DIGITAL SKILLS AND RESEARCH METHODS

UNIT 1 ASSESSMENT 1 PRESENTATION

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INTRODUCTION FOR SUNRISE RESIDENTIAL CARE HOME

Sunrise is a facility with 35 residents and a team of nurses, care workers and administrators for service users who suffer with dementia, mobility, and long-term health conditions.

In this assignment we will be looking at the advantages and the disadvantages of using Microsoft word and outlook, along with the impact of digital skills and digital safety.

We will then evaluate the benefits and limitations of using Microsoft Outlook and Microsoft Word at Sunrise care home. Followed by evaluating Digital safety and digital literacy skills at Sunrise care home.

(Bing, n.d.)

BENEFITS OF MICROSOFT WORD

(Bing, n.d.)

Microsoft word is easily accessible to anyone. Word offers a grammar and spell-checking system to ensure that documents are free error free and professional.

An Advantage of Word is it allows residents to keep a secure written record of future-plans.

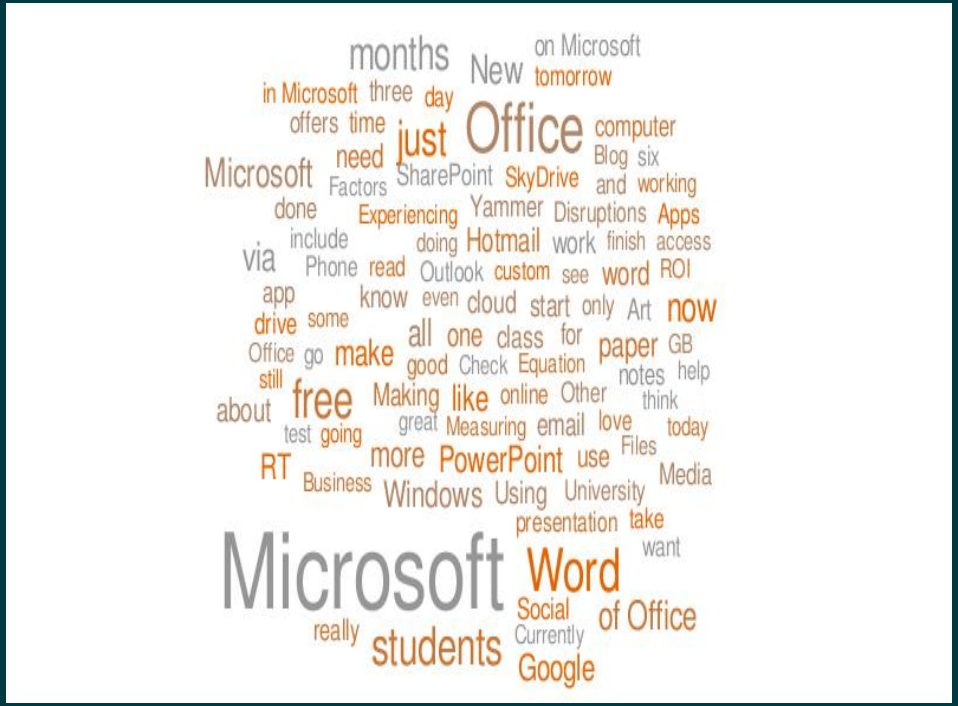
should they misplace their written diary/calendar. Staff are then able to prompt residents because of the shared access documentation on Microsoft Word. Avoiding important events such as hospital visits and medical appointments. Preventing the confusion or emotional distress and deterioration of health. (Scott, 2024)

BENEFITS OF MICROSOFT WORD CONTINUED

Enhanced technologies in communication means staff members, residents and family and friends are able to stay in touch frequently despite physical distance. An example of this would be emailing using Microsoft Word. This ensures that communication is confidential, up to date and shared on a need- to know basis.

Staff who will use Microsoft word can stay up to date , rather than having to rely on constantly checking paperwork . Task reminders are also available on Microsoft such as smart scheduling, for medication checks , care reviews, automatic reminders and training. (Wardle, 2025).

LIMITATIONS OF MICROSOFT WORD



(Bing, n.d.)

