

Module code L4CHS4007

- Digital skills and research
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Task 1: Productivity

- Greenfield care home has previously introduced software's to aid staff with their daily task by providing them with different **Microsoft 365** tools.
- One key tool used to boost productivity is **Microsoft 365 PowerPoint**.

PowerPoint

- **PowerPoint** can create engaging Slides to support more clear communication and understanding among staff, content can be easily updated and shared, making collaboration more efficient (Microsoft, 2024).
- At greenfield care home **PowerPoint** also can be used to boost productivity by simplifying content creation for activities and therapy sessions, which includes....



Benefits

- **RESIDENT ENGAGEMENT:** Create slideshow of resident favorite hobbies or memories to display.
- **ACTIVITIES PLANNING:** Use PowerPoint to plan and advertised activities like games, movie nights or exercise classes by creating visual schedule.
- **FAMILY CONNECTIONS:** Share family photos or updates on residents who have loved ones living far away.
- **THERAPEUTIC TOOL:** Create interactive quizzes or puzzles for cognitive stimulation.
- **CELEBRATIONS:** Design custom birthday or anniversary cards for residents.

Limitation

PowerPoint is a great tool for creating visual communication among staff and residence at greenfield care home. However, there are limitation with using **PowerPoint** such as...

- device access -
- technical difficulties -
- Information overload -
- Internet connectivity -

Despite these limitation with proper planning, support and staff training to effectively use **PowerPoint**.

PowerPoint can be a valuable tool for communication, therapy and keeping connected in greenfield care home.

References

- Luxwisp (2025) Pros and Cons of PowerPoint. Available at: [Pros and Cons of Powerpoint | Luxwisp](#) (Accessed: 02 February 2026).
- Microsoft (2024) PowerPoint help and learning. Available at: <https://support.microsoft.com> (Accessed: 04 February 2026).
- Microsoft (2026) Accessibility tools for Microsoft 365. Available at: <https://support.microsoft.com/en-gb/office/accessibility-tools-for-microsoft-365-b5087b20-1387-4686-a0a5-8e11c5f46cdf> (Accessed: 04 February 2026).
- Microsoft (2026) Share and collaborate in PowerPoint. Microsoft Support. Available at: <https://support.microsoft.com/en-gb/office/share-and-collaborate-in-powerpoint-07fcfb59-f410-4e52-9c60-3b069a805ee5> (Accessed: 04 February 2026).

Task 2: Communication

In a care home setting, Microsoft 365 Outlook can be a valuable tool for communication and collaboration.

Email Groups: You can create groups for different teams or departments to share information and updates.

Tasks and Assignments: Assign tasks to team members and track progress throughout the care home with the patient.

Using Microsoft 365 outlook in a care home can streamline communication and improve resident care. (Niaulin, 2019)



Collaboration

Shared Calendars: Care homes can use shared calendars to:

- Schedule resident activities and appointments
- Manage staff shifts and rotas
- Book facilities or resources such as meeting rooms to talk to your patients

Task management: Assign tasks to team members and track progress using Outlook's Tasks feature or Microsoft planner. (Microsoft, 2023)

Reference List

- Microsoft (n.d.) *Administrator guide to Microsoft 365 Groups in Outlook*. Available at: <https://support.microsoft.com/en-gb/topic/administrator-guide-to-microsoft-365-groups-in-outlook-d2175a14-759a-45bf-b1be-73e515b334c8> (Accessed: 02 February 2026).
- Microsoft (n.d.) *Track and manage tasks*. Available at: <https://www.microsoft.com/en-gb/microsoft-365/task-management-in-microsoft-365> (Accessed: 02 February 2026).
- New Horizons (2025) *Microsoft Outlook Tips to Boost Remote Team Communication*. Available at: <https://www.newhorizons.com/resources/blog/microsoft-outlook-tips-to-boost-remote-team-communication> (Accessed: 04 February 2026).
- Smile IT (2024) *Six Ways Microsoft Outlook Improves Collaboration*. Available at: <https://www.smileit.com.au/microsoft-365/six-ways-microsoft-outlook-improves-collaboration/> (Accessed: 04 February 2026)

Task 3: Digital Safety at greenfield care home

Good morning!

This presentation will be on the importance of the staff at greenfield care home agency being able and familiar with specific tools on **Microsoft 365** to provide adequate digital safety.

I will be going through a detailed action plan that I think would aid greenfield care home with their issue of staff not being confident with the new software updates and routine, and to ensure that the staff are complying and protecting important information while they are at work and "could keep them cyber safe outside of work too".

Action plan for greenfield care home:

Workshop objectives

Confidentiality and compliance

1. All Staff at the greenfield care home **must follow and comply** with the data protection laws e.g. when collecting and storing residents information.
2. Conduct regular audits. [to keep staff prompted]. And to ensure that all staff are following the correct guidelines. Such as: **UK General Data Protection Regulation and the Data Protection Act 2018 and care quality commition /CQC**

Secure access

1. **Frequent password changes.** The computers could send prompts for staff to change their staff access passwords every few months.
2. Using strong authentication methods e.g. **multifactor authentication** [staff could be asked to **enter a password** and maybe a **security question** or **one time code** sent to their device, before they could access certain data]. Make access to certain information be permitted only to certain job roles such as the care home manager,

Action plan for Greenfield care home

	Workshop objectives
Email awareness:	1) Phishing: Greenfield care home could implement regular phishing awareness training for staff. 2) How to identify suspicious emails
Data management:	1. Ensuring proper data storage and encryption [<u>Microsoft One drive</u>], 2. by using one drive to store sensitive and important data like residents records; safely in the cloud. also to share information with other partners, staff and departments. 3. One drive also ensure that data does not get lost as it automatically stores what the staff member is working on.

To conclude:

- By the greenfield home staff practicing and following the workshop they will not only build their confidence using Microsoft 365, specifically 'One drive' but also ensure that sensitive and private data is handled securely. This will help to maintain the integrity of the care home by always following 'Data protection principles'.

Task 3 references

➤ DATA protection act 2018:

Accessed on: 02/02/2026

[Data Protection Act 2018](#)

➤ GOV.UK page on data protection:

Accessed on: 02/02/2026

<https://www.gov.uk/guidance/data-use-and-access-act-2025-data-protection-and-privacy-changes>

➤ Microsoft support:

Accessed on: 04/02/2026

[Back up your folders with OneDrive - Microsoft Support](#)



Thank you for listening,
any questions?