).
- ▶ NHS Digital (2023) *Data security and protection toolkit*. Available at: <https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance> (Accessed: 2 November 2025).
- ▶ NHS England (2023) *Digital transformation in health and care*. Available at: <https://www.england.nhs.uk/digitaltechnology> (Accessed: 2 November 2025).
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