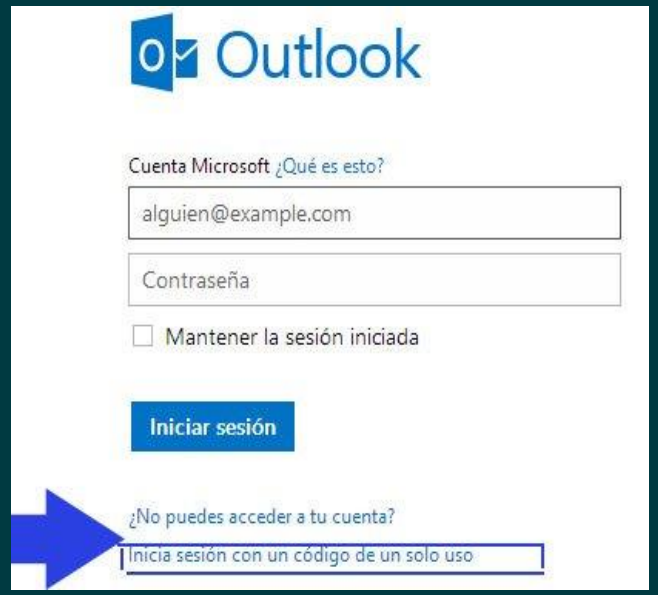
Microsoft word is a risk as important documents can be easily deleted/compromised making it a failure of poor security for the vulnerable residents living at the care home.

Having access to computer/devices is very limited as it's expensive to own a device, as well as pay a subscription to use Microsoft applications such as word.

There are now systems which are up to date and running on a faster software so you can rely on better utilities for example, google documents which has better functionalities.

Not every individual is digitally literate and can find applications such as Microsoft word complicated and overwhelming.

The NHS has a duty of care under (data protection act) to ensure valid data is secured confidential and sensitive data including Microsoft word. (NHS, 2024).



(Bing, n.d.)

(Bing, n.d.)

Advantages of using Outlook at Sunrise Residential care home

Outlook is a great tool for scheduling meetings. This outlook tool is crucial for modern enhancement to reliably manage the many accounts and appointments of their service users and staff rotas, visitor logs, doctor's appointments, and medications.

Outlook is necessary to productively produce emails, and manage your calendar schedule, accessed all in the same place.

Unlike written notes a digital calendar has reminders, alarms and the ability to be shared with colleges and peers creating a sharable online calendar app. Online calendars are powerful collaboration tools and make it easier to coordinate activities with others, for both your work and personal life.

This collaborative aspect enhances communication and ensures that everyone involved is on the same page, fostering a more efficient and synchronized approach to shared responsibilities. (Microsoft, 2025)

DISADVANTAGES OF OUTLOOK IN SUNRISE CARE HOME

Slow performance can cause a delay in care for patients.

Susceptible to crashes and connection issues which can be detrimental to the health of patients for things such as medications.

Many people are IT illiterate or unfamiliar with Outlooks complexities & will require in depth training for staff.

Security vulnerabilities & risk of confidentiality breaches.

Subscription Costs may be unaffordable for staff, service users and relatives. (Pubmed Central, 2022)

DISAVANTAGEDS CONTINUED..

Components of technostress

Techno-invasion (employees can be reached anytime).

Techno-overload (technology forces users to work faster and longer).

Techno-complexity (users feel inadequate regarding their competences).

Techno-uncertainty (ongoing changes lead to uncertainty and constant learning).

Techno-insecurity (feeling threatened about losing one's job because of automation).

Techno-unreliability (unreliability of technology used).

(Golz, 2021)

