LCHS4007 GROUP A PRESENTATION Digital Skills and Research Methods – Research Report

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What is this presentation about ?

We are going to present and deliver a PowerPoint presentation ,evaluating the use of digital technology , tools techniques to enhance efficiency at sunrise residential care home.

Microsoft Word

Now I am going to present to you some information about Microsoft word.

I will be explaining to you what it is ,how it can be used at sunrise care home and then discuss what are the benefits and limitations of using it.

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What is Microsoft word?

Microsoft word is a tool from Microsoft 365.

Microsoft word is a word processing application; it helps you create documents.

Jeong & Lee (2017) highlight that MS Word, PowerPoint and Excel are the most popular form of document used worldwide.

You can create different layouts of documents , brochures , letters, learning activities, care plans , risk assessments.

Microsoft word is known for editing tools it has many feature such a spelling and grammar checks analyzing written text.

How is Microsoft Word used in a care home to complete tasks more efficiently?

- Microsoft Word is used in the care home to help create many documents.
- Completing administrative tasks , creating care plans ,reports and policies.
- For writing letters to residents' families and organisations (Digitising Social Care, 2025).
- Microsoft word ensures that you can deliver documents concisely and organised.
- It helps completes tasks more efficiently as it saves staff more time.

What are the benefits of using Microsoft word ?

Microsoft Word is beneficial in care home as it facilitates resourceful documentation.

It allows for secure sharing of information within the care home.

It supports and helps keep documents updated.

Microsoft word is known for its collaboration having the ability for the document for changes.

It is beneficial as staff can leave edits so and other members would be able to view.

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What are the Limitations of using Microsoft word ?

Microsoft Word has its limitations if it is not secured there is a risk of breaching confidentiality (Brightman, 2023).

Microsoft word in that it is known for compatibility issues.

Not being able to adapt to older causing once again a form of loss of data.

Another concern Microsoft has complex features for first time users such as the staff at sunrise care home.

Thank you for listening , if you have any questions please ask now.

What is Outlook?

“Outlook 365 (also known as Outlook) is a Microsoft application used for managing emails, calendars, contacts, and tasks”(AlphaLogix 2024)

Outlook can be used to send, receive and read emails

It is a productivity tool also including calendar and contacts.

Events can be created and meetings in the calendar to book conference rooms and manage responses to meeting invites

Outlook

How can Outlook 365 be used in Sunrise Residential Care Home?

- Outlook can be used in the care home
- as care workers, managers and other staff members can communicate through emails
- if not able to meet in person they can schedule meetings on Microsoft teams
- so they can have meetings if there’s any problem they can communicate

What are the benefits of using Outlook 365 in Sunrise Residential Care Home?

The benefits of using Outlook 365 in the care home is improved patient care which is when the care being delivered is safe, effective, person centered

which then leads to better health outcomes and higher patient satisfaction.

Another benefit is improved staff collaboration this is where two or more individuals work together

to achieve a common goal or solve a problem.

Teamwork isn't good but if you work in a collaboration with others it emphasizes collective decision making & enhances overall success.

"Access to accurate, up-to-date patient information is critical in healthcare" (2025 Stringfellow Technology Group)

Limitations of using Outlook 365 in Sunrise Residential Care Home?

The limitations of using Outlook 365 in Sunrise Residential Care Home is that internet wont be reliable

Outlook 365 requires stable connection for the use of email, calendar and other features to function correctly.

This also leads to disrupted communication and delayed updates and frustrated staff members

Some carers or staff members might not be the best with technology and using the internet,

so adequate training is essential to ensure everyone can use the software effectively

if proper training is not given staff members and others may struggle with basic tasks leading to inefficiencies and errors

Thank you for listening , if you have any questions please ask now.

I am now going to explain to you about the impact of limited digital skills –(digital literacy) among staff in the Sunrise residential care home.

I will cover points about
Care delivery
Communication
Teamworking

How does limited digital skill affect Care Delivery?

- Care delivery can be affected by basic communication, charts, records and daily tasks in a care home.
- Reduce human errors.
- It would be harder for the staff to communicate updates fast and efficient which may lead to problems.
- Residents as those who lack in digital skills may not be able to access online health information.
- Health inequalities can occur by lack of digital services. Residents are left feeling vulnerable to access information.

How does limited digital skills affect Communication?

- Lack of digital literacy can lead to restrictions, such as digital isolation.
- it can prevent residents from accessing services, restricts staff members' use of digital resources for care plans.
- Being able to communicate such alerts by sending emails or text messages to nurses, GP, and pharmacists.
- insufficient tools staff would have to use paper records which are more inadequate causes errors.

How does limited digital skill affect Team working ?

Teamwork is essential in sunrise care home, and a lack of digital tools would impact the teamwork negatively.

Discussing any changes that may occur in residents' health, this will cause frustration in residents staff morale.

Concerns between staff members and frustration would lead to errors causing negative effects in overall quality of care.

Divides the team due to the differences in ability to use digital systems (Digital Care Homes Good Practice Guide, 2024).

Thank you for listening , if you have any questions please ask now.

I will be discussing Design a **checklist for digital safety practices** in Sunrise residential care home, covering secure logins, email safety, safe document storage and maintaining patient confidentiality

Checklist 1: Secure logins

- Unique and strong passcodes should be used
- Multifactor authentication should be used
- Accounts should not be shared
- There should be automatic logouts on computers that are shared

(Azam, 2024)

Checklist 2: Email safety

Digital Safety– Email Safety

Attachments be checked by verifying senders

Opening suspicious links should be avoided

And such links and emails should be reported immediately (Whitfield, 2025)

Checklist 3: Safe document storage

It maintains confidentiality this helps the patient's information to be kept safe and secure.

Good quality records underpin safe, effective, compassionate, high-quality care. They are an essential part of achieving good outcomes for people who use services" (Care Quality Commission 2024).

If Healthcare providers have access to complete and up to date record of a service users health information.

Checklist 4: Maintaining patient confidentiality

Digital Safety – Confidentiality

All the files should be saved in secure and approved folders

Data encryption should be done

Screens should be locked upon leaving the work

For the resident data, personal email should never be used

Conclusion

- Word has both benefits and limitations
- There is a direct impact of digital skills of staff on quality of care and outcomes
- However, residents' data can be protected by strict policies and safety
- Proper training is important for efficient outcomes.
- It is important to ensure all residents' information is up to date in case in an emergency its needed
- To ensure residents are aware their information is safe and secure and only when there's an urgent need it will be shared with other healthcare professionals
- Always ensure papers, letters in a residential care home regarding a resident is out of reach of strangers who don't need access.

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Thank you for listening to our presentation, if you have any questions please ask now.