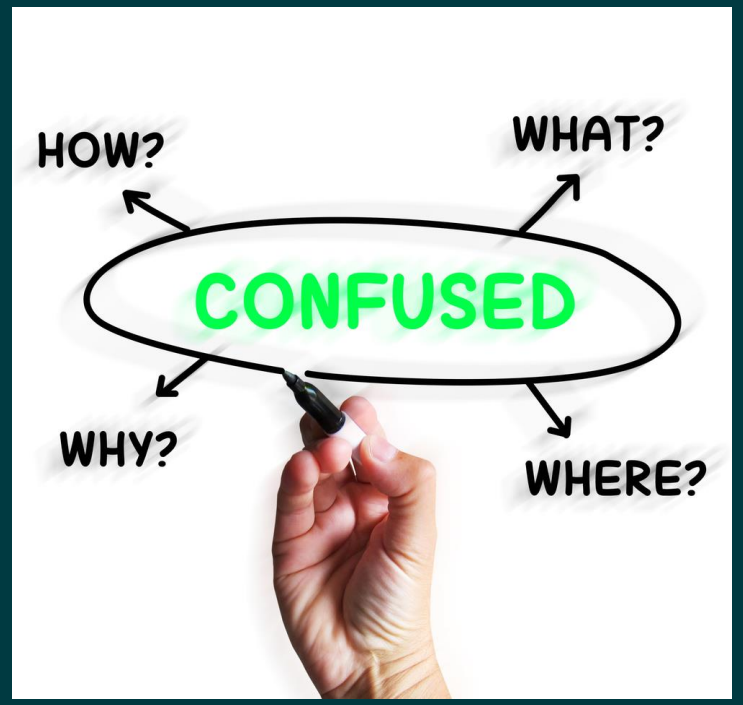
emails, along with other computer-based technologies, contribute to ‘technostress’ (Golz, 2021). This has been defined as ‘a modern disease of adaptation caused by an inability to cope with the new computer technologies in a healthy manner’ (Brod, 1984, cited in Golz, 2021)

(Bing, 2025)

THE IMPORTANCE OF DIGITAL LITERACY IN THE CARE HOME

- Informed decision making – This will help improve services and make the right decision based on each individuals plan.
- Enhanced patient care and safety- digital tools , such as mobile applications, online feedback and (EHR) which stands for electronic health records which will be used by all staff members for better patient outcome (Cummings and Davis, 2018).
- Workforce development- doing digital training instead of doing manual handwritten which is more secure and safe then having a written copy , as it prevents staff retention and removes workload of staff and management.
- Time management – Allows staff to take pride and prioritise service users
- Use accurate examples with supporting points with relevant academic sources.(EXPLAIN)

UNDERSTANDING DIGITAL LITERACY



(Bing, n.d.)

Digital literacy = confidently using technology for tasks, includes:

Using Microsoft Word/Excel

Communicating online

Finding, evaluating, sharing, and creating content

Learning new digital tools

(Bing, n.d.)

DIGITAL LITERACY CONTINUED

The lack of limited digital skills among staff at Sunrise Nursing Home could have a significant impact on several aspects of its operations.

Impact on Care Delivery:

Errors/delays with electronic records

Poor use of monitoring tech lowers resident safety

Time wasted on tech issues reduces direct care (*Whitfield, G. 2025)*

Impact on Communication:

May miss internal updates/policies

Family and professionals may receive slow or incomplete info

Coordination of care suffers

Impact on Teamwork:

Skill gaps cause team tension and inequality

Struggles with online training/compliance

Poor use of collaboration tools fragments care *(My Learning Cloud, 2025)*

HOW TO IMPROVE DIGITAL LITERACY

1

Provide ongoing, tailored digital training

2

Support with digital champions and peer mentors

3

Foster a supportive, practice-encouraging culture

4

Choose user-friendly tech; get staff feedback

THE CHECKLIST FOR DIGITAL SAFETY PRACTICES IN MICROSOFT WORD

secure logins, email safety, safe document storage and maintaining patient confidentiality.

Protects patient information keeping it confidential

Digital safety has been put in place to prevent hacking or breach of data

Legal and ethical duty resedential care home must follow policies and procedures in order to keep data protected and private.

THE CHECKLIST FOR DIGITAL SAFETY PRACTICE IN MICROSOFT OUTLOOK

(Bing, n.d.)

- Keep apps and devices up to date.
- Avoid using public WIFI.
- Create Unique Passwords.
- Consider using a VPN.
- Be Vigilant.

CONCLUSION

(Bing, n.d.)

In conclusion, **our** opinion is that the use of Microsoft word, outlook, digital literacy and digital skills are a beneficial tool for service providers to use inside the care home. Digital technologies **are more secure, efficient and enviromentaly economical than written documents.**

Improving digital skills through training and support enhances care quality, communication, and staff **confidence. Using advanced technology can help boost staff moral whilst teaching healthcare workers new skills making them more knowledgeable.**

Limited digital literacy can slow processes, increase risks, and weaken teamwork.

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